

# Product comparison Call logging products

This document outlines the differences between the  
TIM Plus and TIM Enterprise call logging products

For more information, please visit [www.tri-line.com](http://www.tri-line.com)

General features	TIM Plus	TIM Enterprise
No of sites	Up to 5	Unlimited
No of users	Up to 400	Unlimited
In-built web server <small>No additional software required e.g. IIS</small>	✓	✓
Concurrent Web Users <small>(remote clients)</small>	Unlimited	Unlimited
Unlimited hierarchy		✓
Pure web browser access	✓	✓
Live call view	✓	✓
Runs as a Windows Service	✓	✓
Duplicate extensions		✓
Advanced inter-site routing		✓
Unlimited reporting collections		✓
International timezone reconciliation		✓
Call recording upgrade option	✓	✓
Advanced filters on Reports		✓
Advanced Stats points		✓
Advanced Call & Stats Alarms		✓
Serial/IP connection <small>(If PBX supports IP connection)</small>	✓	✓
Client license required	N/A	N/A

Display boards	TIM Plus	TIM Enterprise
Unlimited free display boards	✓	✓
Summary panels	✓	✓
Leaderboard panels	✓	✓
Web panels	✓	✓
RSS panels	✓	✓
Label panels	✓	✓
Video & IPTV	✓	✓
Templates <small>(for creating boards in seconds)</small>	✓	✓
Ability to copy existing boards	✓	✓
Unlimited Stats points	✓	✓
Configurable colours, fonts, sizes	✓	✓

Reports	TIM Plus	TIM Enterprise
<b>Billing</b>		
Create a telephone bill	✓	✓
Add mark-up to bill	✓	✓
Account Code billing	✓	✓
Billing by site/team/user	✓	✓
Apply multiple currencies		✓
<b>Traffic</b>		
Busy trunks/channels	✓	✓
Daily activity	✓	✓
Call geography	✓	✓
Busy times	✓	✓
<b>Management</b>		
Inbound call performance	✓	✓
Call analysis / Daily activity	✓	✓
Call scoring	✓	✓
Call volumes	✓	✓
Enterprise overview/ Organisation drill-down	✓	✓
Missed calls	✓	✓
Random call selection	✓	✓
Top calls	✓	✓
Frequent numbers	✓	✓
Extension Usage/ User Activity	✓	✓
Unused devices	✓	✓
Custom report	✓	✓
Target response - Single threshold	✓	✓
Target response - Multiple threshold	✓	✓
Incoming call analysis	✓	✓
<b>Report Filters</b>		
Advanced filter options		✓
equals	✓	✓
is not equal to	✓	✓
begins with	✓	✓
does not begin with	✓	✓
ends with		✓
does not end with		✓
contains		✓
does not contain		✓
is greater than		✓
is less than		✓

Alarms	TIM Plus	TIM Enterprise
<b>Call Alarms</b>		
Have the system send email/SMS alerts when specific call criteria are met	✓	✓
Dialled number (partial or full)	✓	✓
Cost	✓	✓
Duration	✓	✓
Missed call(s)	✓	✓
<b>Stats Point Alarms</b>		
Call count alarm	✓	✓
Call duration alarm (Total/Avg/Min/Max)	✓	✓
Response alarm (Total/Avg/Min/Max)	✓	✓
Cost alarm (Total/Avg/Min/Max)	✓	✓
Line concurrency	✓	✓
Advanced exclusion filters on alarms	✓	✓

#### Reports bonus features

Drillable web-reports	✓	✓
Clickable Headers	✓	✓
Interactive Graphs	✓	✓
Ability to run Ad-hoc reports	✓	✓
Report scheduling	✓	✓
Report formats	HTML CSV PDF XML Excel	HTML CSV PDF XML Excel

#### Tariffs

	TIM Plus	TIM Enterprise
Customisable tariffs	✓	✓

#### Database

	TIM Plus	TIM Enterprise
Database type	Native	SQL
Database integration	Sometimes	✓
Web integration	Sometimes	✓