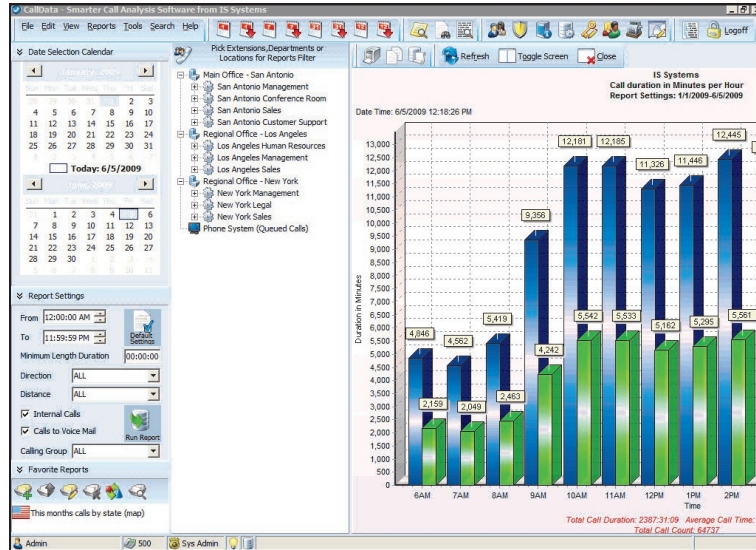




CallData

Smarter Call Analysis

Call Reporting, Analysis and Alerting



Why do I need Call Reporting and Analysis?

This is a question often asked by people new to Call Reporting and Call Accounting. There is a wealth of business intelligence to be gained from the usage information of call records. All phone systems output the data but relatively few companies take advantage of this information.

The data tracked and reported through CallData™ allows business decisions to be made that can easily pay for the product in the first month or two of usage.

With this information you can:

- Track Long Distance Usage by Extension as well as Department. Get control of your costs and detect toll fraud usage without waiting for your phone bill.
- Use Alerts to monitor competitors phone numbers. Know if your staff is taking calls from competitors as it happens.
- Track phone usage of your sales staff to ensure they are making the calls required to grow and sustain your business.
- Monitor Call Queues to determine if your support staff are quickly answering calls from customers or if customers are abandoning the calls from too long of a wait time.
- Line Usage reporting allows you to determine if you have too few or too many phone lines. Too few and clients can't reach you. Too many and you waste money on unnecessary lines.

What are the Benefits?

Your phone system is one of the greatest tools your business uses, yet it can also be one of the greatest sources of abuse by staff.

Lost productivity due to personal calls, long distance charges for non-business calls and unanswered calls from customers all cost your business money. When staff members know that calls are being tracked and have the ability to view their own reports, phone abuse goes down and productivity goes up.

Once call reporting is in place, management will have a better understanding of how the phone system is being used. Sales staff will be more motivated knowing their call volume is tracked. Staff providing billable work will be able to capture call times even when they forget to pay attention to call length resulting in more accurate client billing.

With Departmental Grouping and Tracking you are able to view the phone usage of entire groups of people as well as individually.

With the proper Alerts setup, you can rest assured that any problems will be caught immediately.

Business Intelligence

Make better business decisions based off increased knowledge of how your staff are using the phone system, the source and destination of calls, long distance usage by departments and location.

Reporting

CallData™ includes over 50 Reports and Graphs. Display them on screen or print them. Use the Favorite Reports function to schedule regularly printing of your most used reports.

Features

- Fast Installation & Setup
- SQL Database Engine
- Self Configuring Client
- Intuitive Interface
- User Security Roles
- User Personalization
- Alerts to Email & Text Messaging
- Real Time Reporting
- CRM Directory Import
- Reports output to PDF, Excel, Printer and Screen
- Online Help
- Highly scalable from a Small Business to an Enterprise
- Multi-Location Capable
- Works with multiple phone systems including Allworx, ESI and Nortel. Legacy systems are also supported via SMDR with serial port or network interface. Serial line buffers are also supported



Technical Support

While CallData™ is easy to use and administer you may find there are times you need additional help.

CallData™ is sold through authorized resellers with the ability to assist you. You may also contact IS Systems directly for technical support if necessary.

Most issues can be answered through our detailed Online Help.

Affordable

CallData™ is feature rich and easy to use, yet affordable for even small businesses.

SQL Database Engine

CallData™ utilizes Microsoft's SQL Server database engine to store all data accumulated from your phone system.

Microsoft SQL Server has been proven to be a robust & practical solution for storing data and has been trusted by corporations and individuals alike for over a decade.

Legacy Support

Legacy systems are supported via SMDR with a serial or network interface.

Serial line buffers are also supported.

State Of The Art

In addition to being able to run on older operating systems, CallData™ can be ran using any of the latest Windows operating systems & SQL Server Versions.

For more information on any of our products or services please visit us on the web at: www.CallData.biz.

Business Intelligence

- **Reporting — With over 50 Reports and Graphs**, you will see your business from an entirely new perspective. CallData can help you to see important trends and events that can ultimately help you to maximize profits.
- **Alerts — Be notified immediately**, not after it's too late to do anything. CallData can send alerts when emergency services is called, a competitor is called, your phone system goes down, etc... Alerts can be sent via email and SMS text messages to virtually anyone, anywhere in the world.
- **Automation — Be more productive**. CallData can run reports, monitor your business, ensure that your phone system is working properly, all automatically. Depending on your phone system, CallData will even add all of your phone extensions and associated names, so you don't have to manually add each one.

System Requirements

- Microsoft SQL Server 2005 or 2008. Versions supported include Express, Standard, Workgroup, & Enterprise. SQL Server Express is available as a free download from Microsoft.
- The CallData™ server may be installed on a workstation or server class machine depending on the number of extensions and call volume. Installation on a server is recommended but not mandatory. Supported operating systems are Windows XP, Windows Vista, Windows 7, Windows Server 2003 and Windows Server 2008.
- The CallData client can be installed on a PC running a Windows based client operating system. Supported operating systems are Windows XP, Windows Vista and Windows 7. The client is also supported on server operating systems including host based environments like Windows Terminal Services and Citrix XenApp. The client is self configuring and typically installs in a matter of minutes.

PROGRAM FEATURES

- Simple Installation and Setup
- Over 50 Reports & Graphs
- Minimal Maintenance
- Easy To Learn and Use
- Affordable Pricing
- Multiple Locations & Departments
- Configurable Security
- Compatible With Legacy Systems
- VoIP Compatible
- Highly Scalable
- SQL Server Database Engine
- Self Configuring Client
- User Security Roles
- Email & SMS Text Message Alerts