



BT Network Call Analyst

Overview:

BT Network Call Analyst (NCA) is a software tool that can work as a standalone module as well as in tandem with BT Billing Analyst. Where Network Call Performance (NCP) provides you with static summary reports in Acrobat PDF, NCA takes you one step further and lets you import the static report data and manipulate it for improved insight. You simply download the NCA software from the web, pay a one-off £50 set-up charge and you get access to the NCP data in the correct format. It can then be downloaded online for free or supplied on CD by BT for an additional charge.

Reasons to have Network Call Analyst:

- Have enhanced control and analysis of your inbound and outbound calls
- View of your entire phone estate, detailed by each phone number used

Benefits of Network Call Analyst:

- Helps improve call handling efficiency and provides the analysis you need to deliver a superior customer service experience at a lower cost
- Provides a clear insight into how your calling teams are performing
- Provides an accurate overview of your call traffic
- Helps you identify and address operational issues before they affect your business
- Expert support just a phone call or email away
- Enables comparative analysis over time for improved decision-making

Features of Network Call Analyst:

- View the financial impact of missed or engaged calls
- Easy-to-use, just download the software as a module for BT Billing Analyst
- Identify exactly what proportion of customer calls go unanswered
- Analyse and cut your call performance data for fine tuning of your calling programmes and network needs
- Analyses data on all calls whether over PSTN, ISDN, FeatureLine and FeatureLine Embark¹
- Identify the volume of inbound calls receiving an engaged tone
- Detect unanswered calls and the time taken to answer successful calls
- Gauge the efficiency of individual sites by monitoring selected lines

Price:

- A one-off £50 set-up charge to give access to the NCP data in the correct format
- The NCP data can then be downloaded online free or supplied by BT on CD for an additional charge

Further information:

Please visit: http://www.btintelligentsolutions.com/our_services/products_solutions/bt_network_call_analyst
or www.btnca.com/business

Terms and Conditions

1. Not available on WLR3 lines – if the Business PSTN, ISDN or FeatureLine service was connected after 30 June 2007 this feature may not be available to you.
Further information can be found by contacting 0800 328 2006 or emailing the helpdesk at ncphelpdesk@bt.com

Offices Worldwide

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