

# CallTrac Call Accounting for Hotels

TelSoft knows that in the competitive hotel market every call counts - it needs to be billed fast and accurately. The CallTrac Call Accounting System, designed for the Hospitality Industry, enables Hotels to generate additional revenue through guest billing as well as perform routine and advanced call accounting functions such as monitoring phone traffic, toll fraud detection and more.

## Revenue You Can Bank On

Use CallTrac to control and maximize the numerous profits available from your telecom system. Unlike other call accounting systems, CallTrac never throws any call away. This means that even calls that are not identifiable (such as brand new area codes) are not discarded and are automatically priced at the highest default rate and posted to the appropriate room. Additionally, CallTrac employs ack/nak protocol to ensure you never lose revenue due to dropped calls. Accurate and reliable, CallTrac was designed to increase revenue.

- Use Profit Reports to forecast revenue
- Pricing methods and profit margins are easily adjusted
- Offers up to 10 different Price Classes for creation of custom pricing plans
- Allows different rates for Guest, Meeting, and Club Rooms, etc.
- Tracks call usage and charges by Event or Single Group to present one bill
- Eliminates lost revenue from dropped calls and charges



## Manage and Maximize Profits

The system interfaces to any property management system (PMS) and PBX or Key System type. Users are able to view all activities at the system console: live call records from the PBX, Calls Posting to PMS, and error alarms.

Determine guest and staff telephone usage, analyze actual cost vs. profit, and perform night audits simply and accurately. Reports can be viewed, printed, saved to disk or emailed to other users. Routine reports can be set up once; and scheduled to automatically email to hotel management staff.

The night audit report matches calls and charges that have been sent to the PMS for a given date and time period so that the reconciliation of call accounting records with the property management system can be monitored. CallTrac can even generate a guest bill if the property management system is down for an extended period of time.

## Reports Include:

- Profit Administrative Guest Meeting Rooms
- Guest Room Call Detail
- Night Audit (Checkout/Folio)
- Administrative
- Reconciliation to PMS



*"After 3 weeks, the increase in revenue was more than enough to pay off the full purchase price of the system."*

## Accurate Guest Billing

The TelSoft system utilizes V&H rate tables thus accurately and precisely charging guests based on the designated rate plus adding the appropriate percentage markup onto the call.

The system also allows the hotel to assign and add-on a flat surcharge/connection fee per call. A different surcharge can be applied for each call type.

To assist the hotel in complying with FCC regulations, TelSoft performs rate table updates quarterly for our customers who subscribe to an annual maintenance agreement. This service does not merely provide a disk, but is performed by TelSoft technicians.

## Costing Calls

CallTrac calculates and assigns both a 'cost' and a 'charge' to each call record. This allows hotel personnel to run profit reports that can be used to forecast the cost of the phone bill in the coming month as well as reasonably predict expected profits.

This is due to the fact that CallTrac uses the precise charges the hotel is billed by its carrier(s). When configuring your system TelSoft consults your carrier contracts to ensure that calls are costed exactly based on the rates the hotel pays for its service.

If the hotel has negotiated a rate plan with its carrier(s), TelSoft offers a wide variety of solutions to match your negotiated rates. Solutions could be as simple as implementing a flat rate by call type to fully customized country by country international rate tables.

## Tiered Pricing

The TelSoft Tiered Pricing Feature was developed to increase revenue and profits. This new module allows hotels to create their own unique pricing plan to charge for long duration calls in user-definable blocks of time. Create up to 3 different pricing plans, each plan allowing up to 4 tiers - each tier consisting of different time blocks and time of day pricing.

Tiered Pricing plans can be applied to any type of call; such as local, local zone, toll free (800,888,877,866, 855), local information (i.e. 411), long distance information (i.e. NPA-555-1212), or any combination thereof.

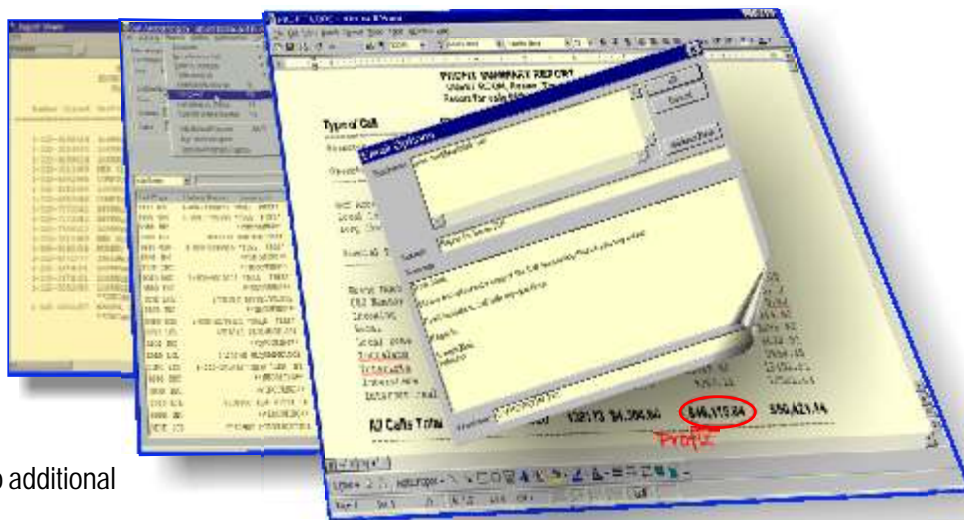
This is an excellent feature for profitable billing of guests who access the internet from their hotel room, using a dial-up connection. Guests can tie up trunks for hours - all for the flat charge of a local call. Using CallTrac's Tiered Pricing, hotels can bill for these calls in blocks of time.

Without proper trunk configuration, a guest dialing local or long distance information (i.e. 411 & NPA-555-1212) may be presented with an option to have the phone company dial the phone number for them. This results in an additional cost to the hotel for this connection, as well as a per minute rate for the call itself. Rather than charge the standard fixed rate, CallTrac allows hotels to turn this expense into additional revenue by billing in blocks of time.

## Full Support

TelSoft has been dedicated to providing high quality service for over 15 years. Our tech support department prides itself on providing timely support that is immediately available when you need it. Much like the Hospitality Industry, TelSoft Solutions knows that a commitment to excellent service is often the distinctive feature that makes the difference.

Through a modem, the TelSoft diagnostics center has instant access to all the operating capabilities available in the system. This feature allows for timely support, updating of software and rate table information. TelSoft technical support assists the client by accessing their system, allowing both parties to view the users screen.



## Features

- Works with any PBX type
- Interfaces with ANY Property Management System.
- Includes profit reports, night audit reports, audit trail, administrative, bill reconciliation, and more
- Automatic Report Generation
- Billback by Department
- Flexible pricing options for administrative vs. guests
- Accommodates multiple pricing levels for guest billing (different pricing for Meeting, Business Class, Club Rooms, long term guests, etc.)
- Features a LIVE call record display screen
- PMS Debug Screen helps troubleshoot whether system is actually sending calls to the PMS or if the PMS is not responding
- Supports Caller ID/ANI, DNIS, etc.
- Oversees full trunk usage
- Optimizes management of long distance carriers
- Includes a wide variety of standard call accounting reporting features in addition to guest billing
- Stores extensive call records with no monthly purge required
- System virtually maintains itself

