Ultimate Call Accounting
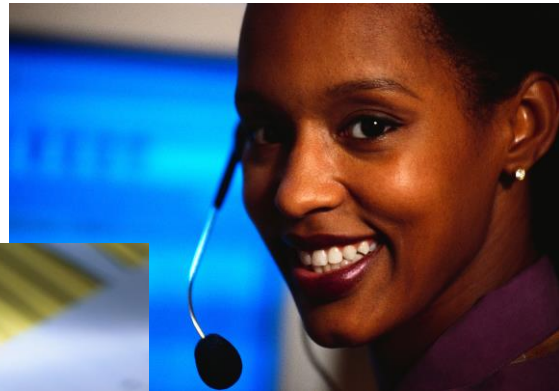# GENERAL DESCRIPTION

**Ultimate Call Accounting
Integrated with your Telephone System
To Generate Useful Reports Of
Incoming, Outgoing, Station to Station, And
Network Call Traffic**

Business Management
Solutions

Ultimate Call Accounting

Release 9.50

Business Management Solutions
General Description

January 17, 2008

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Ultimate! Software Products, Inc./2751 S. Calhoun Road/New Berlin, WI 53151.

Contents

I. SALES SUPPORT & CONTACT INFORMATION

Dear Ultimate Dealers and Prospective Users,

- *Ultimate!* Software Products, providers of the Ultimate Call Accounting, assists our dealers with pricing configurations and live demonstrations.

  - If you are a <u>prospective user</u> and would like assistance in locating a dealer, contact Roy Catron, at 1-262-789-9654.

  - If you are a <u>dealer</u> and would like to schedule Ultimate Call Accounting training for your staff, receive a quote, or schedule a customer demonstration, call Roy Catron, National Sales Manager at 1-262-789-9654 (Demo-on-Demand number is 1-262-789-9649)

- After the installation, *Ultimate!* Software Products, Inc. performs remote maintenance and offers a post warranty service program.

  - For maintenance or warranty information, call 1-262-789-9654 Roy Catron, National Sales Manager

<u>Key contacts and phone numbers for use by our dealers are as follows:</u>

- *Ultimate Call Accounting Sales*   *262-789-9654 (Roy Catron)*
  Demonstrations or Training   *262-789-9649 (Demo on Demand)*

- *Software Activation Line*   *262-784-2312*

- *Ultimate Call Accounting Tech Support*   *262-789-9616 or*
  techsupport@uspnet.com

- *Other Ultimate! Software Products*   *262-789-9654 (Roy Catron)*
  or salesRoy@UltimateSoftwareProducts.com

  InnService for Strata CIX™

II. OTHER *Ultimate!* PRODUCTS TO BENEFIT BUSINESSES

Besides Ultimate Call Accounting, *Ultimate!* Software Products has developed many other applications over the past sixteen years. These applications are sold nationwide via our vast dealer network. Ultimate Smoke Signal, Ultimate InnService for Strata CIX, Ultimate Care-Giver, and OnTime4Class are also found to be highly beneficial to meeting the needs of businesses.

Ultimate Smoke Signal allows several individuals to be called or text messaged at one time and to hear a pre-recorded message.   This can be used for emergency situations or to make general announcements.   It also can serve as a reminder call for such items as doctor appointments.   Contact Roy Catron at 262-789-9654 for more information and/or to see a demonstration.

Ultimate InnService for Strata CIX is primarily for the hospitality industry but can be effective in the business industry as well when renting/sharing office space. InnService turns the phone in an office (or guest room in a hotel) on or off depending upon the check-in or check-out status of an individual. It also can assist in generating a bill at the end of one's stay. InnService integrates a hotel's new or existing property management system to a Toshiba Telephone System. Visit www.ToshibaHotel.com or contact Cindy Ovokaitys at 262-789-9609 for more information and/or to see a demonstration.   This product is sold through Toshiba America Inc.'s dealer network.

Ultimate Care-Giver is a comprehensive and cost-effective Nurse Call System for assisted care centers, rehab clinics, long-term healthcare centers and retirement communities. Care-Giver blends wired and wireless technology into a powerful management tool for a new generation of healthcare services. Reports to indicate nurse response times make this product especially attractive to management. Contact Roy Catron at 262-789-9654 for more information and/or to see a demonstration. This product is for Toshiba telephone systems.

Ultimate! Software Products' **OnTime4Anything** helps schools, factories, libraries and penal institutions "Stay on Schedule & Keep Safer."   The OnTime4Anything Software includes menu driven options for setting up schedules, zones and sounds. It also includes easy to use windows interface for schedule changes, viewing, and printing of the daily schedule.   Call Roy Catron at 262-789-9654 for more information and/or to see a demonstration.

III. THE *Ultimate!* DIFFERENCE

Because *Ultimate!* has a National Dealer Support Network, customers have the opportunity to purchase Ultimate Software Products and receive training and support from a local presence. Our national service and dealer network have a service-based philosophy.

IV. DEFINITIONS

Call Accounting Software This takes data from the phone system regarding incoming and outgoing traffic and organizes data into useful reports. It serves as both a troubleshooting tool and management aid.

Saved Call Record Data Call Record Data is comprised of items collected from SMDR and stored in the Database.

SMDR (Station Message Detail Recording) or CDR (Call Detail Recording) This is the data provided by the phone system for every call that has one endpoint within the phone system and one endpoint outside the phone system. In some phone systems, data are also provided for calls that both originate and terminate within the phone system (intercom or station-to-station calls).

Duration This is the length of time from initiating the call to the termination of the call.

Date/Time SMDR date and time is not used. The time and date are retrieved from the computer each time a record is received. This provides a greater degree of accuracy.

Transfer flag When SMDR indicates that a call is transferred, that call is flagged. The transfer flag allows Call Accounting to isolate those records from a report.

Extension This is the station number that received or placed a call.

Circuit Number This is the trunk number that handled the call.

Number Dialed/Received For outbound traffic, this is the number that was dialed. For incoming calls, this is the caller-id, ANI or DNIS. (Digits Only)

Account Code This is the code entered by the user during the call.

V. CAPACITIES

Account Codes

Names may be associated to 2000 account codes. Names will be displayed in account code reports and enhanced format reports.

Circuit Groups

There are 200 groups available to sort up to 2000 circuits. These groups may mirror the phone system or be divided to suit your needs. The ability to save data, send to Communicator, default pricing and other pricing options is present in each circuit group.

Department/Extension

There are 255 departments available to sort up to 8000 extensions. Each department and extension may be assigned its own name. Names are displayed in phone directory reports and in department/extension reports.

VI.   FEATURES

Call Accounting provides 50 customizable template reports that can be defined by an assortment of filters and report formats. There are also 3 phone directory reports and a traffic study report.

- **Equip managers with timely information about employee telephone usage and expose misuse of time on the telephone**

    - o **Detail Reports** may be chronological, or be indexed by Department/Extension, Account Code. There is also an enhanced report where the account code is replaced by the account code name.

    - o **Summary Reports** may be chronological or indexed by Department/Extension, Account Code

    - o **Frequently Dialed Number Report** lists up to ninety-nine numbers dialed with number of occurrences. By displaying numbers dialed, numbers received, or both combined, this report can detect potential caller abuse and misuse of the business lines.

      In the example below, the most frequently dialed number is *799-9494,* which happens to be a local radio station. With an additional report (not shown here) we discovered two hourly employees spent an hour making the majority of these calls. At fifteen dollars an hour that is $30.00 of lost productivity for this week. Over the course of a month that could exceed $120.00, plus phone service charges.

```
              @PhoneService for You
   Caller Abuse/Misuse – Frequently Dialed Numbers
      From 06/19/2000 00:00 to 06/23/2000 23:59

          1.   7999494              121  calls
          2.   2784126               60  calls
          3.   5428036               55  calls
          4.   12627349171           43  calls
          5.   4824410               38  calls
          6.   17158342046           38  calls
          7.   2973565               29  calls
          8.   16082770610           29  calls
          9.   4625470               25  calls
         10.   4616740               22  calls
         11.   17158425577           20  calls
         12.   12626364971           20  calls
         13.   4499191               18  calls
         14.   4470270               17  calls
         15.   3727200               16  calls
```

- o **Directory Assistance Calls Report** - At the end of this report, it shows the total number of directory assistance calls made. At one dollar per call, charges can add up quickly. Below, we see a total of $113 for a month.
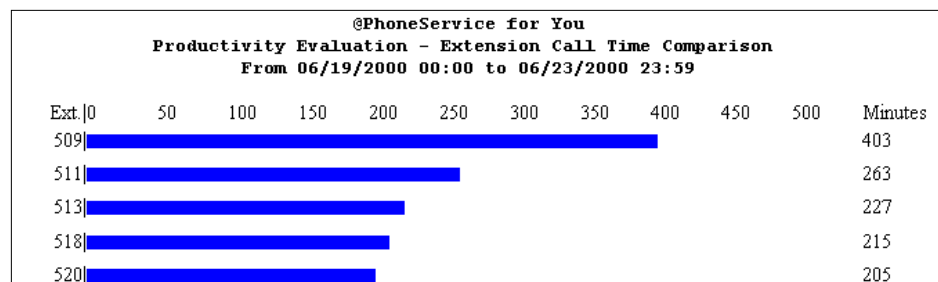
```
Department: Warehouse

 Ext. 107 Bischoff, Nicholas
 Totals for ext. 107:  6 call(s).  0 hours,  min.  $6.00

 Dept. Warehouse had 6 call(s).
 Totals: 0 hours, 3 min.  $6.00   Averages: 0 min., 22 sec.  $1.00
 _____


           Total Calls:  113
   Total Length of Calls:  1 hours, 37 minutes
     Total Cost of Calls:  $113.00

Average Length of Calls:  0 minutes, 33 seconds
  Average Cost of Calls:  $1.00
```

- **Display precise information about your telephone line usage**

  - o There are 255 groups available to sort up to 2000 circuits. These groups may mirror the phone system or be divided to suit your needs. The ability to save data, send to Communicator, default pricing and other pricing options is present in each circuit group.

  - o **The Traffic Study Report** shows how busy the telephone system is over ten-minute increments throughout the day. This report is used to determine if a system has enough capacity for the traffic going through it.
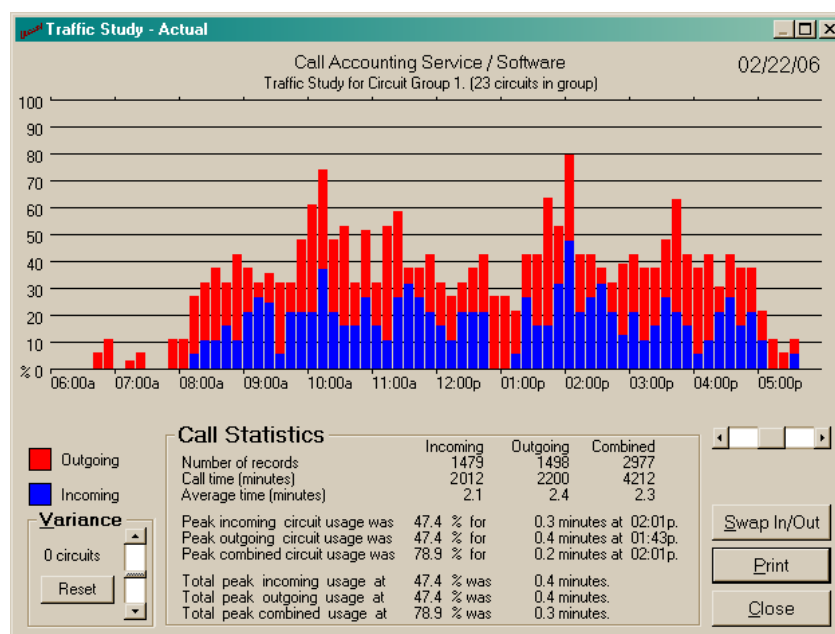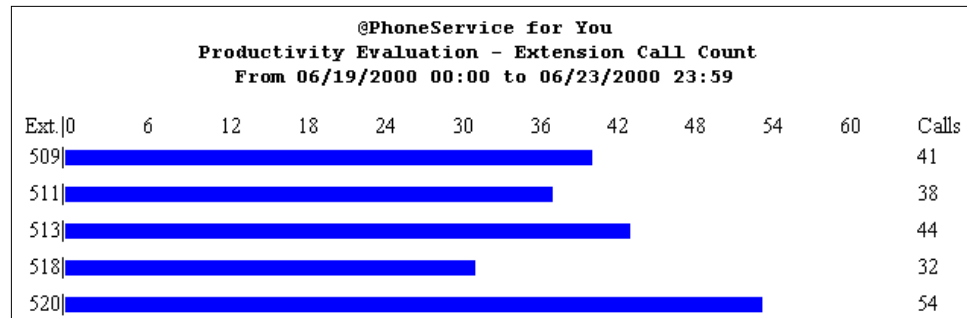
- o **Fixed Cost Report** - You may run a report with a fixed per minute rate for incoming and outgoing calls without affecting the standard or alternate rates.

- o **International Pricing** - Ultimate! Call Accounting includes default Sprint pricing for International Calls based on country codes.

- o **Pricing Customization** - Pricing may be customized beyond the pricing wizard, including 10-digit locals, circuit groups, long distance pick codes, area codes and office codes

- o **Quick Start Pricing Wizard -** The pricing wizard feature allows for quick pricing setup. 7-digit locals are priced at one rate while 10-digit long distance calls are priced at another per minute rate.

- **Identify positive and negative telephone trends**

  - o **Frequency reports** are bar graphs where the horizontal axis is either call time or call count. The vertical axis may be any of the following:

Area code	Circuit number	Extension
Account code	Cost	Port Number
Call Type	Day of Week	Rate Band
Carrier	Department	Time of Day
Circuit group	Duration	State/Province

  - o **Extensions call time & count report -** Compare salespeople by the amount of *time on the phone* or by the *number of calls made* for the same time period.

```
                            @PhoneService for You
              Productivity Evaluation – Extension Call Time Comparison
                      From 06/19/2000 00:00 to 06/23/2000 23:59

Ext.|0    50    100   150   200   250   300   350   400   450   500    Minutes
 509|████████████████████████████████████                              403
 511|███████████████████████                                           263
 513|████████████████████                                              227
 518|██████████████████                                                215
 520|█████████████████                                                 205
```

In our example (above and below) we find that extension 520 spent the least amount of time on the phone, but made the highest number of calls. 520 happened to be a new employee in need of additional training, while 509 made fewer calls, but spent more time on the phone making the most sales.

```
                            @PhoneService for You
                   Productivity Evaluation – Extension Call Count
                     From 06/19/2000 00:00 to 06/23/2000 23:59

Ext.|0     6     12    18    24    30    36    42    48    54    60    Calls
 509|████████████████████████████████████                            41
 511|██████████████████████████████████                              38
 513|██████████████████████████████████████                          44
 518|████████████████████████████                                    32
 520|████████████████████████████████████████████████                54
```

- **Allocate telecom expenses to each department or customer**

  o There are **255 departments** available to sort up to 8000 extensions. Each department and extension may be assigned its own name. Names are displayed in phone directory reports and department/extension reports.

  o The monthly report (below) is useful for **determining each department's portion of the total phone bill**. It emphasizes the detail of all calls in, out, local and long distance. You can quickly spot profitable trends or calls that may be a liability. This report also summarizes the percentage of calls for each department.

```
Ext. 219 Executive Waiting Room
Date   Time  Ckt.     Account     Type        # Dialed  St City      Length   Cost
06/19  3:06p 00000034             INCOMING          I                0:00:31  0.00
06/20  8:02a 00000001             INCOMING          I                0:01:07  0.00
06/20 11:34a 00000034             INCOMING          I                0:00:45  0.00
06/20 11:43a 00000034             INCOMING          I                0:01:00  0.00
06/20 11:48a 00000032             INCOMING          I                0:01:04  0.00
06/20 11:50a 00000001             INCOMING          I                0:00:16  0.00
06/20 12:11p 00000034             INCOMING          I                0:01:12  0.00
06/21  8:23a 00000003             INCOMING          I                0:00:35  0.00
06/22  4:33p 00000042                         715-842-5577 UI WAUSAU  0:00:45  0.16
06/23  9:22a 00000024                         715-842-5577 UI WAUSAU  0:00:29  0.04

Totals for ext. 219:  10 call(s).  0 hours, 8 min.   $0.20


Dept. Common Access had 81 call(s).
Totals: 2 hours, 25 min.  $29.40   Averages: 1 min., 47 sec.  $0.36

        Total Calls:  4764
 Total Length of Calls:  171 hours, 36 minutes
   Total Cost of Calls:  $812.25

Average Length of Calls:  2 minutes, 9 seconds
  Average Cost of Calls:  $0.17


Department              Calls  Calls %     Cost   Cost %

Accounts Payable          140    2.9       7.32     0.9
Accounts Receivable       377    7.9      16.92     2.1
Agent Group               649   13.6     182.53    22.5
Bookkeeping               108    2.3      28.04     3.5
Cafeteria Services        332    7.0      15.12     1.9
Common Access              81    1.7      29.40     3.6
```
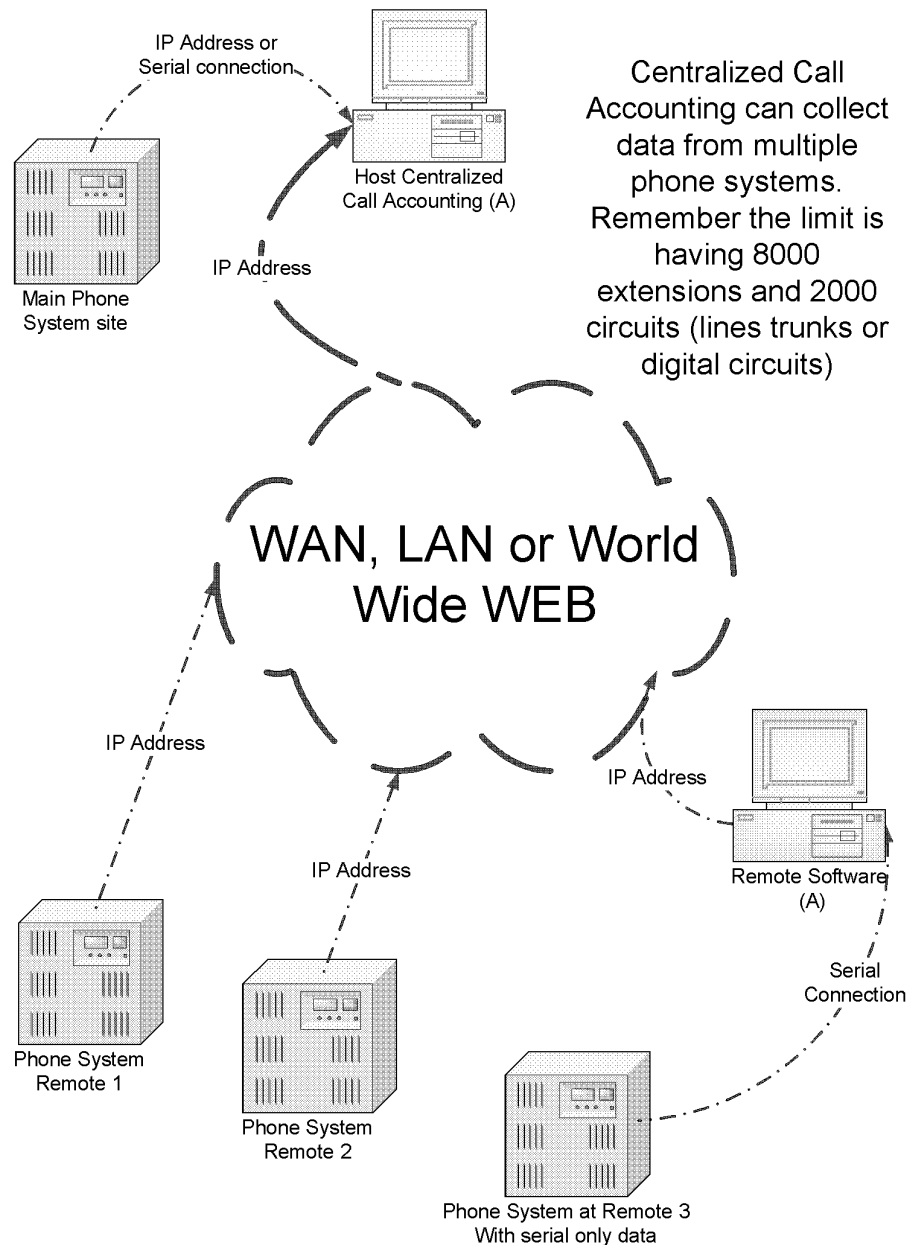
o Names may be associated to 2000 **account codes**. Names will be displayed in account code reports or enhanced format reports.

o Reports (as below) can be produced with **Caller-ID numbers**, which are collected from incoming traffic. Some telephone systems collect ANI or DNIS numbers instead of or in addition to Caller-ID.

```
                        Phones Plus Inc.

                From 01/06/2008 00:00 to 01/12/2008 23:59

Department: Ultimate Software

 Ext. 202 Jim Hahn
 Date   Time  Ckt.       Account     Type           # Dialed St City      Length   Cost
 01/07  9:54a 00100101               INCOMING 530-893-6136*2312 CA CHICO       0:01:33  0.00
 01/08 10:31a 00100101               INCOMING 530-351-2211*2311 CA REDDING     0:09:52  0.00

 Totals for ext. 202:  2 call(s).  0 hours, 11 min.  $0.00


 Ext. 205 Demo Desk
 Date   Time  Ckt.       Account     Type           # Dialed St City      Length   Cost
 01/08  2:05p 00100101               INCOMING 714-238-3067*1111 CA ANAHEIM     0:04:37  0.00
 01/10 12:23p 00100101               INCOMING 714-713-3169*2312 CA CYPRESS     0:00:43  0.00
 01/10  3:35p 00100101               INCOMING 831-234-2308*9654 CA SANTA CRUZ 0:02:56  0.00

 Totals for ext. 205:  3 call(s).  0 hours, 8 min.  $0.00


 Ext. 244 Peter Fields
 Date   Time  Ckt.       Account     Type           # Dialed St City      Length   Cost
 01/10 11:09a 00100102               INCOMING 951-765-5100*9616 CA HEMET       0:05:33  0.00
 01/10 11:57a 00100101               INCOMING 714-921-0102*9616 CA ORANGE      0:01:32  0.00
 01/10 12:23p 00100101               INCOMING 714-713-3169*2312 CA CYPRESS     0:00:55  0.00
 01/10 12:25p 00100101               INCOMING 714-713-3169*2312 CA CYPRESS     0:01:27  0.00

 Totals for ext. 244:  4 call(s).  0 hours, 9 min.  $0.00


 Dept. Ultimate Software had 9 call(s).
 Totals: 0 hours, 29 min.  $0.00   Averages: 3 min., 14 sec.  $0.00


         Total Calls:  9
 Total Length of Calls:  0 hours, 29 minutes
   Total Cost of Calls:  $0.00

Average Length of Calls:  3 minutes, 14 seconds
  Average Cost of Calls:  $0.00


Department              Calls  Calls %        Cost   Cost %

Ultimate Software           9   100.0        0.00    0.0
```

o **An audit detail report** is the same as a detail report with an option to clear records after the report is compiled. Audit reports are commonly used in the hospitality industry.

o **Alternate Rates** - A second set of rates may be set up and accessed by reports to replace the primary set of rates.

- **Deliver reports automatically to your desktop**

    - Ultimate Call Accounting delivers automated reports to a printer, a shared drive or via e-mail. Simple commands will generate reports on demand. Custom reports may be designed in hundreds of variations.

    - Any of the 50 template **reports can be automated** to print to a printer on a daily, weekly, or monthly basis.

    - **Report Display** - Reports may be posted to a display screen, text file, or printer.

- **Sizable Display** - The main window can be reduced in size by half, quarter or minimal.

- **Echo Call Records to File** - When initiated for Tech Support purposes, raw SMDR data and processed data can be recorded in a text file.

- **Export Report to File** - A no-headers report will print out a fixed-length format report without headers, which can be imported into various database or spreadsheet programs.

- **Real Time Data Collection** - Data is received and processed each time a call is completed. This allows reports to be run on demand without doing lengthy preprocessing of batch data.

- **Security** - Three levels of administrative passwords are provided to protect system data, allow functionality of reports, and perform minor data maintenance.

- **Blended Reports for Multi-site Installations** - Centralized Call Accounting generates real-time reports for an entire network. Below is an example of a Centralized Call Accounting design.

IP Address or
Serial connection

Host Centralized
Call Accounting (A)

Centralized Call
Accounting can collect
data from multiple
phone systems.
Remember the limit is
having 8000
extensions and 2000
circuits (lines trunks or
digital circuits)

IP Address

Main Phone
System site

WAN, LAN or World
Wide WEB

IP Address

IP Address

IP Address

Remote Software
(A)

Serial
Connection

Phone System
Remote 1

Phone System
Remote 2

Phone System at Remote 3
With serial only data

- **Print a Phone Directory** -The phone directory report displays a list of extension numbers, extension names, and department names; it can be sorted by any of these items.

- **Re-index Database -** Ultimate Call Accounting has the built-in ability to repair the indexed database when broken index links occur over time. Closing the program improperly or power loss to the computer causes broken index links.

- **Recalculate Report Cost** - Reports may have the cost recalculated to register changes that are made to the pricing structure.

- **Property Management System Integration for Hospitality Industry -** There are 15 different interfaces built in for Property Management Systems.   (Option- call Cindy Ovokaitys, 262-789-9609 for details on Ultimate InnService for Strata CIX. Also, see section II and Appendix B of this document.)

    o **PMS HOBIC Format** -There are 6 standard HOBIC formats call accounting uses.

    o **PMS Protocols** - There are a variety of protocols used before and or after sending the HOBIC String. Including Acknowledge, Negative Acknowledge, Check Sum, Line Feed, Start of Text, and End of Text.

(See Appendix A for additional sample reports)

VII. SUPPORTED PHONE SYSTEMS

Alcatel
Omni PCX 4400
AT&T/Lucent/
Avaya
Definity
Dimension 2000
Merlin
Merlin Legend
Partner
Pro Logic
System 25
System 75
System 85
Cardinal
Motel PBX
Comdial
DSU Impact
DXP
Executech
Cortelco
Millennium
Digital Voice
PBX 1200
Ericsson
FP15
ESI
IVX 20
IVX 128
Communications
Server
Executone/Isoetec
228

Fujitsu
9600
Focus 100
Focus 196
Harris
110
2020
Hitachi
EDX
Intertel
Axxess
GX-152D
SPK
ITT
3100XL
Iwatsu
ADIX
IDS 128
Omega 4
ZTD
Mitel
SX100
SX200
SX2000
NEC
16/48
Aspire
Electra Mark II
Electra Pro II
NEAX IPK
NEAX IPK II
NEAX 1400

NEAX 2000
NEAX 2400 IMS
Nortel
DMS100
Enterprise Edge
Meridian SL-1
Norstar
Panasonic
DBS
DBS 3.1
DBS 576
KX-TD 1232
Premier
Answer
ESPMDX
Rolm
CBX II 8000
9751 CBX II 9000
9751 CBX II 9005
9751 CBX II 9006
Samsung
DCS
IDCS
Prostar
Prostar 1224
Shoretel
Shoretel
Siemens
HiCom 300H
HiPath 3000
HiPath 4000
Saturn IIE

Saturn H
Sprint
Protégé
SRX
System One
Tadiran
Coral
Emerald Ice
Telrad
128
1000
Tie/Nitsuko
124i
384i
DCX
TCX
Morgan
Onyx
Toshiba
Perception
Perception 4000
Strata
Strata DK
Strata CTX
Strata CIX
Vodavi
Vodavi
DVX Mach I
Infinite XTS
WIN
100D

HARDWARE REQUIREMENTS

Minimum Specifications

Operating Systems

Windows Server 2008, 2008 R2 (one user logged in at a time)
Windows Server 2012 (one user logged in at a time)
Windows 7, 8, and 8.1, 10

Hardware

1 GB hard drive space (default)
1 serial port or network interface card for SMDR (may not be required if the data is IP)
Mouse
Keyboard
Monitor
Optical drive to load software (or load from web)

Additional Components (optional)

Remote access

Required in order for us to assist with installation, training, and
tech support. We work with the following, among others:

- www.teamviewer.com

- www.LogMeIn.com

  www.UltraVnc.com

- www.GoToMyPC.com

- www.showmypc.com

- www.join.me

- www.webex.com

Back-up device

Flash drive, external, or other

Printer

For printing reports

IX. SOFTWARE LIMITS

Database

Account Codes (up to 12 digits per code)	2000
Circuits (up to 8 digits per circuit number)	2000
Circuit Groups	200
Departments	255
Extensions (up to 7 digits per extension)	8000
Phone Number Exceptions (per Table)	36
Phone Number Exception Tables	10
Pseudo Extensions	10

Reports

Total Reports	54
Customizable Reports	50
Phone Directory reports	3
Traffic Study Report	1
Report Filters	31

Pricing

Area Code Tables	30
Exception Tables	200
Long Distance Services	30
Rate Bands	150

Hard Drive usage based on number of Call Records

Call Records	Drive Space Needed
500 Thousand	52 MB
1 Million	104 MB
5 Million	520 MB
10 Million	1040 MB (1.04 GB)
50 Million	5.2 GB
99.9 Million	10.4 GB

X. POPULAR QUESTIONS AND ANSWERS

The warranty is for one year and a service contract is available to the customer through Ultimate or the local Ultimate Dealer. Call Roy Catron at 262-789-9654 for more information.

- **Auto Reports**
  When selecting an auto report to run daily, weekly, or monthly (Daily after 2 AM, weekly after 2 AM on Monday mornings, or monthly after the last day of the month also at 2 AM,) a settings option is available to determine the destination of the report. The report can be generated to any combination of these destinations:

  - **Printer** – will print to the windows default printer - local or network. (Pressing the default button will set the auto report options to printer only.)
  - **File** – will print to a text file in the call accounting directory. Predefined file names are named report1.txt through report50.txt. New reports will overwrite any existing files.
  - **E-mail** – prompts the user to enter a single address or a distribution list name.

  Optional software is available for custom timing and when delivery options are needed. Call Roy Catron at *Ultimate!* Software Products for more information 262-789-9654.

- **Requirements for E-Mail Options**

  - **For Microsoft Outlook:** Outlook needs to be installed and running on the call accounting computer with a valid e-mail account that has the ability to send outgoing e-mail traffic. If there are problems sending out the e-mails, copies of the e-mail will be saved in the drafts folder of Outlook. **NOTE**: Outlook Express does not work with Ultimate Products.
  - **For SMTP:** You must enter the SMTP server IP address, sender name, sender e-mail address and, if using authentication, user name and password.

- **Network/Internet Bandwidth Usage in a Centralized Call Accounting Application**

  - A call record is produced whenever a call is completed or transferred
  - Each call record sent over the network is 136 bytes long
  - Each call record is sent to the Ultimate Communicator Server before being retransmitted to the central site, doubling the amount of data per transaction to 272 bytes
  - Assuming a heavy call traffic scenario of 10,000 call records in an 8-hour period, this works out to an average bandwidth usage of 2.6 MB per 8 hours or 755 bps (bits per second)
  - On a 100 Mbps LAN, this would be less than one part in 100,000
  - On a 24-channel T1 with each channel at 64 Kbps, this would amount to about one part in 2,000 or 0.05%

XI. *ULTIMATE!* INSTALLATION AND SERVICE CONTACT INFORMATION FOR OUR CUSTOMERS AND DEALERS

Key contacts and phone numbers for use by our dealers are as follows:

- Sales Demonstrations or Training   262-789-9654 ask for Roy Or
roy@UltimateSoftwareProducts.com

- Software Activation line   262-784-2312

- Ultimate Call Accounting Technical Support   262-789-9616 or
techsupport@uspnet.com

- Other Ultimate! Software Products info   262-789-9654 ask for Roy
Or sales@uspnet.com

  InnService for Strata CIX™

Customers often request additional features that were not included as part of the original application. *Ultimate!* reserves the right to charge for additional features. These charges will be discussed with the dealer, prior to making them. The rate for a Standard Custom Code (SCODEA) is a flat fee.   For a Non-Standard Code (NCODEB) the rate is variable and defined in writing with approval by the dealer. All changes to the software are installed via pcAnywhere® or other remote desktop software and must be paid for by credit card prior to installation. (Amex, VISA, MasterCard)

The software warranty is for one year.

If you are about to make any changes to the telephone, voice mail, or computer system, we encourage you to call our tech support number for verification on the possible impact to the Ultimate Call Accounting software. There may be a trouble-shooting fee to you, the dealer, for our involvement to resolve a problem should an operational difficulty occur because a change was made by the user or you. This is a credit card only charge prior to our logging in via PcAnywhere® or other remote desktop software to assist you or your customer.

Appendix A.   SAMPLE REPORTS

The **Department/Extension (Detail)** report provides a monthly list of calls placed or received, with totals, for every department and extension. For each call, the report shows the number dialed or caller's number (if the phone system and trunks are so equipped), length of call, time of day, circuit number used, and other pertinent details. A shortened example report is illustrated below.

```
              Cost Allocation/Billing - By Department/Extension (Detail)
                       From 06/01/2000 00:00 to 06/30/2000 23:59
         ...

         Department: Warehouse
          Ext. 108 Jackson, Marshall
          Date    Time  Ckt.     Account      Type              # Dialed St City      Length    Cost
          06/02  2:24p 000001                 INCOMING                  I             0:00:31   0.00
          06/06  1:53p 000002                 INCOMING                  I             0:05:20   0.00
          06/09 10:22a 000031                 OUTGOING          555-7333 WI MILWAUKEE 0:01:42   0.00
          06/14 10:40a 000003                 INCOMING                  I             0:01:03   0.00
          06/14 10:42a 000023                 OUTGOING          555-6682 WI MILWAUKEE 0:02:07   0.00
          06/26 12:05p 000031                 OUTGOING          555-1286 WI THIENSVL  0:01:18   0.00

          Totals for ext. 108:  6 call(s).  0 hours, 12 min.  $0.00

         ...

          Ext. 147 Burns, Maureen
          Date    Time  Ckt.     Account      Type              # Dialed St City      Length    Cost
          06/23  3:16p 000031                 OUTGOING      608-555-5090 WI LA CROSSE 0:02:09   0.00

          Totals for ext. 147:  1 call(s).  0 hours, 2 min.  $0.00


          Dept. Warehouse had 155 call(s).
          Totals: 4 hours, 29 min.  $0.00   Averages: 1 min., 44 sec.  $0.00

                  Total Calls:  6975
          Total Length of Calls:  258 hours, 16 minutes
            Total Cost of Calls:  $0.00

         Average Length of Calls:  2 minutes, 13 seconds
           Average Cost of Calls:  $0.00


         Department                   Calls  Calls %       Cost  Cost %

         Accounts Payable               182    2.6         0.00    0.0
         Accounts Receivable            558    8.0         0.00    0.0
         Agent Group                   1037   14.9         0.00    0.0
         Bookkeeping                    126    1.8         0.00    0.0
         Customer Service               762   10.9         0.00    0.0
         Engineering                    224    3.2         0.00    0.0
         Executive                      410    5.9         0.00    0.0
         ...
         Personnel                      155    2.2         0.00    0.0
         Quality Control                684    9.8         0.00    0.0
         Sales                          489    7.0         0.00    0.0
         SwitchBoard                   1060   15.2         0.00    0.0
         Voice Mail                     281    4.0         0.00    0.0
         Warehouse                      155    2.2         0.00    0.0
```
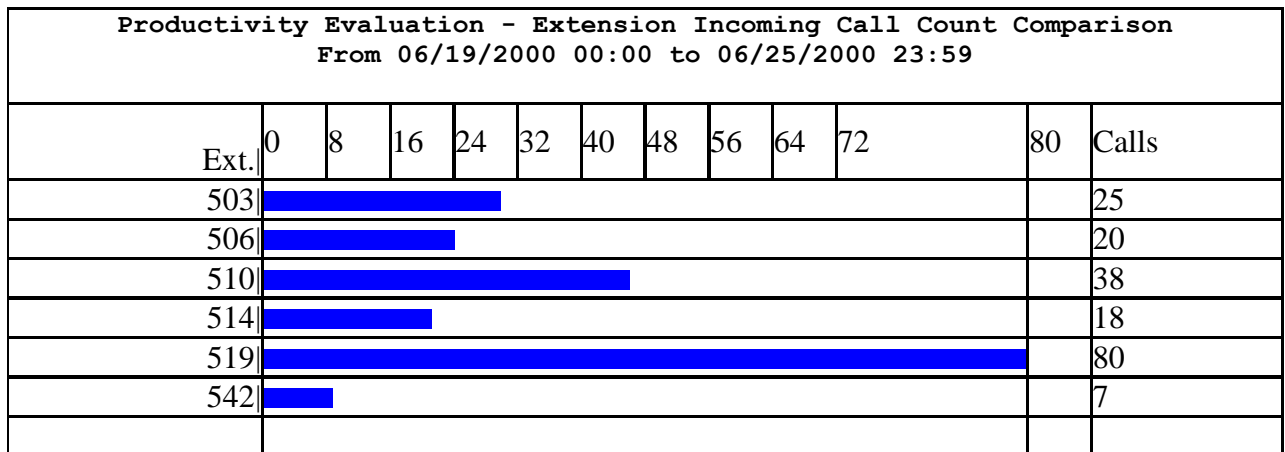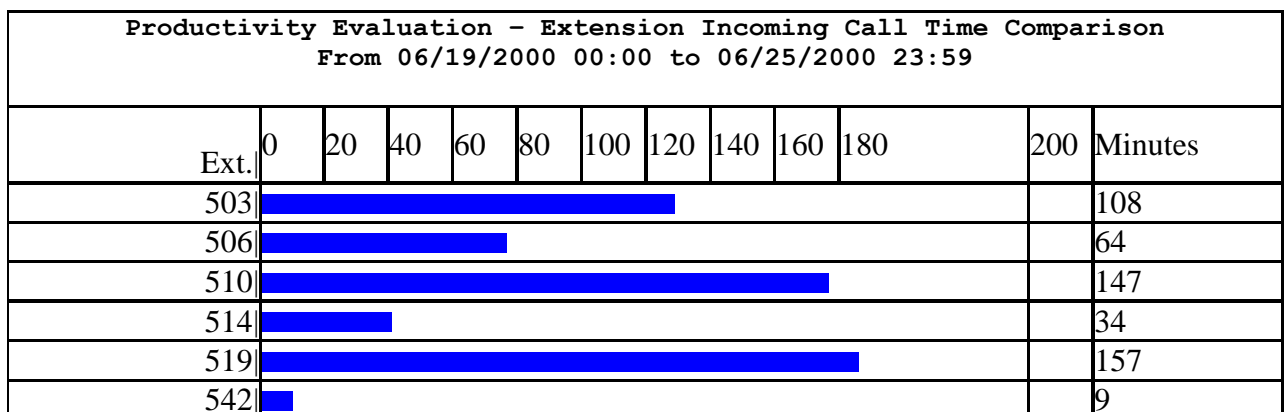
The **Extension Incoming Call Count Comparison** report provides a weekly comparison of the number of calls received by each extension. Compare employees with similar job functions to determine if the number of incoming calls is appropriate for each. A shortened example report is illustrated below.

Productivity Evaluation - Extension Incoming Call Count Comparison From 06/19/2000 00:00 to 06/25/2000 23:59											
Ext.	0	8	16	24	32	40	48	56	64	72	80	Calls
503	████████											25
506	██████											20
510	████████████											38
514	█████											18
519	███████████████████████											80
542	██											7

The **Extension Incoming Call Time Comparison** report provides a weekly comparison of the total time spent on incoming calls to each extension. Compare employees with similar job functions to determine if the time spent on incoming calls is appropriate for each. A shortened example report is illustrated below.

Productivity Evaluation – Extension Incoming Call Time Comparison From 06/19/2000 00:00 to 06/25/2000 23:59											
Ext.	0	20	40	60	80	100	120	140	160	180	200	Minutes
503	████████████████											108
506	█████████											64
510	██████████████████████											147
514	███											34
519	███████████████████████											157
542	█											9

The **Extension Outgoing Call Count Comparison** report provides a weekly comparison of the number of calls originated by each extension. Compare employees with similar job functions to determine if the number of outgoing calls is appropriate for each. A shortened example report is illustrated below.

Productivity Evaluation – Extension Outgoing Call Count Comparison From 06/19/2000 00:00 to 06/25/2000 23:59		
Ext.	0　8　16　24　32　40　48　56　64　72	80　Calls
503	███████████████████████	63
506	██████████████████████████	71
510	████████████████	44
514	█████████████	35
517	█	3
519	████████	23
542	▪	1

The **Extension Outgoing Call Time Comparison** report provides a weekly comparison of the total time spent on outgoing calls by each extension. Compare employees with similar job functions to determine if the time spent on outgoing calls is appropriate for each. A shortened example report is illustrated below.

Productivity Evaluation – Extension Outgoing Call Time Comparison From 06/19/2000 00:00 to 06/25/2000 23:59		
Ext.	0　25　50　75　100　125　150　175　200　225	250　Minutes
503	██████████████████████████	209
506	█████████	76
510	████████████████	110
514	████████	71
517	▪	4
519	███████	61
542		0

The **Directory Assistance Detail** report provides a monthly list of directory assistance calls with totals for every department and extension. For each call, the report shows the number dialed, length of call, time of day, circuit number used, and other pertinent details. Compare employees with similar job functions to determine if the number of directory assistance calls is appropriate for each. A shortened example report is illustrated below.

```
                           Caller Abuse/Misuse – Directory Assistance Detail
                                 From 06/01/2000 00:00 to 06/30/2000 23:59

      Department: Accounts Receivable


      Ext. 503 Grahm, Judy
      Date   Time  Ckt.     Account     Type            # Dialed St City      Length    Cost
      06/14 12:58p 000042               DIRASST      262-555-1212 WI          0:00:35   0.00

      Totals for ext. 503:  1 call(s).  0 hours, 1 min.   $0.00



      Ext. 506 Spiegelberg, Simone
      Date   Time  Ckt.     Account     Type            # Dialed St City      Length    Cost


      06/06  3:21p 000013               DIRASST      608-555-1212 WI DIR ASST  0:00:18   0.00
      06/20 10:34a 000031               DIRASST              1411 I            0:00:11   0.00

      Totals for ext. 506:  2 call(s).  0 hours, 0 min.   $0.00

      Ext. 510 Weber Polly
      Date   Time  Ckt.     Account     Type            # Dialed St City      Length    Cost
      06/07  8:49a 000031               DIRASST      262-555-1212 WI          0:00:20   0.00
      06/07  8:50a 000042               DIRASST      262-555-1212 WI          0:00:18   0.00
      06/23 10:20a 000042               DIRASST      262-555-1212 WI          0:00:00   0.00
      06/23 10:20a 000042               DIRASST      713-555-1212 TX DIR ASST  0:00:29   0.00

      Totals for ext. 510:  4 call(s).  0 hours, 1 min.   $0.00

      Dept. Accounts Receivable had 7 call(s).
      Totals: 0 hours, 2 min.  $0.00   Averages: 0 min., 18 sec.  $0.00


                   Total Calls:  26
       Total Length of Calls:  0 hours, 14 minutes
         Total Cost of Calls:  $11.55
      Average Length of Calls:  0 minutes, 33 seconds
       Average Cost of Calls:  $0.44
```

The **Outgoing Calls Over 30 Minutes** report provides a monthly list of outgoing calls longer than 30 minutes in duration with totals for every department and extension. For each call, the report shows the number dialed, length of call, time of day, circuit number used, and other pertinent details. A shortened example report is illustrated below.

```
              Caller Abuse/Misuse – Outgoing Calls Over 30 Minutes
                     From 06/01/2000 00:00 to 06/30/2000 23:59

     …

   Department: Cafeteria Services

     Ext. 401 Decker, Lynn
     Date    Time   Ckt.    Account      Type            # Dialed St City        Length    Cost
     06/12 12:09p 000042                 OUTGOING        555-6787 WI MILWAUKEE   0:47:51   0.00

     Totals for ext. 401:  1 call(s).  0 hours, 48 min.   $0.00


     Ext. 410 Small, Ken
     Date    Time   Ckt.    Account      Type            # Dialed St City        Length    Cost
     06/20  2:06p 000031                 OUTGOING        555-6668 WI MILWAUKEE   0:32:53   0.00

     Totals for ext. 410:  1 call(s).  0 hours, 33 min.   $0.00


     Dept. Cafeteria Services had 2 call(s).
     Totals: 1 hours, 21 min.  $0.00   Averages : 40 min., 22 sec.  $0.00

                Total Calls:  9
      Total Length of Calls:  5 hours, 46 minutes
        Total Cost of Calls:  $0.00

    Average Length of Calls:  38 minutes, 23 seconds
      Average Cost of Calls:  $0.00
```
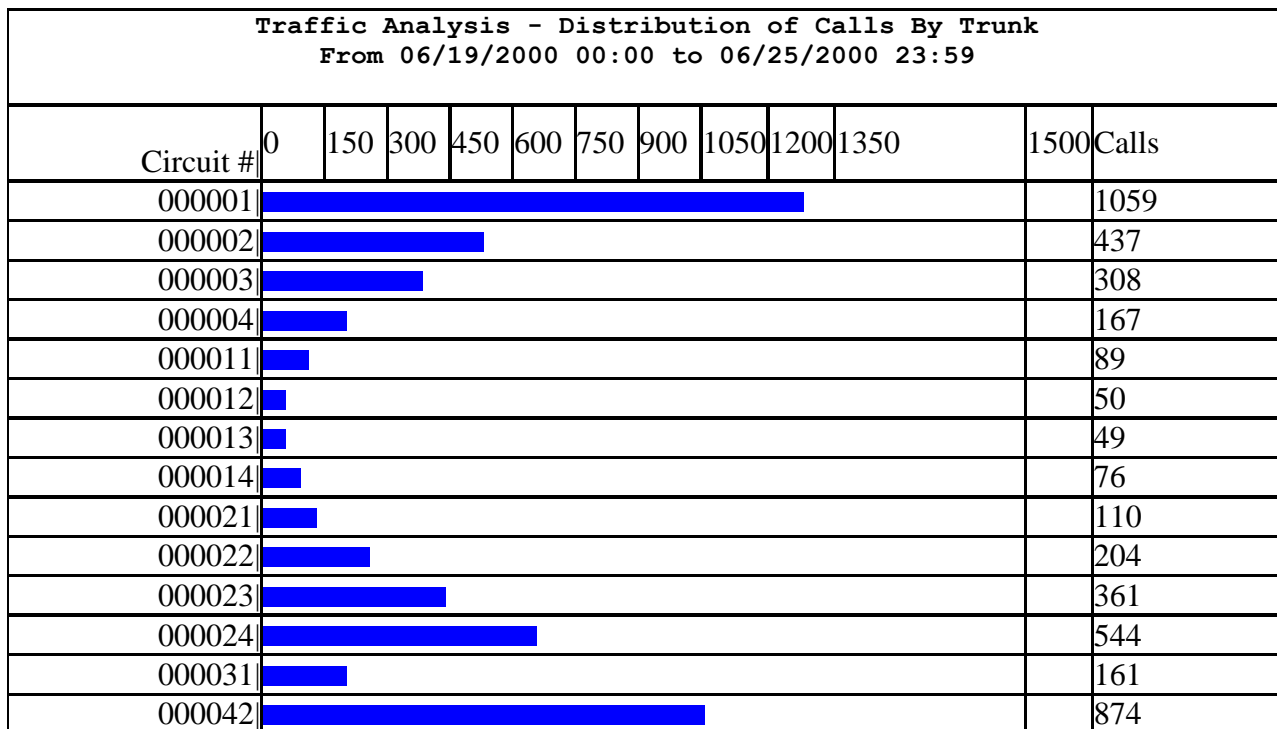
The **Frequently Dialed Numbers** report provides a monthly listing of your organization's most frequently dialed numbers. Each line of the report contains a priority number, the dialed digits, and a frequency value. Compare the listing of your actual contacts with the priorities of your business. Decide whether the numbers you are calling are appropriate for your organization. A shortened example report is illustrated below.

```
             Caller Abuse/Misuse - Frequently Dialed Numbers
                   From 06/01/2000 00:00 to 06/30/2000 23:59


  1.  5559494               121  calls
  2.  5554126                60  calls
  3.  5558036                55  calls
  4.  12625559171            43  calls
  5.  5554410                38  calls
  6.  17155552046            38  calls
  7.  5553565                29  calls
  8.  16085550610            29  calls
  9.  5555470                25  calls
 10.  5556740                22  calls
 11.  17155555577            20  calls
 12.  12625554971            20  calls
 13.  5559191                18  calls
 14.  5550270                17  calls
 15.  5557200                16  calls
 16.  5557853                15  calls
 17.  5557887                14  calls
 18.  5552304                14  calls
 19.  17155552271            14  calls
 20.  5551122                13  calls
 21.  5559800                13  calls
 22.  17155552116            13  calls
 23.  5553730                12  calls
 24.  5556554                12  calls
 25.  12625555655            12  calls
```

The **Distribution of Calls By Trunk** report shows the number of calls each trunk, line or circuit placed or received during the month. Circuits may be compared, in the same group, to reveal potential problems. The example report, displayed below, illustrates a malfunction with line 000031. Tracking circuits from month to month may identify additional problems.

	Traffic Analysis - Distribution of Calls By Trunk From 06/19/2000 00:00 to 06/25/2000 23:59											
Circuit #	0	150	300	450	600	750	900	1050	1200	1350	1500	Calls
000001												1059
000002												437
000003												308
000004												167
000011												89
000012												50
000013												49
000014												76
000021												110
000022												204
000023												361
000024												544
000031												161
000042												874

The **Distribution of Calls By Time of Day** report sorts daily inbound and outbound calls into 30 minute time slots. Use this report to track staffing requirements during the workday. An example report is illustrated below.

Traffic Analysis - Distribution of Calls By Time of Day From 06/20/2000 00:00 to 06/20/2000 23:59											
Time	0	15	30	45	60	75	90	105	120	135	150	Calls
...											
06:00												0
06:30												1
07:00												0
07:30												2
08:00												22
08:30												57
09:00												62
09:30												69
10:00												64
10:30												63
11:00												67
11:30												93
12:00												45
12:30												82
13:00												68
13:30												93
14:00												101
14:30												93
15:00												75
15:30												69
16:00												70
16:30												29
17:00												16
17:30												2

The **Distribution of Calls By Day of Week** report compares the total number of calls for each day during the week. Use this report to determine staffing requirements for each day of the week. An example report is illustrated below.

Traffic Analysis - Distribution of Calls By Day of Week From 06/19/2000 00:00 to 06/25/2000 23:59		
	0 150 300 450 600 750 900 1050 1200 1350 1500	Calls
Sunday		1
Monday	████████████████	1023
Tuesday	██████████████████	1254
Wednesday	████████████████	1089
Thursday	████████████████	1081
Friday	███████████████	988
Saturday		12

The **Circuit Group Traffic Summary** reports provide a monthly analysis of the primary lines, trunks or circuits in your telephone system. The traffic analysis is composed of two report files. The first report indicates peak circuit activity for each day in the month. In this example report, all lines were busy for 1.1 minutes (66 seconds) on the 19th day of June. The second report must be displayed with the Traffic Summary Detail Viewer (provided separately) to investigate days with high activity.

```
Traffic Summary for Circuit Group 1. LOCAL LINES( 14 Circuits in Group)
                 From 06/01/2000 00:00 to 06/30/2000 23:59

                                  Peak    Peak   At Time      100 %
        Date            Peak %    Time    Ckt.   of Day      Minutes
                          ...
        06/19/00 (MON)   100.0    0.5      14    01:57p        1.1
        06/20/00 (TUE)   100.0    0.1      14    03:17p        0.1
        06/21/00 (WED)   100.0    0.2      14    10:34a        0.6
        06/22/00 (THU)   100.0    0.3      14    02:01p        0.6
        06/23/00 (FRI)   100.0    0.2      14    09:45a        0.3
        06/24/00 (SAT)    14.3    0.2       2    12:16a        0.0
        06/25/00 (SUN)     1.2    0.1       0    06:35p        0.0
        06/26/00 (MON)    98.8    0.1      14    01:59p        0.0
        06/27/00 (TUE)    92.9    0.1      13    10:32a        0.0
                          ...

        Totals                                                 2.7
```

APPENDIX B. INFORMATION FOR APPLICATIONS IN THE HOSPITALITY INDUSTRY

The Ultimate Call Accounting System has the ability to integrate with a Hotel's new or existing Property Management System. When a call record comes in and is processed, it will be transformed into a selected PMS format. Then it will be sent out of the selected com port (or TCP port) via a serial connection (or TCP/IP connection), to a PMS which will then process the data. The information that follows explains the available PMS integrations, and how to enable them.

Select "Features" in Ultimate Call Accounting's main menu.

Property Management System (PMS)

Required for PMS Integration

In order to use Call Accounting to send information to the PMS, a serial or TCPIP connection is required. If using a serial connection, a serial com port is needed.

Setup

- **Port**
  This is where the settings for PMS port and PMS baud rate are set.

- **Active Department**
  This option has two settings. The default is 'all departments' and the other option is a specific department. The purpose of this option is that if only information from a select number of extensions are desired then that group of extensions can be placed in a single department and that department can be selected as the active department.

- **PMS Selection**
  Call Accounting supports 18 different types of PMS record formats. To decide which one fits the PMS requirements, see the reference of PMS Types to follow. To make a selection in the program, click on the circle next to the selected format. Only one may be selected at a time.

- **Network Node Name**
  Enter the node name or IP address where the PMS resides.

- **Network Port**
  Enter the TCP port number on which the PMS listens for data.

- **Enable PMS**
  Check the box entitled 'Enable PMS'. Once selected, Call Accounting will start sending relevant information to the PMS. Once this box is checked, changes to PMS port, PMS baud Rate, or PMS type will not be allowed.

Available PMS Types

Following are descriptions for the 13 PMS record formats. Special Characters are defined in the glossary of PMS terms found on page 34 and the HOBIC record formats are defined in more detail on page 35.

Type 1   Call Accounting sends an **<ENQ>** to the PMS and waits for a response in the form of an **<ACK>** or **<NAK>**. If a **<NAK>** is received or no response is received within 30 seconds Call Accounting will send the **<ENQ>** again. When an **<ACK>** is received Call Accounting will send the HOBIC Record as an **<STX><HOBIC 1 Format><ETX><BCC>**. Call accounting will then wait for an **<ACK>**. If a **<NAK>** is received or no response is received within 30 seconds Call Accounting will send the HOBIC Record again. When an **<ACK>** is received the process is complete.

Type 2   Call Accounting sends HOBIC Record as **<HOBIC 1 Format><Call Flag><CR><LF>** to PMS. Call Accounting will then wait for an **<ACK>**. If a **<NAK>** is received or no response is received within 30 seconds Call Accounting will send the HOBIC Record again. When an **<ACK>** is received the process is complete.

Type 3   Call Accounting sends HOBIC Record as **<HOBIC 1 Format><Call Flag><CR><LF>** to PMS.

Type 4   Call Accounting sends an **<ENQ>** to the PMS and waits for a response in the form of an **<ACK>** or **<NAK>**. If a **<NAK>** is received or no response is received within 30 seconds Call Accounting will send the **<ENQ>** again. When an **<ACK>** is received Call Accounting will send the HOBIC Record as an **<STX><HOBIC 1 Format><call Flag><ETX><BCC>**. Call accounting will then wait for an **<ACK>**. If a **<NAK>** is received or no response is received within 30 seconds Call Accounting will send the HOBIC Record again. When an **<ACK>** is received the process is complete.

Type 5   Once an **<Xon>** is received from the PMS Call Accounting will start processing records (this only happens once). Call Accounting will send the record as **<Homes Format><CR><LF>**.

Type 6   Call Accounting sends record as **<Micros Format><CR>** to PMS. Call Accounting will then wait for an **<ACK>**. If a **<NAK>** is received or no response is received within 30 seconds Call Accounting will send the record again. When an **<ACK>** is received the process is complete. Note: This PMS substitutes an 'ay' for an **<ACK>** and an 'an' for a **<NAK>**.

Type 7   Call Accounting sends HOBIC Record as **<STX><HOBIC 1 Format><ETX>** to PMS.

Type 8   Call Accounting sends HOBIC Record as **<STX><HOBIC 1 Format><ETX><BCC>** to PMS.

Type 9   Call Accounting sends an **<ENQ>** to the PMS and waits for a response in the form of an **<ACK>** or **<NAK>**. If a **<NAK>** is received or no response is received within 30 seconds Call Accounting will send the **<ENQ>** again. When an **<ACK>** is received Call Accounting will send the HOBIC Record as an **<STX><HOBIC 2 Format><Call Flag><ETX><BCC>**.

Type 10   Call Accounting sends HOBIC Record as **<HOBIC 1 Format><CR><LF><CR><LF>** to PMS.

Type 11   Call Accounting sends HOBIC Record as **<HOBIC 3 Format><CR>** to PMS.

Type 12   Call Accounting sends HOBIC Record as **<LF><DEL><HOBIC 2 Format><Call Flag><FF><DEL>** to PMS.

Type 13   once an **<Xon>** is received from the PMS, Call Accounting will start processing records (this only happens once). Call Accounting will send the HOBIC Record as **<HOBIC 4 Format><Call Flag><CR>**.

Glossary of PMS Codes

<ACK> Acknowledge character sent from the PMS.
<BCC> Checksum Character.
<CR>   Carriage Return Character.
<DEL> Delete Character.
<ENQ> Enquire Character sent to PMS.
<ETX> End of Text Character
<FF>   Form Feed Character
<LF>   Line Feed Character
<NAK> Negative acknowledge character sent from the PMS.
<STX> Start of Text Character
<Xon> Protocol for selected PMS.
<Y/N> PMS for type 6 does not use <ACK> or <NAK> it sends 'ay' for acknowledge and 'an' for negative acknowledge.

Troubleshooting

- **Serial Port - The serial port designated for the PMS doesn't appear to be working.**
  Temporarily switch over the SMDR cable to the serial port and then change the settings in call accounting to reflect this change. If SMDR call records are being received the com port is functional and the problem may lie in the serial cable being used. If call records are still not being received, the computer supplier needs to repair or replace the serial port

- **Transmission of PMS record -The PMS system is either receiving incorrect data or no data at all.**

  To check this problem, it is possible to emulate the PMS by connecting call accounting with a null modem cable to a laptop running a terminal program. By doing so, all characters being sent from call accounting can be seen.

  Note: Special characters will show up as single pictorial characters such as hearts or faces. To emulate an acknowledge character press **<CTRL><F>** on the laptop.

Available PMS Record Formats

HOBIC 1/HOBIC 4 Formats

Description	Position	Notes
Sequence Number	1-4	Incremental Number
Hotel ID	6-8	Type 1 is set at '000' Type 4 is set at 'LEH'
Date	10-14	MM/DD
Extension	16-19	Up to 4 digits
Time	21-25	HH:MM
Duration	27-30	0 to 999 minutes
$	32	
Cost	33-38	Max Cost is 999.99
Number Dialed	40-51	12 digits max
Call Flag	53	If present returns L for local calls

HOBIC 2 Format

Description	Position	Notes
Hotel ID	1-5	Type is set at 'A AAA'
Date	7-11	MM/DD
Extension	13-16	Up to 4 digits
Time	18-22	HH:MM
Duration	24-27	0 to 999 minutes
$	29	
Cost	30-35	Max Cost is 999.99
Number Dialed	37-48	12 digits max
Call Flag	50	If present returns L for local calls

HOBIC 3 Format

Description	Position	Notes
Date	1-6	MM/DD
Time	8-12	HH:MM
Number Dialed	14-25	12 digits max
Extension	43-45	Up to 3 digits
$	58	
Cost	59-64	Max Cost is 999.99

Micros Format

Description	Position	Notes
Hotel ID	1-4	Id is set as 'ac01'
Extension	5-8	Up to 4 digits
Cost	9-13	Max Cost is 999.99 (no decimal point or dollar sign)
Number Dialed	14-23	Up to 10 digits (no dashes)

Homes Format

Description	Position	Notes
Date	10-14	MM/DD
Extension	16-19	Up to 4 digits
Time	21-25	HH:MM
Duration	28-30	Reported in minutes
Cost	33-38	Max Cost is 999.99 (no dollar sign)
Number Dialed	44-55	Up to 12 digits