

ELEPHANT NEWS

Version 1.6.4 Released

We are pleased to announce that Elephant release 1.6.4 is now available for downloading from our web site which contains a number of enhancements and new features. All customers with a valid current support contract are able to download this latest version at no additional cost.

Please remember it is imperative that we have the correct E-mail addresses for all customers so that we can notify the users on support when significant tariff and product updates are available.

New BT Call Pricing Policy

Surreptitiously, BT have changed their charging strategy to business users; for most calls the minimum call charge has been replaced with a call connection fee of 3p per call. This will result in a significant revenue increase; for example the cost of a one minute national call has increased from 8p to 11p.

Once again, Wills Consulting has led the field by being the first to announce this fact to its users and provide an updated tariff on its web site.

CLID Monitoring

This unique feature has been designed to address the requirements of Lone Worker Protection. All staff working remotely, such as 24 hour security guards, are automatically monitored from a defined set of Calling Line Identifiers (CLIDs) from either cellular or fixed telephones. If no call is received for a specified period of time from a CLID, an audible and visual alarm is automatically generated which may also be E-mailed if required.

Report Scheduler Enhancements

An increasing number of users are now using the automatic report scheduler to generate reports rather than the manual method. This feature has been enhanced to include the facility to temporarily disable selected reports and to control the file names for E-mail attachments. More comprehensive information is also provided in both the E-mail subject and message text.

Dynamic Display Enhancements

A number of enhancements have been made to the popular Dynamic Display (Wallboard) facility including the ability to display statistics by DDI number. We have also added the facility to drill down in the display, thereby identifying all calls that correspond to a single entry by a simple mouse click.

Elephant CD Image Download

A copy of the installation CD-ROM can be downloaded from the internet in the form of a self extracting ZIP file using one of the following URLs:

UK version: www.willsconsulting.co.uk/files/eleimage.exe

Eire version: www.willsconsulting.co.uk/files/eireCD.exe

Running this application will create a temporary file on the local drive (default is C:\Temp) containing the essential elements of the full CD-ROM from which the setup utility may be run.

Support for Nortel BCM

Wills Consulting are pleased to announce support is now available for the entire range of Nortel BCM telephone systems. Data is collected using the technique known as CDR Pull at scheduled times.

Enhanced IP Logging

The range of telephones that Elephant supports LAN based data collection has been expanded to include the Goldstar and the Samsung ranges. Data from these PBXs can be collected using either our serial or IP collection utility.

Auto Account Code Association by Telephone Number

The use of telephone account codes is a popular method for allocating calls for billing purposes. Elephant can now automatically allocate account codes to both incoming and outgoing calls for telephone numbers held within the Elephant telephone directory.

PMPRO Hotel Software

Wills Consulting are pleased to announce that Elephant can now be interfaced with the PMPRO Front of House System for Hotels. Elephant automatically creates data transfer files to PMPRO in real time.

Current Versions

The current versions of software available on our website are:

Elephant Call Management	1.6.4
BT tariff & UK STD codes	01/02/2007
Serial data collection utility	1.6.4
IP data collection utility	1.6.5



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