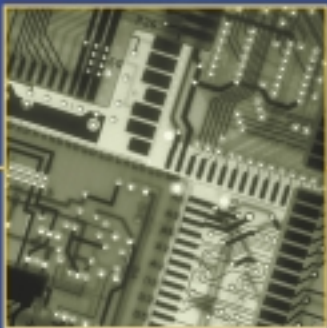


CallTrac

CALL ACCOUNTING

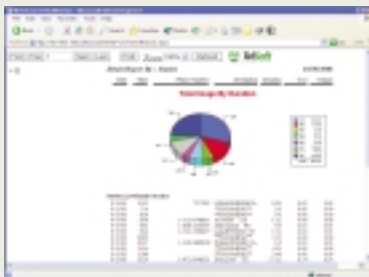
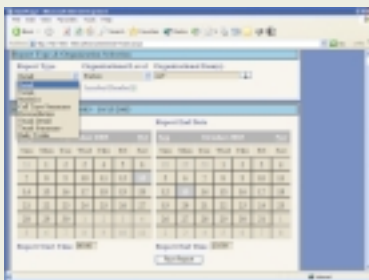
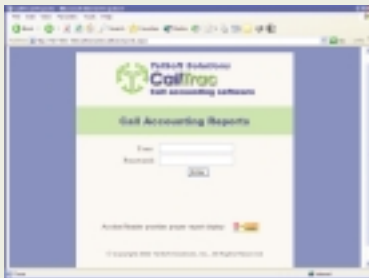


CALLTRAC IT... AND COUNT ON IT

CallTrac accurately tracks, monitors and reports on the call activity in any area of your company providing you with the flexibility to define and run many different reports and report variations from summary to specific detail for outbound, inbound and even station-to-station call activity. CallTrac gives you the capability of reporting on calls for a minimum of 13 months without the necessity of retrieving the data from archives. It is web-enabled, making it easy for users with access to run selected reports from any desktop. This feature opens up reporting capabilities to the entire company while maintaining security and confidentiality.

CALL ACCOUNTING REPORTS THE WAY YOU WANT THEM

Run any report with set defaults or select any one of a number of filters and an entirely different report result is just a few clicks away. The drop-down menus and intuitive report screens allow users to quickly design the data presentation and give users the ability to generate another report result simply by selecting another filter or option on that same report screen. Any report can be run "on the fly" or scheduled to run automatically. CallTrac includes a zoom feature, whereby you can drill down from summary to detail with a click of the mouse.



Web enabled

Managers and employees can access reports via a web browser by logging into the system. Users are restricted to the information available to them by log-in and user name. This feature enables the users to get pertinent real-time data without delay.

ODBC compliant

CallTrac's database is accessible via any ODBC compliant tool such as Excel or Crystal Reports. Crystal Reports can be used as a custom report generator.

Graphics

Reports can be represented in bar graphs, pie charts, etc., with full color.

Alias feature

Combine reporting for two or more lines being used by the same person to track an employee's total call traffic, under one station.

Search option

Search by user name or organizational structure to quickly find any station, department or division.

Zoom feature

Drill down from top-level summary reports to station level detail with a click of the mouse. Eliminates the need to take notes and repopulate menus while searching for detailed information. Right click to "Zoom" from a summary report to a detail report.

Rate editor

User capability to edit the call accounting system rates to match your negotiated carrier rates at your discretion.

Drag and drop

Make changes to your organizational structure quickly and easily with drag and drop functionality – move stations or whole departments in moments.

Raw SMDR/CDR (call records)

View raw records from a drop-down menu for quick debugs.

Live real-time monitor

Call traffic scrolls down your pc's screen as the calls are being processed in real time. CallTrac is a real time system and all completed calls are processed immediately. CallTrac does not utilize batch reporting.

Price classes

Ability to set up multiple pricing schemes by station or other organizational level.

Report style editor

Design the look of your reports to appear just the way you want them with your favorite colors and fonts.

Call labeling

Assign your own descriptions to common or frequent incoming or outgoing phone numbers. This

is a handy resource to quickly identify the calling or called party by a familiar name.

Date range flexibility

Easy-to-view calendars make it simple to run reports for any time period you wish – monthly, weekly, daily or even *time of day*.

Report distribution and scheduling

Automatically email a report from your pc while viewing it; or set the report to email automatically on a daily, weekly, monthly or any recurring schedule. Report distribution options include: printer, file, or email address and you can even distribute reports to email groups.

Password protection

Passwords can be assigned by hierarchy to limit report access according to each user's security clearance.

CallTrac is Web Enabled! Managers and employees can produce reports on the fly from their own desktops without the assistance of the telecommunications department.



ACCOUNTABILITY IS MEASURABLE

Toll fraud and abuse monitoring

Toll fraud and phone abuse is a growing problem in the workplace, making security tools more important than ever. CallTrac detects abuse, toll fraud and other suspicious activity, which can be monitored in real-time, providing instant results so that immediate action can be taken. It comes fully equipped with alarms that warn of possible external intrusion or internal abuse.

Toll Fraud Monitoring and Alarms Module

– Use CallTrac to place suspicious phone numbers on the toll fraud/abuse list to generate an alert in real-time, via e-mail, pager, etc. CallTrac standardly includes toll fraud monitoring that allows you to set alarms for conditions definable by the end user. Alarm notifications can be delivered by e-mail, pager, screen pops, PC speakers and local or network printers. The system can be configured to alarm on any number of user-defined patterns

including but not limited to the following:

1. Dial number pattern
(Any dialed number or part thereof)
2. Time of the call
3. Number of calls dialed or received from a specific number
4. Check for toll fraud by time interval or time of day, evening, night, weekends.
5. Duration of call (either short or long) – many short-duration calls indicate a hacker; long-duration could be a hung trunk, successful hacker or other security issues.

OTHER CALLTRAC APPLICATIONS...

A Perfect Fit for Any Business

Optional CallTrac modules are available in order to enhance your system to suit your particular needs. CallTrac is right for any environment.

• **Hospitality System** provides features unique to the Hotel/Motel environment such as tiered rates for long-duration calls (i.e.; Internet access),

compatibility with any PMS, multiple price classes and much more.

• **Billing System** is designed for executive offices, resale environments, Health Care facilities, universities, etc., where telephone charges are marked up for billing to customers. This system accommodates flexible invoice formats, taxes, multiple price classes, miscellaneous transactions, and more.

• **Legal/Professional System** accommodates account codes/client matter codes for applying costs to the appropriate client in Law, Architectural, Consulting, and Engineering Firms. Optional interfaces are available to connect to any in-house billing or accounting system.

• **Voice over IP tracking** allows you to manage and bill Voice over IP traffic. CallTrac VoIP, designed for Cisco's Architecture for Voice, Video and Integrated Data (AVVID) offers full call accounting and billing for Cisco's CallManager systems as well as all other VoIP and contemporary telephone systems.

CALLTRAC IS FULLY LOADED WITH ALL THESE STANDARD FEATURES:

Compatible with

- All PBX/Key systems
- Cisco CallManager
- VoIP switches
- All major Property Management Systems
- 2nd Nature switch management software (for Nortel, Intecom (EADS) Siemens)

Supports

- Multiple PBXs (polling)
- Up to 5,000 extensions
- Windows XP and 2000
- Multiple levels of user-defined hierarchy
- Authorization/account codes
- Caller ID (ANI)
- ODBC compliant – any ODBC tool such as Crystal Reports, Excel, CD ROM (cellular billing, calling cards, etc.)

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
- General Ledger Interface
- Suppress private 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

TelSoft Solutions, Inc.

100 N. Brand Blvd. Suite 400
Glendale, CA 91203
800-525-4845 or 818-545-8680
www.telsoft-solutions.com

