Ultimate! CALL ACCOUNTING

Software for Maximizing Communications and Productivity by Increasing Accountability



Let *Ultimate!* Call Accounting:

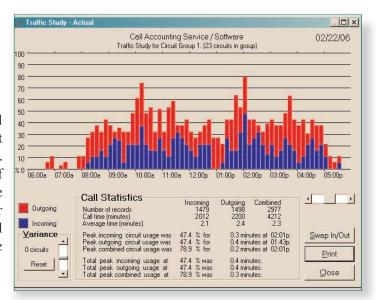
- ◆ Equip your managers with timely information about employee telephone usage
- Display precise information about your telephone line usage
- Identify positive and negative telephone trends
- Allocate telecom expenses to each department
- Deliver reports automatically to your desktop
- Install quickly and with limited staff training
- **Expose** misuse of time on the telephone

This keeps profits going up and your expenses under control.

90% of telephone systems have 20% too many lines. Let the

Ultimate! Family of Call Accounting Products fix this and other communications issues for you.

The traffic analysis (illustrated to the right) provided by *Ultimatel* can save your company money if it shows you're paying for phone lines you don't need. The same analysis can also lead to increased sales if it shows customers are getting a busy signal because there aren't presently enough lines to handle all their calls. *Ultimatel* is capable of providing additional information to help you find out how long all phone lines were busy and what percentage of the calls during that time were incoming versus outgoing.

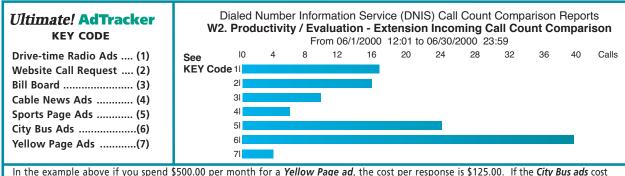


Ultimate! Call Accounting is the only service that delivers:



- ◆ Real Time Call Analysis Ultimatel Call Accounting processes the data in real time eliminating the need to wait to determine who dialed 911 emergency.
- ◆ Blended reports for Multi-site Installations Centralized Call Accounting generates real-time reports for an entire network.
- ◆ An Authorized Network of 250 dealers in 430 locations nationwide. **Ultimatel** Call Accounting integrates with over 250 models of telephone systems and property management software systems.
- ◆ True Traffic Studies Only **Ultimatel** Call Accounting displays precise times if and when all of your circuits are in use. You need to know when new callers will be given a busy signal or when it's time to remove costly circuits.
- ◆ Custom Developed Applications such as: Ultimatel CareGiver that monitors and reports on the safety of elderly residents; special cost programs for hotels in other countries; reports on hold, talk and ring time for approved phone systems; and tracking the effectiveness of various advertising campaigns with Ultimatel AdTracker as illustrated belowWHAT CAN WE DESIGN FOR YOU?

Ultimate! AdTracker helps you make wise decisions as consumers respond to new trends (e.g., internet, cable programming and regional economic changes). **Ultimate!** helps keep your finger on the pulse of the public.



In the example above if you spend \$500.00 per month for a *Yellow Page ad*, the cost per response is \$125.00. If the *City Bus ads* cost \$1,000.00 per month then the cost per response is about \$26.00 with 39 calls that month. This is the data you need to set priorities for your advertising budget.



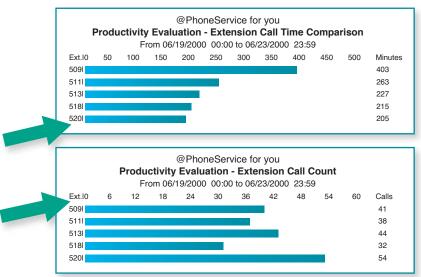
Profits go up as you: Identify Positive Trends in Production

PRODUCTIVITY GRAPHS

Extension 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.

In our example 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.



Profits go up as you: Identify Potential Negative Trends in Production



		vice for you equently Dialed Numbers 0 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

CALLER ABUSE – Frequently dialed numbers report

This report can detect potential caller abuse and misuse of the business lines. The most frequently dialed number in this example 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 a month that could exceed \$120.00 plus phone service charges.



Profits go up as you: Expose misuses of time

CALLER ABUSE – Directory Assistance calls report

At the end of this monthly report it shows the total number of directory assistance calls made. At one dollar per call that means an additional \$113.00 that month on the phone bill.

```
Department: Warehouse
Ext. 107 Bischoff, Nicholas
Totals for ext. 107: 6 \text{ call}(s).
                                0 hours, min.
Totals: 0 hours, 3 min.
                          $6.00
                                   Averages: 0 min., 22 sec.
             Total Calls:
  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
```

These illustrated reports could save over \$250.00 per month and encourage more productivity from your staff.

TELEMARKETING SERVICES

PRODUCTIVITY EVALUATION

Cost allocation by department, extension or account code report

This monthly report 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 and costs for each department.

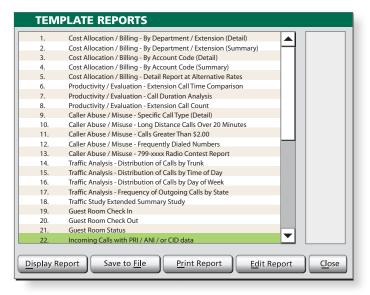
		pe		City		
5/19 3:06p 00003	4 INC	COMING	I		0:00:31	0.00
/20 8:02a 00000		COMING	I		0:01:07	0.00
5/20 11:34a 00003		COMING	I		0:00:45	0.00
/20 11:43a 00003 /20 11:48a 00003		COMING	1		0:01:00 0:01:04	0.00
5/20 11:50a 00000		COMING	I		0:00:16	0.00
5/20 12:11p 00003	4 INC	COMING	I		0:01:12	0.00
5/21 8:23a 00000 5/22 4:33p 00004		COMING	I	7 WI WAUSAU	0:00:35 0:00:45	0.00 0.16
5/23 9:22a 00002				7 WI WAUSAU	0:00:43	0.04
otals for ext. 219: 1	0 11/2 0.1 0	. 60.00				
nais for ext. 215.	0 call(s) . 0 hours, 8 i	min. \$0.20				
ept. Common Acce	ss had 81 call (s).					
otals: 2 hours, 25		ges: 1 min., 47 se	ec. \$0.36			_
Total Call Total Length of Call		ces				
Total Cost of Cal						
erage Length of Cal		ds				
Average Cost of Cal	ls: \$0.17					_
epartment	Calls	Calls %	Cost	Cost %		
ndefined	0	0.0	0.00	0.0		
counts Payable counts Receivable	140 377	2.9 7.9	7.32 16.92	0.9 2.1		
gent Group	649	13.6	182.53	22.5		
ookkeeping	108	2.3	28.04	3.5		
afeteria Services ommon Access	332 81	7.0 1.7	15.12 29.40	1.9 3.6		
	V.			40.00		
ee info	lepartme rmation a shared dr orts is illust	ive or e-m	nail addro	esses. Sim	ple cor	nmands
ree info	rmation	ive or e-m	ail addre ustom r	esses. Sim	ple cor	nmands
ee info	rmation a shared dr	ive or e-m trated. C	nail addre ustom r	esses. Sim eports ma	ple cor	nmands
ee info	call action Call action Call action Windows operating One dediction connected 100 MB	ive or e-m trated. C CCOUN CAL RE s 10, 8, 7, 8 g systems cated common for SMI of available	TING QUIRE Servers 20 municatio DR/CDR e hard dis	esses. Sim eports ma	ple corry be d	nmands esigned stem



Profits go up as you: Allocate departmental expenses and equip your managers with employee information

Ultimatel Call Accounting delivers automated reports to a printer, a shared drive or e-mail addresses. Simple commands will generate reports on demand. A sampling of standard reports is illustrated. Custom reports may be designed in hundreds of variations.

MULTI-SITE REGIONAL. & NATIONAL COMPANIES



For a live demonstration of this **Ultimate!** service call 262-789-9649 between 8 A.M. to 5 P.M. C.S.T.



Telephone: (262) 789-9654

DemoOnDemand Line: (262) 789-9649