

Features

- ✓ Web/Browser interface
- ✓ Multi site reporting with differing phone system vendors on one Calltrak application
- ✓ Billing solution with the ability to recover extra charges such as line rental, voicemail, handset rental etc.
- ✓ Phone bill reconciliation
- ✓ Monitor performance in real time using the Daily activity screen
- ✓ Real time display of trunk member and line usage for fault and network diagnosis
- ✓ Network trunk analysis, using Erlang B to estimate line requirements
- ✓ Unlimited Extensions (6 chars) and routes/trunks
- ✓ Export reports to Excel, pdf, word or html formats. Once exported, reports may be further manipulated or adjusted
- ✓ Scheduled reports emailed directly to user accounts
- ✓ Individual user restriction to Calltrak features and reports
- ✓ Robust and reliable
- ✓ Totally user maintainable including flexible call pricing able to cater for any telecommunications carrier pricing
- ✓ Collection and costing processes run as services
- ✓ Database architecture - SQL Server or Firebird
- ✓ Reporting in a detailed format or summarised to Extensions, department, division or site level.
- ✓ Interval analysis allowing busy times to be identified and allocating staff
- ✓ Call Type analysis identifying Local, national, international, mobile, Free call, STD, IDD etc. category usage
- ✓ Top 30 Expensive, dialled, duration and cost reporting
- ✓ Identify ring time and lost calls
- ✓ Account code processing
- ✓ Indial (DNIS) analysis
- ✓ Calling Line ID (CLID) analysis
- ✓ Alarm report – identifying calls to a number that is required to be monitored
- ✓ Determine unused extensions for phone system licences
- ✓ Identify calls answered with in a time frame and calculate service level using erlang C analysis



**For further information, please phone +613 93061403
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