















Product comparison chart

The chart below provides a very product comparison sheet that allows you to see at a glance some of the fundamental differences between [TIM Professional](#), [TIM Plus](#) and [TIM Enterprise](#).

If you would like more details on any product or if you would like to try the product live with your own switch, please do not hesitate to [contact us](#).

Feature	<u>Professional</u>	<u>Plus</u>	<u>Enterprise</u>
	More	More	More
Call recording Can add TIM Talk license, to allow fully-integrated call recording in all reports			
Report formats File format of reports available	HTML CSV	HTML CSV PDF XML Excel	HTML CSV PDF XML Excel
Windows Service Runs as a Windows Service			
In-built web server No need to setup a separate service			
Live call view See calls as soon as they've happened			
Pure web	Limited		

Feature	<u>Professional</u>	<u>Plus</u>	<u>Enterprise</u>
browser access Doesn't require additional software on client PCs			
Call alarms Have the system send email/SMS alerts when specific call criteria are met	✓	✓	✓
Customisable tariffs Edit the cost of every type of call	✓	✓	✓
Reports Comprehensive array of pre-defined management information reports	✓	✓	✓
Database Type of database used to store directory and call data	Access	Native	Full SQL
Database integration Allows third-party access to directory and call tables	✗	✗	✓
Web integration	✗	✓	✓

Feature	<u>Professional</u>	<u>Plus</u>	<u>Enterprise</u>
Connect other products (such as CRM systems) using web scripts for integration with directory and call data			