



## HOW RETRIEVER WORKS

Retriever works by collecting telephone call records from your office telephone system and sending them to us for processing.

Here at Focom, we interrogate the data and produce a set of reports with valuable statistics about your telecomms activity.

This information is e-mailed back to you each day ready for the day's business. Alternatively, use your personal browser to access the data and run reports yourself.

## What are the Advantages of a Call Logger?

- No surprises when the telephone bill arrives
- Advance warning of unauthorised activity
- Immediate interrogation of data when someone queries a call
- Cost centre call cost apportionment
- The ability to track down abuse or staff harassment
- An overview of activity with busy times and destinations
- Use it to help with staff rostering
- A better bartering position for a good tariff rate
- Customer satisfaction, you know they are getting through to the right people
- All the statistics at your fingertips

## WHO BENEFITS?

Department Heads

Management

Telecomms and IT

Human Resources

Customer Services

Reception

Financial Administration

Security

Call Centres

Help Desk

Your Customers



*Don't leave your telecomms decision making to chance*

*Get the facts and make promises you know you can keep*

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