

1 Introduction

nCall - A System for Telephone Answering Services

Introduction

Welcome to nCall!

nCall is sophisticated software specifically designed to assist Telephone Answering Services (TAS).

What is a telephone answering service? Virtual receptions, as they are also known, answer diverted telephone calls on behalf of their customers.

TASs are used by various types of customer:

- i. Small companies who want to give the impression that they're a larger company.
- ii. Medium/large companies, to handle overflow.
- iii. As a cheaper alternative to employing a receptionist.

TASs typically have a PBX (Private Branch Exchange) telephone system with anything from 5-100 physical telephone lines coming into their offices. Their telecoms company would also allocate them a number of DDI (Direct Dial Inwards) telephone numbers. These numbers are not directly tied to a physical line and may number in their hundreds. TAS's may handle multiple incoming calls on each DDI number.

Each TAS customer is given their own unique DDI number in which to forward their calls. The customer will then program their telephone system to forward calls to the TAS either:

- i. All the time
- ii. When their phones are engaged
- iii. If the call is unanswered after ~8 rings.

When the call is received at the TAS, they can determine both the caller number and the called number (ie the DDI number). Knowing the DDI number called they then know how to answer the call, for example: "Good morning nSolve, how may I help?". Then, depending on the customer's instructions, the operator can either take a message or try to patch the call through to the customer. The message(s) will then be relayed to the customer either immediately or at a time of their choosing.

1.1 Minimum PC Requirements

Technical

nCall is a client-server system. At its heart is a powerful (open-source) relational database called Firebird running on a Win2000/NT/XP server. Also running on the server are two NT Services:

- i. CallProcessor - Creates messages based on contact *Message actions*.
- ii. Message Centre - This sends emails/faxes/SMS messages created by CallProcessor.

nCall uses a powerful multi-user database which is designed to run on Windows 98, Me, 2000, XP, and NT4 with a minimum of a Pentium II 500MHz or Athlon 1200 CPU, 64Mb RAM, and 50MB free hard disk space.

1.2 Support

To access technical support for nCall, go to <http://www.nsolve.com/ncall.html>, e-mail ncall@nsolve.com, or call Witney 01993 771117.

nSolve's mailing address is

nSolve Ltd,
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OX28 6HY

2 Getting Started

Using nCall

There are two levels to using nCall, Admin and User. Since most people will be using nCall as users and not administrators, this section will provide only an abbreviated section on Admin, and a longer section on User.

Admin: The Admin, or nCall Administrator, is responsible for defining nCall objects, setting up system options, and performing day-to-day running and maintenance tasks. With the help of nCall support, the Admin configures nCall for the business environment in which it is being used. For more information on configuring and customising nCall, see Admin Options [*not included in this excerpt*].

User: The nCall user performs the day-to-day call management functions of a . Using the attributes and objects defined by the Admin, the user can perform a variety of sophisticated call handling functions described in this help file. nCall users should familiarise themselves with the nCall interface, the objects, and any related procedures defined by your nCall administrator.

Some further help topics for nCall users to explore at this stage might include:

- ***The user interface (overview):*** Gives a pictorial description of the nCall interface and its component parts, with links to specific functions.
- ***Clients:*** Gives details on how to use the client-tracking functions within nCall
- ***Call Handling and Message Handling:*** Gives information on various types of call/message handling within nCall, and how to use them.
- ***Call Sheet Items:*** Gives a pictorial overview of parts of the call sheet (the most-used part of the nCall interface for users) and their functions.
- ***Calls:*** Information on all aspects of call management within nCall.
- ***Frequently asked questions:*** A list of common questions and answers about nCall, and information on submitting your own questions and/or answers.
- ***When things go wrong:*** Troubleshooting nCall for users and administrators, and information on submitting error and run logs to nCall Support.
- ***Glossary:*** A list of terms used in the program and this help file, and their definitions.

[Note: In the actual nCall help file, text which appears in ***bolded italics*** in the section above is hyperlinked to the appropriate topic.]