![calltrak - call accounting and phone reporting]

Features

✓ Web/Browser interface
✓ Multi site reporting with differing phone 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
✓ Identify answer rate of incoming calls
✓ Compare incoming activity including response time averaged over a week
✓ Compare call activity of individual sites/business against total network activity
✓ 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
✓ 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
✓ Lost Call recovery system. Identify unanswered incoming calls via wall panel or interval reporting
✓ Compare extension and cost centre phone usage
✓ Incoming analysis including response times, average call duration, abandoned calls etc

AVAYA

CISCO

Panasonic
ideas for life

NEC

NORTEL

SAMSUNG

Alcatel·Lucent

MITEL

For further information phone +613 93061403 or visit
www.calltrak.com.au