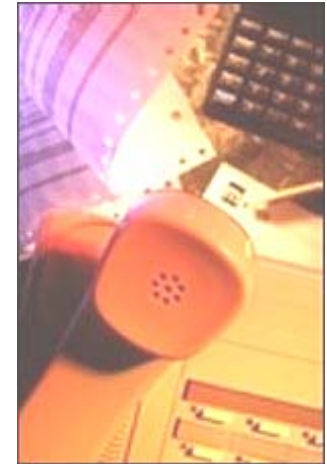




**Telecommunications** generally represent the second or third largest monthly expense in an organization; telephone calls typically account for 75% of this amount. Managing telephone bills has been often an overlooked area of major companies especially for finance and admin managers. How much revenue does your company lose every month due to inaccurate call slips and record keeping? In many cases firms lose up to 20% of call revenue.



**Tracking calls** manually is quite labor intensive. One option is to manually record calls and match each call to the phone bill. Then these calls have to be posted manually to the office billing system - tedious and time consuming! **Are your employees still recording long distance calls on pink slips?**

Traditionally, call accounting has been looked on as a cost recovery system, but with recent advances in features and functionality, Call Accounting has become an important management tool. Every company that has tele-marketing, tele-sales, service, support or other phone oriented departments can now have easy, fast and affordable access to this valuable information. However, modern telephone systems provide useful information but it need a call accounting system to monitor and help to manage these expenses.

## What is Call Accounting Software?



- ❑ Call Accounting is a product for recording, organizing, and analyzing all of your telephone activity.
- ❑ It is a powerful management tool which records all incoming, outgoing, local, long distance and international calls.
- ❑ It also provide useful informations like date and time of call, telephone number dialed, city and state, length and cost of the call and the user/extension placing the call.

## Why do we need Call Accounting Software?

Telecommunications costs are a significant chunk of your budget. In most offices, the telephone expenses are the 2nd largest after salaries. On average, 22% of outgoing calls from your business are non-business related. With a Call Accounting Software, you can get benefits the following:

- ❑ You can monitor on these expenses and improve your understanding of how your telephone system is being utilized.
- ❑ It's enables you to control costs, increase productivity and better manage personnel.
- ❑ You would know precisely where your telecommunications cost are being incurred.
- ❑ You would know how many calls come into your company or department per day and where your calls originate or go?
- ❑ Management can easily generate reports on demand
- ❑ You would know your busiest time of day, week or month?
- ❑ You would know if you properly staffed to handle these traffic fluctuations?
- ❑ You would know if telephone intensive departments performing as they should and you would know if you have enough or to few phone lines.
- ❑ You would monitor incoming and outgoing calls.
- ❑ You would know how many calls come in on specific lines (like tech. support, or 800 numbers) every day, week or month?
- ❑ Your Long Distance abuse is MINIMIZED.

## Why use Call Accounting?

Call Accounting is used to accurately allocate telephone usage costs by department, division, or location. Without call accounting, telephone usage is an uncontrolled expense. Call Accounting provides the means to allocate, manage, control and reduce expenses.

Call Accounting typically reduces a client's phone bill from 10 to 30%. Additionally, it helps increasing employees' performance by reducing unproductive time spent on the telephone.

## How does CallTrack 2000 Call Accounting achieve these results?

### The accountability factor:

- ❑ Results in fewer personal calls
- ❑ Reduces average call duration
- ❑ Improves employee productivity Fewer calls means more time to...work!
- ❑ Monitors Telephone System efficiency
- ❑ Shows if all trunks are operational
- ❑ Monitors least cost routing
- ❑ Helps manage and eliminate unused phones and PBX ports
- ❑ Monitors unauthorized web usage via dial up lines
- ❑ Helps manage expensive Directory Assistance calls which can now be more than PHP XXX per call for long distance





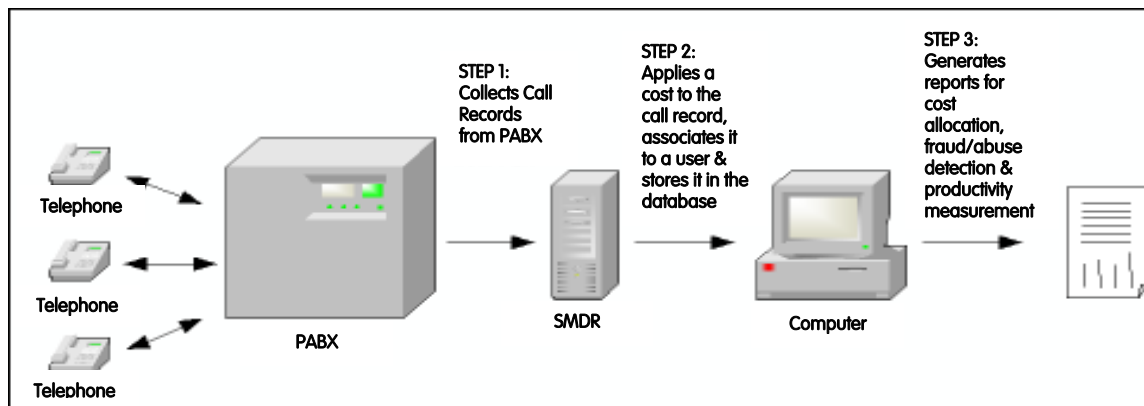
## Enterprise CallTrack2000 Call Billing System

*The Communications Billing Experts*

### What is a Enterprise CallTrack 2000 Call Billing System?

**Enterprise CallTrack 2000** is the leading provider of Telephone Call Accounting software for business. It is a powerful Software tool for managing and tracking communications. It also is a highly sophisticated Call Detail Recording Software that effectively keeps track of all your telephone calls. It simply let you know how your employees spend their time on the telephone and where your cost are being incurred. It can also detect and eliminate phone abuse. **CallTrack 2000** also captures all outgoing and/or incoming local, domestic (STD) and international (IDD) telephone calls made from a PABX or key phone.

It is essential to implement a control system to capture and provide access to this information. Call Detail Records (CDR) produced by telephone systems are the basis of Call Accounting: a proven method for costing and allocating telephone expenses.



### CallTrack 2000 Advantage?

- ❑ System functions without human intervention
- ❑ A 32 bits software that designed to run on Windows 95/98/ Me/NT/2000
- ❑ Supports most PABX's with SMDR features, Use RS232 Cables
- ❑ Easy to Install, Use, and Administer.
- ❑ Doesn't require a dedicated hardware. Can run in NETWORK environment.
- ❑ Accurate Call Costing System
- ❑ Many Standard and Custom reports available
- ❑ Designed with consideration for preventing system malfunction and file corruption.
- ❑ Automatic recovery and visual indicators for ease of troubleshooting.
- ❑ Access to critical information is protected by password to ensure maximum security and data integrity. Multi Level of Security (Administrator, Management, User)
- ❑ Real time processing (No data loss)
- ❑ **UNBELIEVABLE PRICE**

## Using CallTrack2000, you can get the following Benefits:

### Tracking Calls

- CALLTRACK 2000 can report on local, NDD, IDD calls.
- CALLTRACK 2000 will allow you to search out specific numbers, report on how many calls were made to that number, and how much time was spent on those calls.
- Most companies allow for some time on personal calls but that amount of time has to be reasonable.

### Sales Department

A common problem for sales or tele-marketing departments is tracking the efficiency of their cold calls. like:

- How many calls is a sales person making?
- Are the calls too lengthy?
- Are agents making alot of calls, but not getting results? Or are agent simply not making enough calls?
- Which employees are doing better at being productive on the phone?
- Do you want them to get on and off the phone quicker? Or, do you want them to stay on and coddle your customers? Questions like this are easily answered by CallTrack statistical reports.

### Increased Employee Productivity

The single largest expense in almost all corporations is payroll. Small increases in employee productivity can yield dramatic cost savings.

CallTrack 2000 Call accounting can help you increase employee productivity by ensuring that those people who should be on the phone are, and employees who should not be on the phone aren't. For example, an outbound sales person might be expected to make 50 calls per day.

A call accounting system will let you determine if they are meeting their goals. If they are not, you can coach them so they meet their goals. On the other hand, perhaps a software engineer generally should not be making many calls. A person calling home to check in with the babysitter a few times a day is probably not a problem. On the other hand, someone who spends two hours on the phone each day probably needs to be spoken to.

Without a call accounting system, managers manage based on unreliable evidence. With a call accounting system, they can provide hard facts with reliable evidence.

### Costs By Department or Divisions

As a manager of a specific department, you can easily track employee phone patterns. Reports can be generated for each employee in a specific department. As well, reports can be generated for Department Cost Allocation which provides great information for budgeting purposes. With telecom charges running upwards of 30% of gross for some service industries, phone calls represent a big chunk of your bottom line.

### Prevents Telephone Abuse:

Reveals employee telephone abuse by calls, numbers, individuals, patterns, etc., helping to enforce telephone usage policies and avoid costly, legal liabilities.





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### **Long Distance Bill Verification/Reconciliation**

- Does your company still verify long distance calls manually?
- Are your employees still recording long distance calls on pink slips?
- Is the bill you receive from your chosen long distance phone company accurate?
- With CALLTRACK 2000 you simply select the date range of your phone bill, and select toll calls only. You are instantly provided with phone bill verification which give you some peace of mind.

### **Controls Telephone Costs:**

Creates user/department bills for telephone usage, promoting cost-efficient, accountable, telecom use. Helps control, allocate, and recover telecom costs, reducing costly, unplanned purchases.

### **Tracking PIN NUMBERS**

If your phone system has the capability, calls can be tracked by a "Personal Identification Number" or "PIN". Many systems allow you to restrict toll calls unless a PIN is entered into the handset. This PIN number is then included in the call record sent to Calltrack. Reports can then be generated by PIN number, regardless of what station was used to make the call. PIN Number reports are especially beneficial in shared office environments where more than one person may use a phone station.

### **Motivating salespeople.**

The more phone calls salespeople make, the more they sell. If you want salespeople to make more calls, hang a list of all their calls on the wall, and give prizes to those who make the most.

### **Controlling telephone misuse/abuse.**

CallTrack 2000 call accounting system is a good check to know who's calling where and how much they're spending is useful. Phone system diagnostics. Is the phone system working as well as it should? Are all the lines working? Are all the circuit cards working? CallTrack 2000 Call accounting systems can tell you which lines you're getting no traffic on. Or which line carried the 48 hour call to Germany (it's happened). Either way, you can figure quickly which lines are working and which aren't.

### **Tracing calls.**

Now that many phones give you the number of who's calling, CallTrack 2000 call accounting systems are turning out to be great for checking the effectiveness of regional ad campaigns, figuring the profitability of direct mailings, and even figuring the profitability of individual customers.

### **Enhances Network Security:**

Detects suspicious call patterns, profiles telecom hacking attempts and security breaches, ensures call security policy effectiveness.

### **Customer Searches**

The Customized Searches feature allows the user to search out time and toll charges for a specific area code, exchange or number.

### **Sharing and resale of long distance and local phone calls, as in a hospital, share condominium, etc.**

Calltrack 2000 can generate call detail reports of every company that shares in 1 PABX system

## The Hard PART is MANAGING Telephone COSTS

That's where **CALLTRACK 2000 CONTROL** comes in...

### Use **CALLTRACK 2000** instead !

- ❑ Proven to be an effective management tool for business.
- ❑ Highly sophisticated Call Detail Recording Software that effectively keeps track of all your telephone calls.
- ❑ Let you know how your employees spend their time on the telephone and where your cost are being incurred.
- ❑ Can detect & eliminate phone abuse,
- ❑ Can Control Cost and Increase Revenue
- ❑ Can Boosting Employee Productivity
- ❑ Protecting confidential telephone call information
- ❑ Better manage personnel
- ❑ Motivate sale people
- ❑ Minimize long distance abuser
- ❑ Expenses are automatically allocated based on usage to the correct department/cost center,
- ❑ Track & tracing call, and many many more..



### **CallTrack 2000 Built-in Features & Functions:**

#### **Call Charge Computation**

All outgoing telephone calls from each extension will be captured, and charged to the respective caller. The actual telephone carrier rates will be used.

#### **Telecom rates**

The latest telephone rates from all relevant carriers are used. The user can update these rates later if necessary.

#### **Itemised Call Details**

The management will be able to know the details of every call made, such as from which extension, the telephone number dialled, date and time the call was made, destination, duration, call charges, etc.

#### **Incoming & Outgoing Call Monitoring**

Enterprise CallTrack 2000™ is also capable of capturing incoming & outgoing calls. With this information, management will be able to check the amount of time a staff spends on telephone calls, either productively or otherwise.

#### **Itemised Call Charges Made On Behalf Of Clients**

Enterprise CallTrack 2000™ can track calls made on behalf of clients, by simply assigning an account code for each client. Hence, all the clients can be billed based on the recorded charges when call charge reports are printed for these client account codes.



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## Reports (CallTrack2000):

Enterprise CallTrack 2000™ comes standard with over 25 types of reports.

### **By Company – Detail & Summary, with and without Breakdown**

Grouped by Company. With or without breakdown into divisions, departments and extensions.

### **By Division – Detail & Summary, with and without Breakdown**

Grouped by Division. With or without breakdown into departments and extensions.

### **By Department – Detail & Summary, with and without Breakdown**

Grouped by Department. With or without breakdown into extensions.

### **By Extension – Detail & Summary**

Grouped by Extension.

### **By Trunk – Detail & Summary**

Grouped by Trunk.

### **By Authorisation Code – Detail & Summary**

Grouped by Authorisation Code. With or without user name and code.

### **By Account Code – Detail & Summary**

Grouped by Client Account Code.

### **By Telephone Number Dialed – Detail & Summary**

Grouped by Telephone Number called.

### **By Registered Numbers – Detail & Summary**

Grouped by Registered Numbers. Registered numbers are official telephone numbers which have been identified to the system.

### **Ranking Reports – By Duration, By Frequency, By Amount**

Show the top usage in terms of total duration, total number of calls and total charge respectively.

### **By Call Tye – Detail & Summary**

Group by Cal Type

### **Corporate Analysis by Company, Division, Department – Detail & Summary**

## New Features & Functions (CallTrack2000):

### **Remote Access (NEW!)**

In a networked environment, the system administrator can access Enterprise CallTrack™ from another PC to monitor the system, to print reports and set up extensions, rates, etc. Reports can be printed out on any network printer.

### **Multiple Authorisation Codes to Extension (NEW!)**

The Administrator can set multiple authorisation codes to one extension, as codes are now tied to user name, rather than extension number.

### **Multi Level of Security / Full Control of Access Permissions (NEW!)**

The Administrator can set up to three access groups (user, mgmt, administrator). Each access group has configurable access rights to every setup and maintenance function.

### **REPORTS CAN BE CONVERTED TO OTHER APPLICATION LIKE WORD, EXCEL, LOTUS, HTML, ETC.. (NEW!)**

### **Unlimited Call Types (NEW!)**

Calls can be categorised into an unlimited number of call types (including local, NDD, IDD, Toll Free, Internet calls, mobile calls, etc.), which in turn can be used as a parameter in report printing.

### **Variable Length PABX Access Codes (NEW!)**

Enterprise CallTrack™ supports multiple, variable-length access codes (the digit pressed to get outside line). These access codes need to be discarded prior to call charge calculation.

## Hardware Requirements (provided by clients)

- ✓ Intel Pentium III-800Mhz
- ✓ 128MB RAM
- ✓ 2 Serial Port, 1 Parallel Port
- ✓ 20GB Hard Disk
- ✓ 1.44 Floppy Disk Drive
- ✓ CD Rom Drive
- ✓ Color Monitor
- ✓ Keyphone
- ✓ Mouse
- ✓ RS232 Cable connected to the PABX with SMDR (from PABX vendor)
- ✓ UPS



## PBX / Key Systems Supported

AT&T/Lucent	Iwatsu
Bosch	Mitel
BBS IPS/Plexus	NEC
Bitronic	Nortel
Ericsson	KDX-500
Panasonic	Goldstar
Hitachi	Telrad
Siemens	Many more...



*If you are concerned about your telecommunications costs and looking for an easy to use, simple, hassle-free, cost effective, powerful and affordable call accounting system, you will find exactly what you need in :*



# Enterprise CallTrack2000

## Call Billing System

The Communications Billing Experts

So Implementing

Call Accounting System **NOW!!!**