

Ultimate!

SOFTWARE THAT MAKES CONTACT

CALL ACCOUNTING

Spark 

CLOUD
REACTION



OnTime4Class

Smoke Signal

ONTIMEFORANYTHING



Ultimate Communications

CALL ACCOUNTING

<http://ontimeforanything.com/documentation/>



Overview



- ▶ Standard Features
- ▶ Optional Features
- ▶ The *Ultimate!* Close
- ▶ Technical Requirements
- ▶ Question and Answer



What Is Call Accounting Software?



What is Call Accounting Software?

Software that is designed to answer questions you ask about telephone usage in your company. It is easy to use and understand, offers 99 user-defined reports, runs on PCs with Microsoft operating systems and can store up to 20 million call records.



Top reasons of Call Accounting

- ▶ Document sales and support staff phone time and call volume
- ▶ Track the number of inbound calls from advertising
- ▶ Sales contest and rewards
- ▶ Traffic management for line and voice mail ports
- ▶ Staffing tool – full and part time / H.R.



Standard Features

- ▶ 99 standard or custom reports can be created at any time
- ▶ Create your new company phone book–
Directories by extension, by department,
and by name
- ▶ Multitask operations in Windows operating systems
- ▶ Automated printing of reports to a file, the screen or a printer



Standard Features

- ▶ Real time processing
- ▶ Reports printed to a file can be accessed from a Local Area Network
- ▶ Point and click database management for adds, moves and changes
- ▶ Template report examples illustrate potential reports



Productivity Evaluation

- ▶ Increase **employee productivity** by examining how much time is spent on the phone
- ▶ Identify periods of **high or low traffic** to aid in planning staffing requirements
- ▶ Improve **customer service efficiency** by observing the average length of calls or by categorizing records by purpose of call
- ▶ Identify **prospective sales**
- ▶ ANI/DNIS reports for tracking incoming telephone numbers

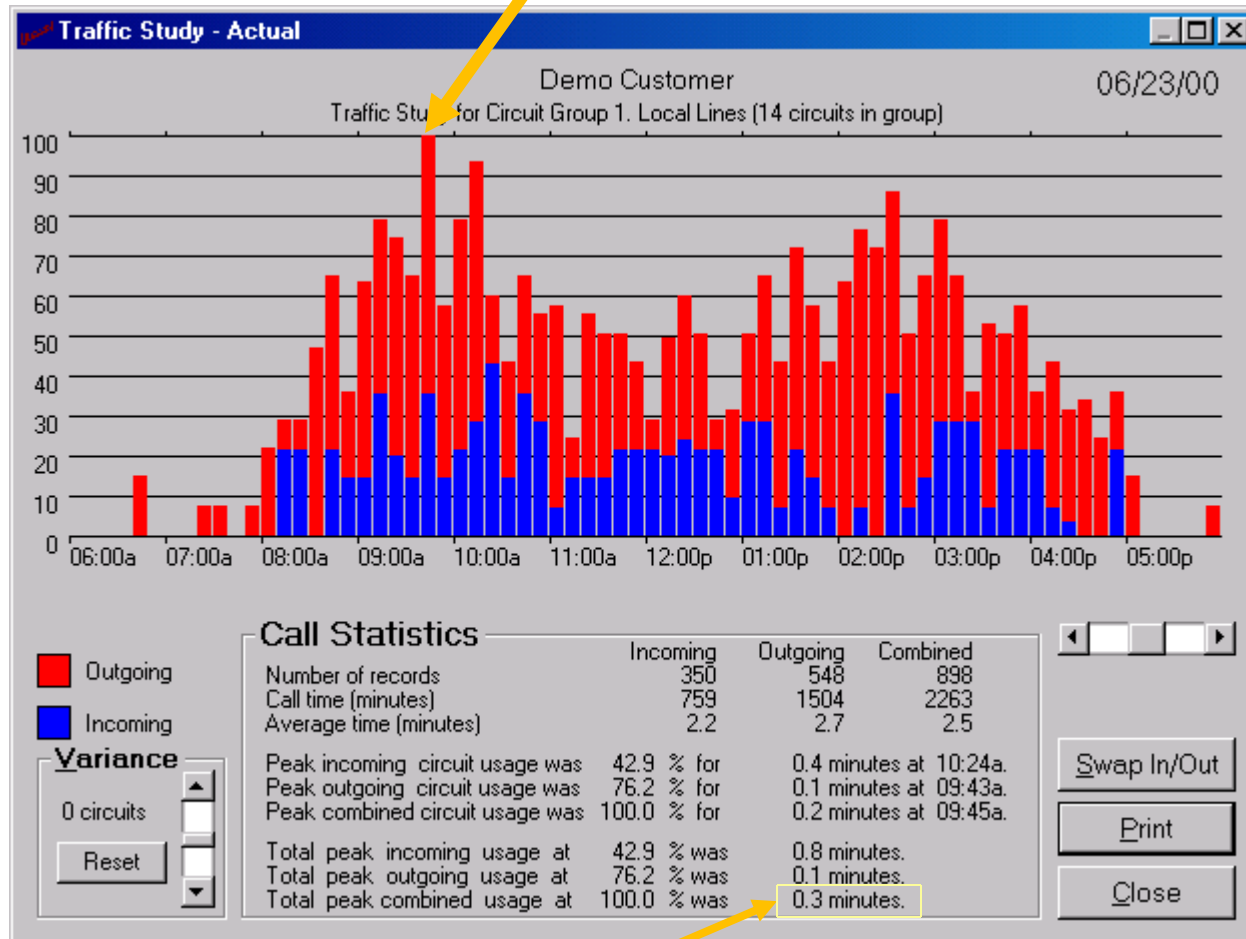


Productivity Evaluation

- ▶ Detect malfunctioning or seldom-used circuits.
- ▶ Line failure indication has a graph that can detect T-1 circuits / channel or PBX trunk malfunctions or failures.
- ▶ Discover frequently dialed numbers or locations that might warrant tie lines, foreign exchanges or WATS circuits
- ▶ Precise traffic management
- ▶ Zoom-in examination of traffic pattern

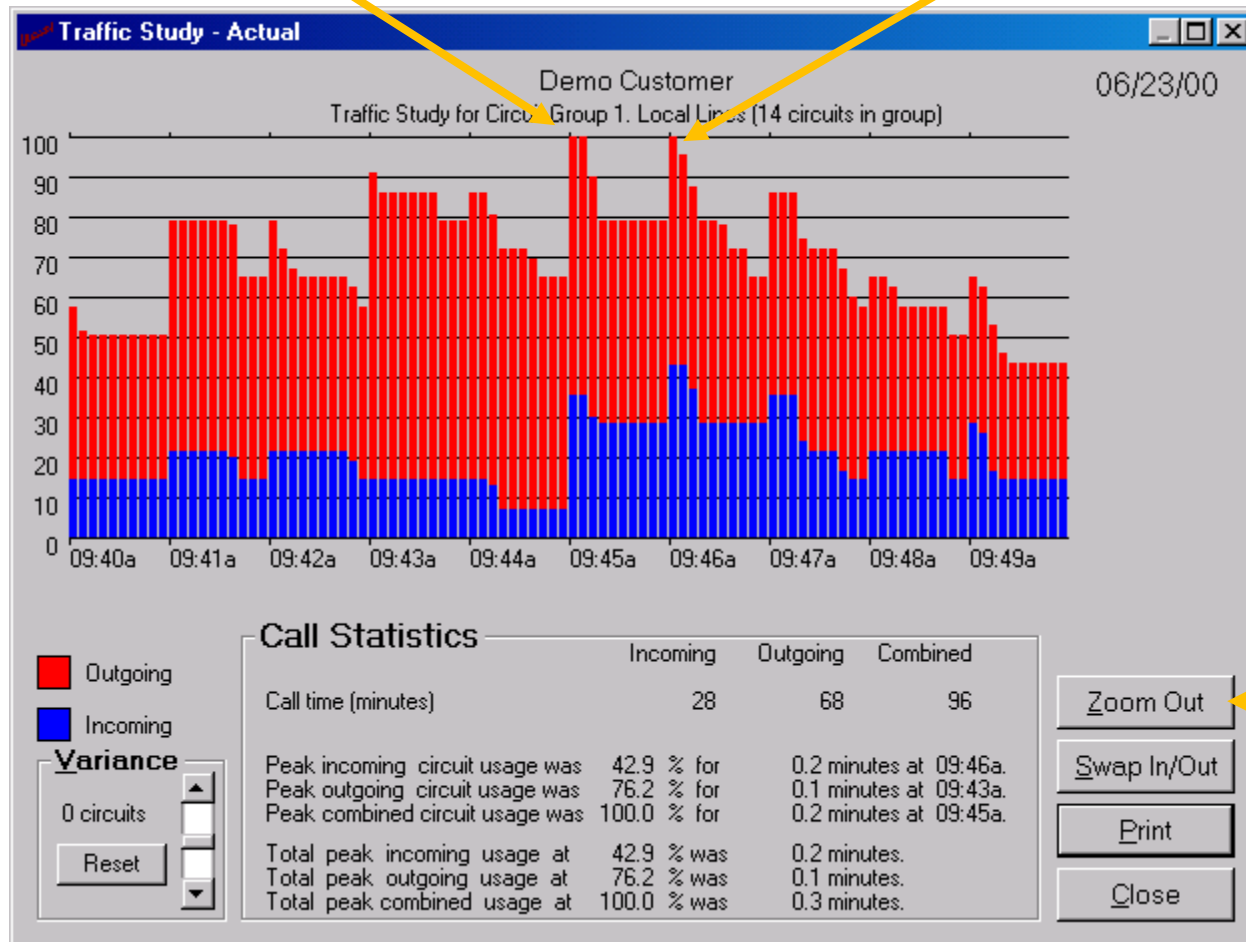


High point that reached 100%



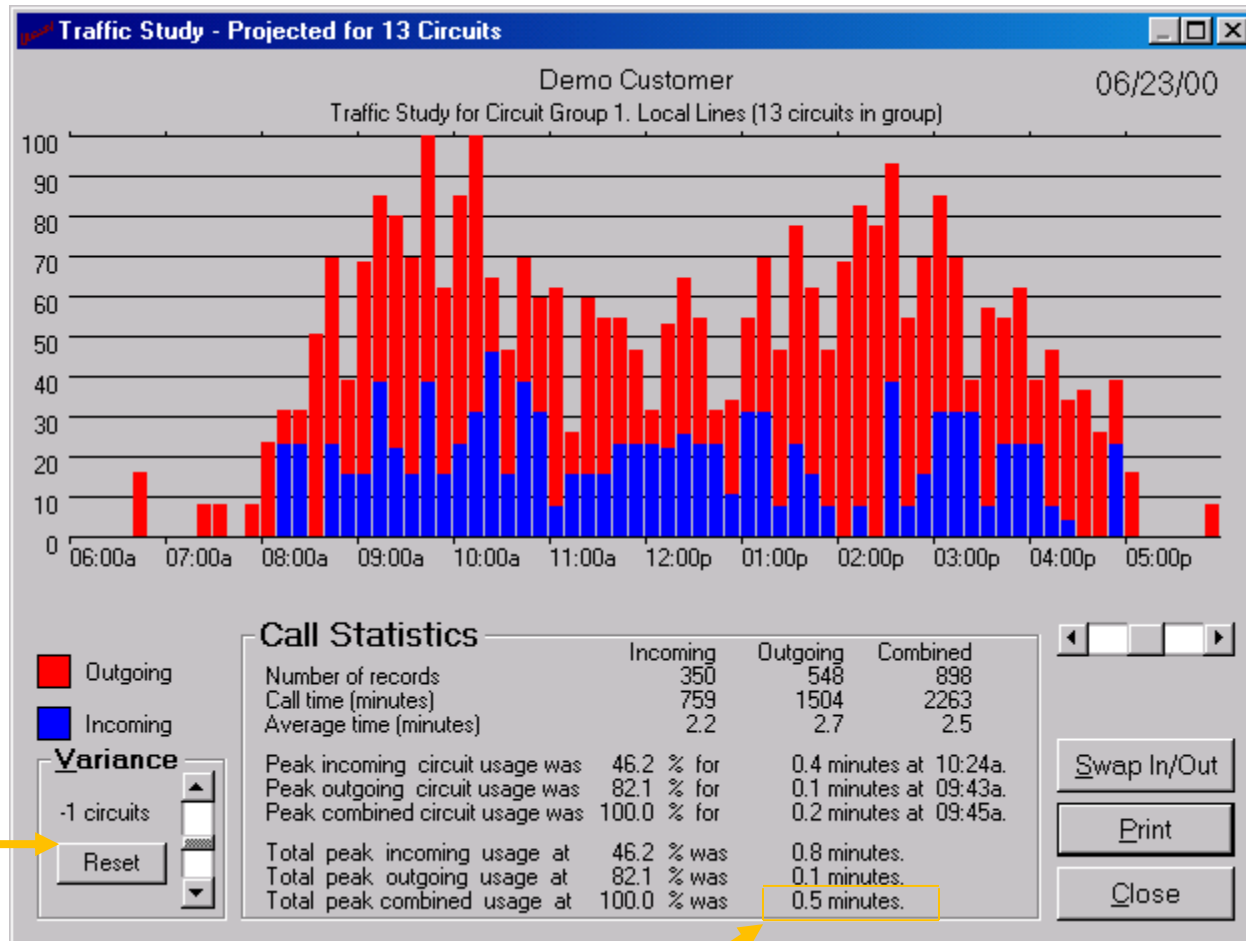
Total usage at 100% is .3 minutes or 18 seconds

Precise 18 seconds in use



Zoom-in feature of 9:40 to 9:50 A.M.

Use the variance feature to see possible cost savings!



With 13 lines 100% usage is only .5 minutes or 30 seconds.

The *Ultimate!* “Rule of Thumb” for the right number of lines, circuits or ports

- ▶ Total Peak combined usage at 100% for less than 1 minute.– *Reduce number of lines to save money.*
- ▶ Total Peak combined usage at 100% between 1 and 2 minutes.– *The maximum efficiency of lines or voice mail ports has been reached.*
- ▶ Total Peak combined usage at 100% over 2 minutes.– *Additional lines or ports are needed to compensate for customer needs.*



How do know I what day is the busiest?

- ▶ Use the Traffic Summary Report which can be run automatically for a week or month.
- ▶ It will quickly reveal the busiest day of telephone or voice mail traffic.



Traffic Summary Report

Report

Phones Plus

Page 1

Traffic Summary for Circuit Group 1. Group 1 Main Hunt(10 Circuits in Group)
From 09/06/2002 00:00 to 09/20/2002 23:59

Date	Peak %	Peak Time	Peak Ckt.	At Time of Day	100 % Minutes
09/06/02 (FRI)	100.0	0.3	10	03:31p	0.3
09/07/02 (SAT)	20.0	0.2	2	09:27p	0.0
09/08/02 (SUN)	10.0	0.1	1	10:00a	0.0
09/09/02 (MON)	78.3	0.1	8	02:47p	0.0
09/10/02 (TUE)	91.7	0.1	9	01:53p	0.0
09/11/02 (WED)	90.0	0.2	9	04:07p	0.0
09/12/02 (THU)	80.0	0.2	8	02:36p	0.0
09/13/02 (FRI)	80.0	0.4	8	10:48a	0.0
09/14/02 (SAT)	20.0	2.1	2	11:51a	0.0
09/15/02 (SUN)	10.0	0.9	1	04:48p	0.0
09/16/02 (MON)	90.0	0.7	9	02:19p	0.0
09/17/02 (TUE)	70.0	1.0	7	02:23p	0.0
09/18/02 (WED)	80.0	0.2	8	10:59a	0.0
09/19/02 (THU)	70.0	0.3	7	04:13p	0.0
09/20/02 (FRI)	91.7	0.1	9	01:45p	0.0
Totals					0.3

Continue

Cancel

09/06/02 hits 100% for .3 minutes or 18 seconds



Cost Allocation

- ▶ Bill phone charges to guests, patients, or clients.
- ▶ Categorize call charges by department, extension, or account.
- ▶ Charge clients and projects for telephone time.
- ▶ Account/matter or authorization code tracking with associated client names.
- ▶ Add additional costs to a call by percentage or a per call service charge.



Cost Allocation

- ▶ Local & long distance costing using your choice of plans with adjustable rates for charge backs
- ▶ Pricing Wizard now reduces or eliminates the need for expensive costing updates and allows user defined long distance rate plans



Caller Abuse

- ▶ **Call Accounting** can help you save money and increase productivity by identifying different kinds of telephone abuse/misuse within your company.
- ▶ Pinpoint calls being made to costly 1-900 numbers or to unauthorized long distance locations. Just tell us what facts you'd like at your fingertips and chances are, *Ultimate!* can provide them.



Caller Abuse

- ▶ Making employees aware of lengthy calls helps eliminate wasted phone time.
- ▶ Exception reports for calls that indicate employee misuse or potential toll fraud
- ▶ Frequently dialed number reports indicate key customers or employee misuse of the phone systems



Optional Features

- ▶ Toll Fraud Alerts
- ▶ Real-time sales alerts
- ▶ Multi-Tenant operations
- ▶ Network software for multiple users
- ▶ E-mail reports anywhere or anytime
- ▶ Simultaneous multiple long distance costing plans
- ▶ Costing updates upon request



Real Time Alerts

Can be used to minimize Toll Fraud or Telephone Abuse. *Ultimate!* Software can provide software that “watches over” your phone system for “out of the ordinary” calling patterns that could be very costly and disruptive.

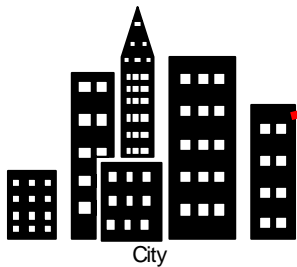


Ultimate! Toll Fraud and e-mail Alerts



DKT

Employee using the phone for personal business

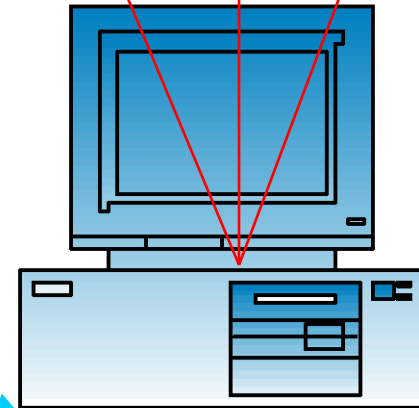


City

Hacker trying commit toll fraud from a city far away.



Alerts can be Paged, e-mail messages, or a phone call.



Ultimate! Call Accounting & Toll Fraud



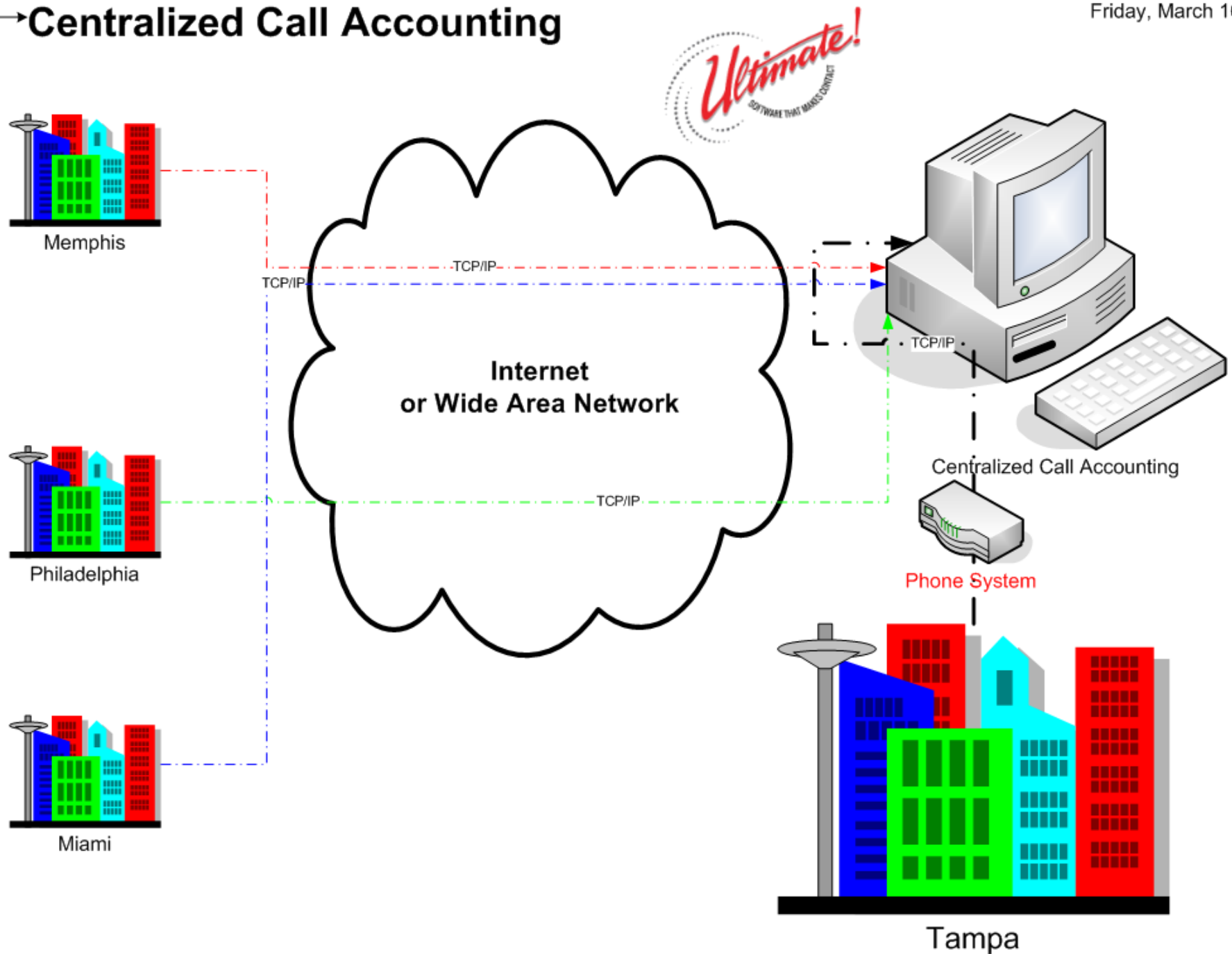
Centralized Call Accounting

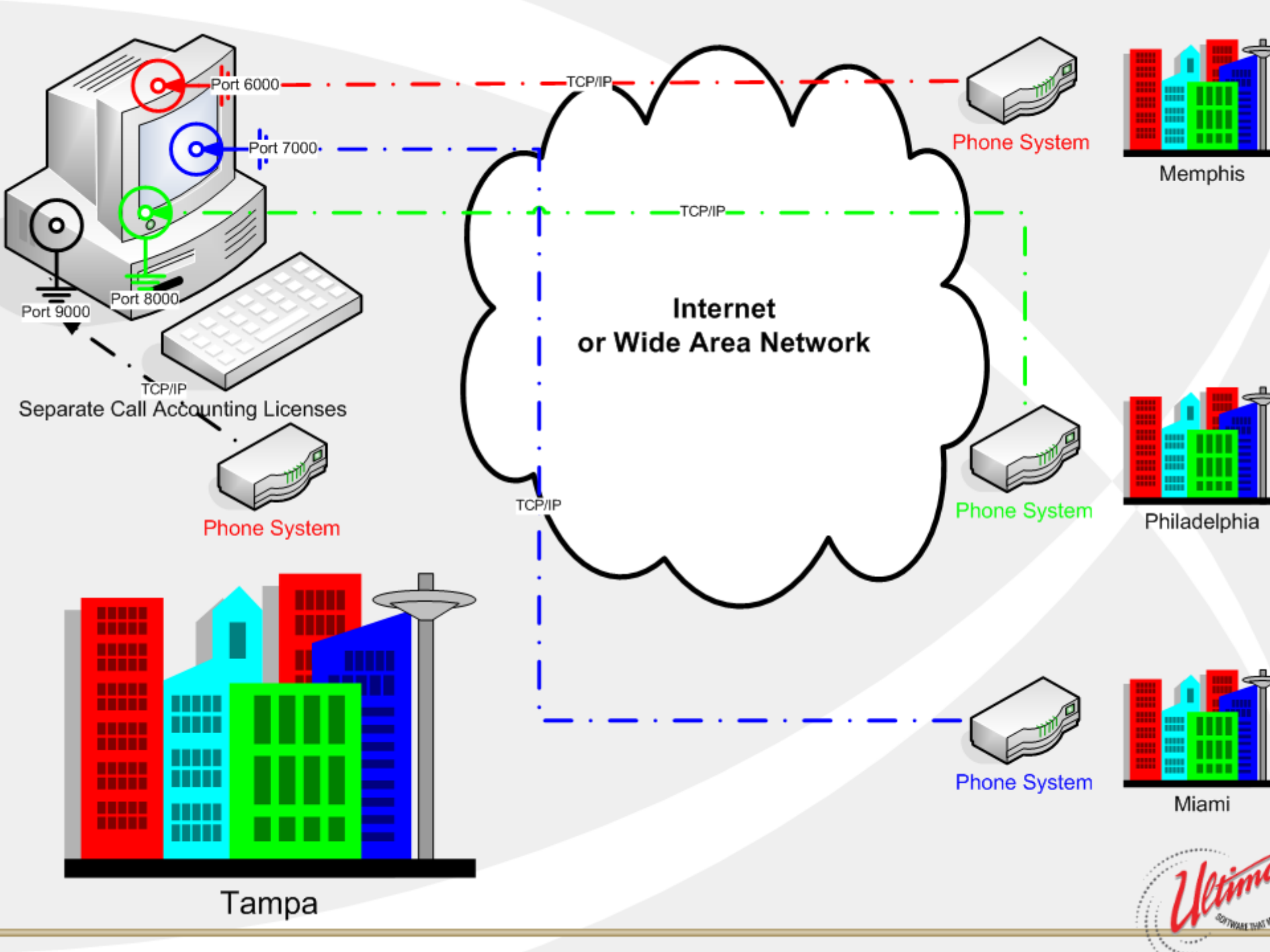
- ▶ Local bank with two branch offices
- ▶ Three different phone systems: Mitel at the home office, Toshiba at one branch and NorStar at the second branch
- ▶ TCP/IP data network between banks



Centralized Call Accounting

Friday, March 16, 2012





Problems for Centralized Call Accounting Applications

- ▶ Data networks with varied standards
- ▶ Customers don't like dedicated computers – they like multi-tasking, networked computer systems
- ▶ Many different kinds of PBX's and Key Systems are common for growing companies – each SMDR data stream is different
- ▶ Conflicting numbering plans for trunks and extensions
- ▶ The old “poll-cat” plan is expensive, slow, labor intensive, and not real time processing
- ▶ Difficult to get one set of reports for the entire organization
- ▶ If problems occur the finger pointing begins



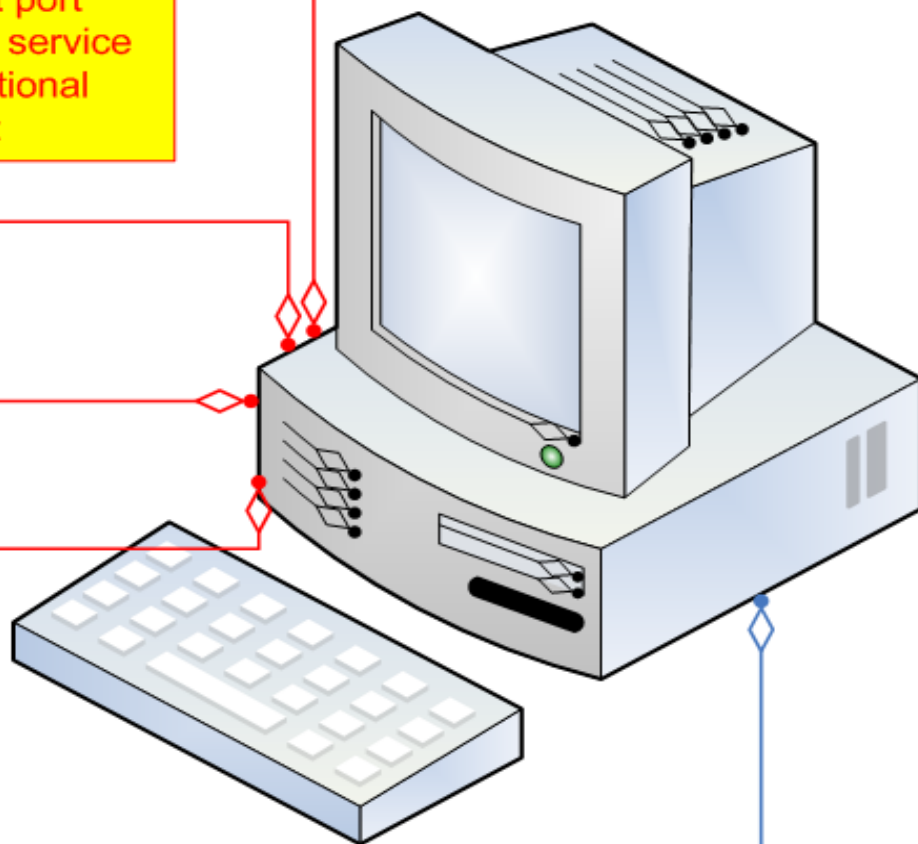
Retail Store A

Retail Store B

Retail Store C

Retail Store D

Multiple copies of software on one computer with different port addresses as a service bureau or national account



Multiple locations with data merged into one DataStream and report as one big phone system



Benefits

- ▶ One set of reports for all offices (Limited to 10000 extensions/2000 trunks/255 departments and 200 trunk groups)
- ▶ Combines data for different offices and phone systems
- ▶ Produces traffic studies for trunks, voice mail ports and staff at any location



More Benefits

- ▶ *Ultimate!* Software Products, Inc. is responsible for the remote installation and dealer support
- ▶ Customers receive labor saving management tools automatically



Executive Suites – options available

- ▶ Monthly bill for station
- ▶ Monthly bill for line (s)
- ▶ Monthly bill for voice mail port
- ▶ Addition monthly bills available



Technical Requirements

- ▶ Station Message Detail Recording (SMDR) or Call Detail Recording (CDR)
- ▶ We have drivers for over 200 phones systems
- ▶ Dedicated communications port on a Windows 7.0 / 8.0 / 10.0 / 2012
- ▶ Multi-tasking or dedicated operations



Technical Requirements Continued

- ▶ 1 Gig Hard Drive space.
- ▶ CD-ROM Drive
- ▶ 1 Serial Port with its own interrupt
OR an IP connection
- ▶ Mouse, preferably a PS/2 or USB Mouse.
- ▶ Keyboard



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