

# Call Accounting

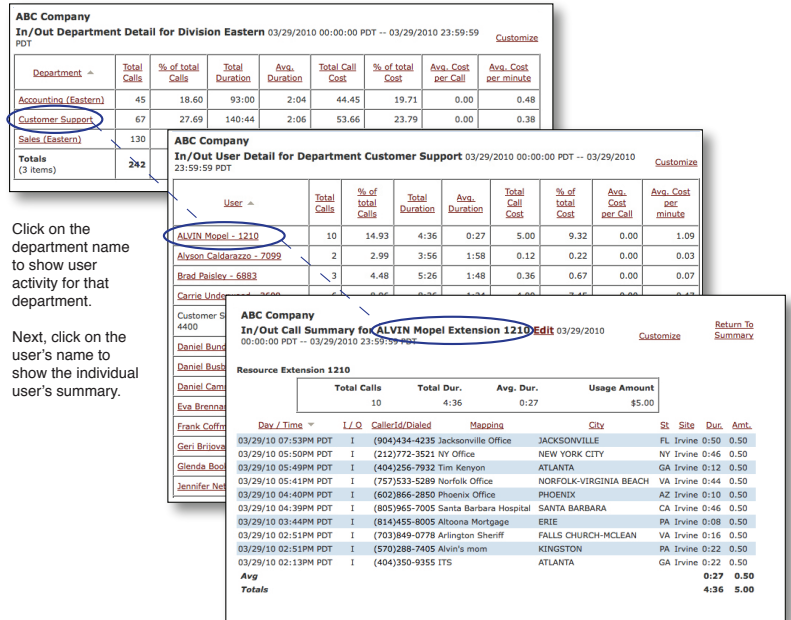
VXTracker enables enterprises of all sizes to manage their telephone systems and related infrastructure more efficiently and cost effectively. It consists of a base platform that addresses the three main functional areas of voice communications management—Call Accounting, PBX Performance Monitoring and Security/Compliance Tracking. Hybrid networks will be with us for many years. VXTracker allows users to monitor and manage multiple voice systems whether TDM or IP-based.

## Call Accounting

The VXTracker™ call accounting system collects and processes call detail records (CDR) to produce powerful historical and real-time drill-down reports to help manage costs and isolate important network trends.

The call accounting engine provides:

- Department allocation of phone bills
- Call-record collection and storage
- Real-time call processing
- Extension-level call details and warning reports
- Trending and forecasting
- Time-of-day reporting
- Billing plan "What If" scenarios
- Trunk, tariff and traffic reports
- IT budgeting
- Asset chargeback



**ABC Company**  
 In/Out Department Detail for Division Eastern 03/29/2010 00:00:00 PDT -- 03/29/2010 23:59:59 PDT

Department	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Accounting (Eastern)	45	18.60	93:00	2:04	44.45	19.71	0.00	0.48
Customer Support	67	27.69	140:44	2:06	53.66	23.79	0.00	0.38
Sales (Eastern)	130							
<b>Totals (3 Items)</b>	<b>242</b>							

**ABC Company**  
 In/Out User Detail for Department Customer Support 03/29/2010 00:00:00 PDT -- 03/29/2010 23:59:59 PDT

User	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
ALVIN Mopel - 1210	10	14.93	4:36	0:27	5.00	9.32	0.00	1.09
Alyson Calmarazzo - 7999	2	2.99	3:56	1:58	1.12	0.22	0.00	0.03
Brad Paisley - 6882	3	4.48	5:26	1:48	0.36	0.67	0.00	0.07

**ABC Company**  
 In/Out Call Summary for ALVIN Mopel Extension 1210 03/29/2010

Resource Extension 1210	Total Calls	Total Dur.	Avg. Dur.	Usage Amount
Customer S 4400	10	4:36	0:27	\$5.00

**ABC Company**  
 In/Out Call Summary for ALVIN Mopel Extension 1210 03/29/2010

Day / Time	I/O	CallerID/Dialed	Mapping	City	St	Site	Dur.	Amt.
03/29/10 07:53PM PDT	I	(904)434-4235 Jacksonville Office	JACKSONVILLE	JACKSONVILLE	FL	Irvine	0:50	0.50
03/29/10 05:50PM PDT	I	(212)772-3521 NY Office	NEW YORK CITY	NEW YORK CITY	NY	Irvine	0:46	0.50
03/29/10 05:49PM PDT	I	(404)296-7932 Tim Kenyon	ATLANTA	ATLANTA	GA	Irvine	0:12	0.50
03/29/10 05:41PM PDT	I	(757)333-5289 Norfolk Office	NORFOLK-VIRGINIA BEACH	NORFOLK-VIRGINIA BEACH	VA	Irvine	0:44	0.50
03/29/10 04:40PM PDT	I	(602)866-2850 Phoenix Office	PHOENIX	PHOENIX	AZ	Irvine	0:10	0.50
03/29/10 04:39PM PDT	I	(805)955-7005 Santa Barbara Hospital	SANTA BARBARA	SANTA BARBARA	CA	Irvine	0:46	0.50
03/29/10 03:44PM PDT	I	(814)455-8005 Altoona Mortgage	ERIE	ERIE	PA	Irvine	0:08	0.50
03/29/10 02:51PM PDT	I	(703)849-0778 Arlington Sheriff	FALLS CHURCH-MCLEAN	FALLS CHURCH-MCLEAN	VA	Irvine	0:16	0.50
03/29/10 02:51PM PDT	I	(570)288-7405 Alvin's mom	KINGSTON	KINGSTON	PA	Irvine	0:22	0.50
03/29/10 02:13PM PDT	I	(404)350-9355 ITS	ATLANTA	ATLANTA	GA	Irvine	0:23	0.50
<b>Avg</b>							<b>0:27</b>	<b>0.50</b>
<b>Totals</b>							<b>4:36</b>	<b>5.00</b>

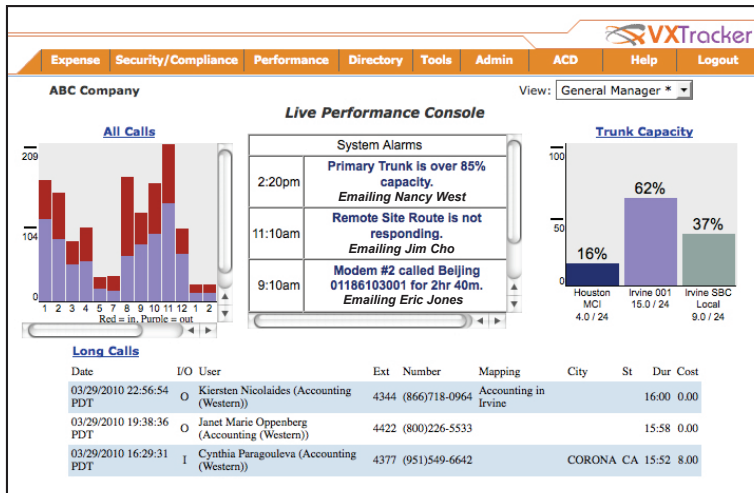
Click on the department name to show user activity for that department.

Next, click on the user's name to show the individual user's summary.

## Performance Monitoring

VXTracker captures live data from each of your phone systems and constantly monitors thresholds to make sure you know before problems occur. When you log in to your custom home page, you get a live view of your voice network performance. You may customize the display panels and design your own management interface.

A "heartbeat" diagnostic report of the system's status is sent to our tech support center daily.



**ABC Company**  
 Live Performance Console

**System Alarms**

- 2:20pm Primary Trunk is over 85% capacity. **Emailing Nancy West**
- 11:10am Remote Site Route is not responding. **Emailing Jim Cho**
- 9:10am Modem #2 called Beijing 01186103001 for 2hr 40m. **Emailing Eric Jones**

**Trunk Capacity**

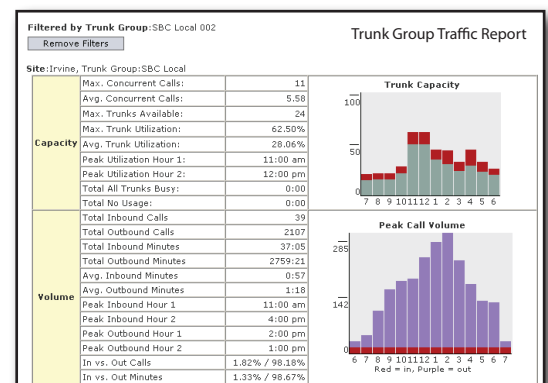
Trunk	Capacity
Houston MCI	16%
Irvine 001	62%
Irvine SBC Local	37%

**Long Calls**

Date	I/O	User	Ext	Number	Mapping	City	St	Dur	Cost
03/29/2010 22:56:54 PDT	O	Kiersten Nicolaides (Accounting (Western))	4344	(866)718-0964	Accounting in Irvine			16:00	0.00
03/29/2010 19:38:36 PDT	O	Janet Marie Oppenberg (Accounting (Western))	4422	(800)226-5533				15:58	0.00
03/29/2010 16:29:31 PDT	I	Cynthia Paragouleva (Accounting (Western))	4377	(951)549-6642		CORONA CA		15:52	8.00

## Optimize Voice Systems Configuration

- Simplifies the complex task of managing multiple PBXs.
- Provides a unified view of trunk-group traffic, traffic capacity and peak traffic analysis.
- Shows real-time metrics to determine how systems are performing.
- Enables capacity trend analysis and forecasting through historical trending reports.
- Provides consolidated monitoring and centralized control.



**Filtered by Trunk Group: SBC Local 002**  
 Trunk Group Traffic Report

**Capacity**

Metric	Value
Max. Concurrent Calls:	11
Avg. Concurrent Calls:	5.58
Max. Trunks Available:	24
Max. Trunk Utilization:	62.50%
Avg. Trunk Utilization:	28.06%
Peak Utilization Hour 1:	11:00 am
Peak Utilization Hour 2:	12:00 pm
Total All Trunks Busy:	0:00
Total No Usage:	0:00

**Volume**

Metric	Value
Total Inbound Calls:	39
Total Outbound Calls:	2107
Total Inbound Minutes:	37:05
Total Outbound Minutes:	2759:21
Avg. Inbound Minutes:	0:57
Avg. Outbound Minutes:	1:18
Peak Inbound Hour 1:	11:00 am
Peak Inbound Hour 2:	4:00 pm
Peak Outbound Hour 1:	2:00 pm
Peak Outbound Hour 2:	1:00 pm
In vs. Out Calls:	1.82% / 98.18%
In vs. Out Minutes:	1.33% / 98.67%

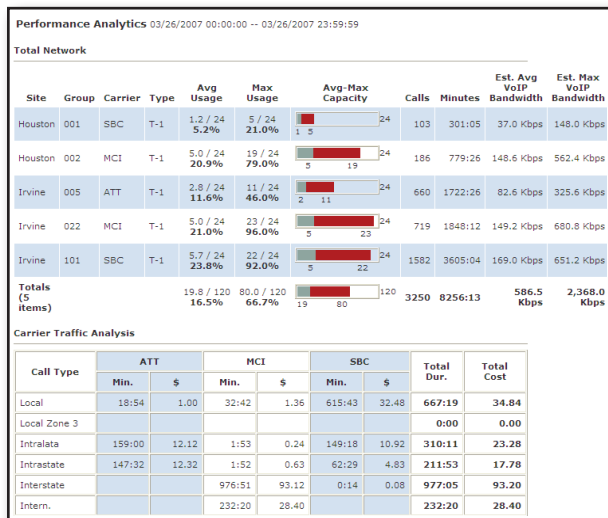
## Security/Compliance Tracking

When your network security is breached, you are generally liable for all costs associated with the unauthorized use of voice systems. VXTracker meets industry standards for security and IT governance, providing you with the monitoring and control tools necessary to:

- Analyze and reconcile call pattern exceptions (such as off-hour calling and international calls).
- Monitor authorization code usage and detect abuse.
- Detect unauthorized calling, such as an incoming CO trunk making calls from a voice mailbox.
- Detect denial of service attacks from outside callers.
- Identify unauthorized calling patterns.
- Maintain an audit trail for compliance and 911 tracking.
- Receive real-time e-mail and text pages when a security or toll-fraud event occurs.

## Analytics That Drive Voice Decisions

VXTracker Analytics delivers decision-making information that correlates key metrics in a way that identifies patterns and opportunities to increase technical performance, reduce service-availability risks and find permanent cost savings.

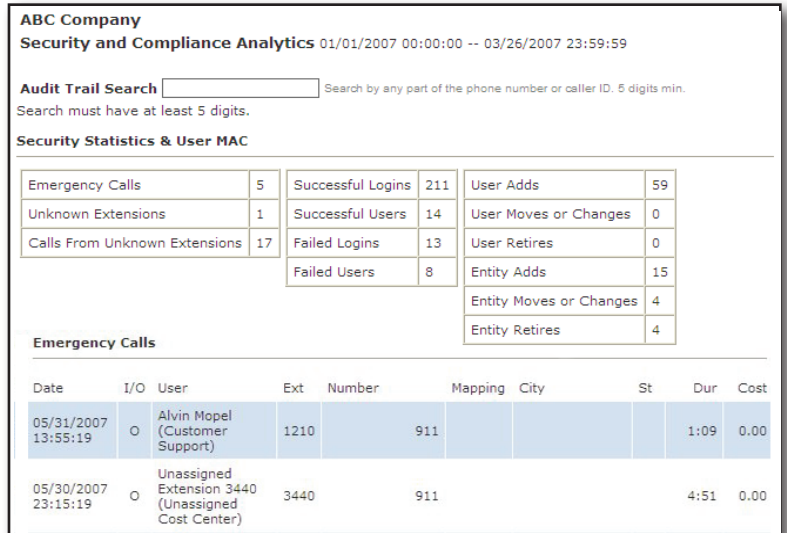


VXTracker's deep traffic and inventory studies model network capacity, performance and cost structures regardless of circuit type, carrier or PBX vendor.

If you are migrating to VoIP, VXTracker fulfills the monitoring needs for Quality of Service (QoS) and Service Level Agreements (SLAs) for Day-two operations with its powerful VoIP Monitoring and Reporting optional module.



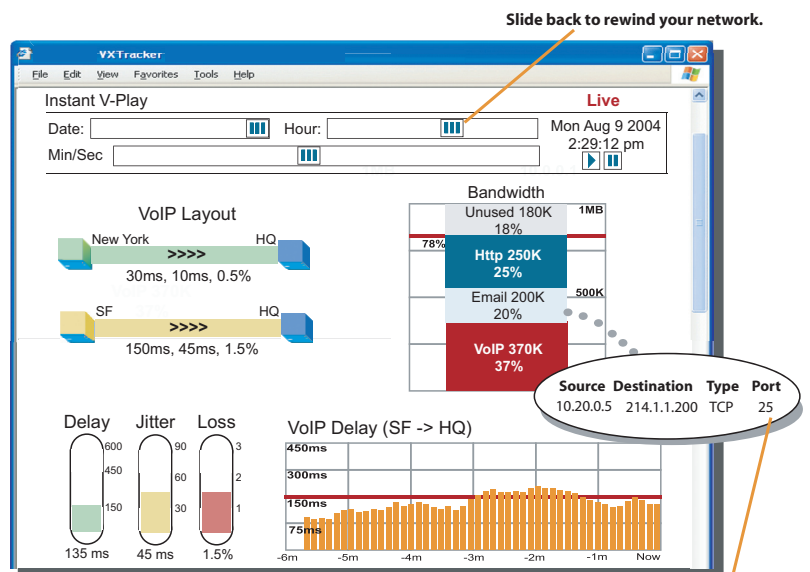
Your Authorized VXTracker Dealer:



## VoIP QoS Analysis (Optional Module)

VoIP QoS Analysis is a software-based "quality of service" package that monitors the packet performance (delay, jitter or loss, increase or bandwidth changes) of applications on a converged communications network.

- Synthetically generate VoIP traffic modeled on existing TDM traffic to assess your network's readiness for VoIP prior to deployment.
- Monitor voice quality metrics such as delay, jitter and loss, and send alerts when quality drops below your chosen threshold.
- Document the quality of voice Service Levels on your network.
- Monitor conventional data traffic versus VoIP traffic for potential peak impacts on voice quality and/or application performance.
- Replay network activity back to the time when voice quality degradation occurred.



**Drill down to see which IP devices generated each type of traffic.**

## Other Optional VXTracker Modules:

ACD Call Center for Nortel C2, ACD forShoreTel Workgroups, and LDAP Integration