

CallTrac

CALL ACCOUNTING



CallTrac It... and Count On It

Call accounting software has become an increasingly vital business tool for companies who wish to get the most from their phone system investment. CallTrac optimizes your phone system while controlling it from usage, cost and traffic perspectives. CallTrac is a powerful tool to manage phone expenses at all levels. Increase revenue while decreasing expenses utilizing CallTrac as your total billing, accounting and management solution.

To the Second, To the Penny... CallTrac It!

CallTrac displays and processes calls as they occur in real time and rates calls with exact charges. The system is ideal for departmental billback as it supports both "cost" and "charge." Charges are defined by you and can be calculated by applying a percentage markup or flat rate.

- Tracks calls accurately and precisely for charging back to departments, projects, clients or contractors
- Monitors effectiveness of advertising campaigns, customer service programs, sales promotions and telemarketing
- Costs calls based on your negotiated carrier rates – especially useful for phone bill reconciliation
- Isolates inactive stations or defective trunks
- Improves network service by analyzing call patterns
- Reports on incoming, outgoing, internal, tandem, and tie line traffic



Set It... and Let It Run

Perhaps the best feature of CallTrac is its dependability. Once installed, it literally runs itself, requiring little or no ongoing maintenance. TelSoft feels call accounting should be tailored to your needs and consume a minimal portion of your valuable time. That is why CallTrac gives you the flexibility to define and run many different reports and report variations, preset the *way* you want them and *when* you want them (even on the fly). Call accounting has never been so hassle-free.



CallTrac can easily export data to other applications.

CallTrac Is Simple to Use

- Automatically maintains a rolling 120 days of call history
- Windows-friendly interface with drop down menus
- Generates concise, informative reports that are easy to read
- Automatically generates reports based on any user-defined schedule – even ad hoc
- Export reports to Word, Excel or other applications
- Displays incoming phone numbers on reports (where the switch or key system has ANI capability)
- CallTrac reports can be viewed on the screen, printed as a hard copy, sent via email or written to a file



CallTrac Is on the Alert

Industry estimates suggest that toll fraud costs North American companies between \$4 and \$5 billion annually. The FCC advises: "Monitor calling through your telecommunications system on a regular and frequent basis always... this is one of the best ways to quickly detect unauthorized calling."

CallTrac detects abuse, toll fraud and other suspicious activity, which can be monitored in real-time, providing instant facts so that immediate action can be taken. It comes fully equipped with alarms that warn of possible external intrusion or internal abuse.

- Sexual harassment calls
- Bomb threats
- 911 Calls
- Calls to competitors or other security breaches
- Positive proof that a call took place



Contact Us:
800-525-4845

CallTrac Is Fully Loaded With These Standard Features

Compatible

- With all PBX/Key System types
- With all Property Management Systems

Supports

- Multiple PBXs
- Over 5,000 extensions
- Windows 2000 and below
- Up to four levels of user-defined organizational hierarchy
- Authorization/Account Codes
- ANI

Standard Features

- PC-based system with Real Time call display
- Full Remote Operation, Diagnostics, Support & Training
- Rate updates require no user intervention
- Toll Fraud and System Error Alarms including 911
- General Ledger Interface
- Suppress private extension numbers and authorization codes from reports
- Answer Supervision on T1 Digital Trunks

Hundreds of Reporting Options

Including:

- Call Detail and Summary Reports
- Trunk Detail and Summary Reports
- Most Expensive Calls
- Longest Calls
- Most Frequently Dialed Numbers
- Specific Dialed Number Reports
- Phone Bill Reconciliation by Carrier
- Call Type Summaries
- Area Code and Exchange Reports
- Totals and Statistics
- 800 Numbers
- Station and Organizational Lists



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