# CallAnalyst® *for NEC Key Systems*

## The Easy Way to Monitor and Analyze Your Phone Activity for Single or Multiple Sites
### CallAnalyst (Lite & Full), CallAnalyst Enterprise Server

Scalable, reliable, easy-to-use and powerful, CallAnalyst is a feature-rich call accounting and telemanagement solution for Voice Switching and VoIP platforms. The award-winning solution monitors phone usage, performs customer billing and analyzes traffic patterns and trend studies. A telecom infrastructure management tool, CallAnalyst provides ROI calculations related to VoIP migration.



Monitor and analyze geographical call patterns.

No matter the size of your organization, CallAnalyst quickly generates detailed or summary reports that measure productivity, manage local and long distance usage and monitor phone abuse. For the growing organization, CallAnalyst brings enterprise-level functionality and scalability. For large, high-call-volume or multi-site organizations, CallAnalyst Enterprise Server supports a variety of phone systems and interfaces (serial or TCP/IP) while supporting real-time consolidation and reporting of call accounting data. In networked implementations of multiple telephone systems, CallAnalyst helps vendors define a clear ROI for the solution package.

## Customer Benefits

**Monitor agent productivity** and make adjustments as needed to increase profitability. **Automatically email call reports** based on preset criteria so managers and agents can immediately measure their performance against department goals.
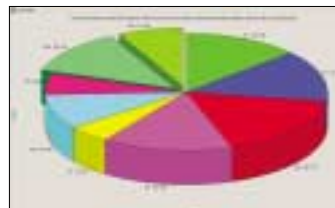


Export reports to graphs for easy interpretation.

**Track inbound and outbound calls** on VoIP or traditional phone lines in real time and include incoming caller ID and name when provided by the carrier.

**Easy-to-use interface** with simple point and click function that shows detailed or summary information of reports including call traffic by date/time, lines/extensions, account codes and area codes.

## Monitor and Analyze

**Detect fraudulent phone activity** - tracks questionable inbound and outbound calls, helping you quickly detect problems and avert risks.

**Facilitate timely client billing and cost recovery** - flexible billing reports automatically calculate usage and cost by client, tenant or partner.

**Schedule reports** — email reports automatically based on preset criteria, allowing managers to respond immediately to call volume changes.

**Measure Campaign Responses and Effectiveness** - know where your prospects are calling from and which campaign they are responding to.

**Analyze Traffic** - capacity planning tools help telecom managers identify peak calling times and optimum capacity requirements. What-if analysis allows them to balance infrastructure needs and take proactive measures to ensure uninterrupted and efficient phone service.

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## Feature

- Open architecture and non-proprietary databases
- Crystal reports engine
- Flexible call costing & time-billing
- Traffic analysis & capacity planning
- Multi-site capability providing consolidated reporting
- Interface with phone systems over serial port or TCP/IP (LAN/WAN)
- Export reports to multiple formats like Excel, Word, PDF, HTML (to view using Web browser on the internet from Web folders)
- Call costing and user-programmable rate plans and rate tables
- Automatic scheduling of reports and data archival
- Real-time monitoring of Inbound and Outbound calls
- Alerts on defined trigger patterns for calls like 911, 411 and other sensitive numbers
- Time billing reports based on hourly consulting rates
- Completes the feedback loop on agent productivity and phone presence, telemarketing efforts and service levels
- Understand call distribution (IN/OUT) for agents during various times in the day and days of the week by category
- Wildcard searches
- Import contact information from ASCII files generated by Outlook etc.
- Network-based remote and consolidated multi-site reporting capability
- Uses MSAccess database
- MSDE database engine included with CES
- Client/server technology

| Application Software | CallAnalyst Lite | CallAnalyst Full OR CallAnalyst Full (Network Version) | CallAnalyst Enterprise Server | CallAnalyst Enterprise Server |
|---|---|---|---|---|
| **Application Profile** | **Single Site** <br> All of the following: <br> • Limited to nine (9) summary reports <br> • No Automation <br> • No Contact Billing <br> • No Desktop Report Access <br> • Less than 40K Calls/month Avg. (up to 120K call records in database at any time) | **Single Site** <br> All of the following: <br> • All reports <br> • Automation <br> • Contact Billing <br> • Option for Network Clients with Desktop Report Access <br><br> **And** <br> • Less than 40K Calls/month Avg. (up to 120K call records in database at any time) | **Single Site** <br> All of the following: <br> • All reports <br> • Automation <br> • Contact Billing <br> • Option for Network Clients with Desktop Report Access <br><br> **And** <br> • More than 40K Calls/month (total Call Records in database may exceed 120K) <br> • Microsoft Database Engine (MSDE 2000) OR MS SQL Server 2000 | **Multiple Sites** <br> All of the following: <br> • Multi location with remote sites and data consolidation <br> • Heterogeneous phone system models (Collects data from various types of telephone systems.) <br> • Networked phone systems <br> • Centralized reporting <br> • Traffic Analysis (optional) <br><br> **And** <br> • More than 40K Calls/month (total Call Records in database may exceed 120K) <br> • MS SQL Server 2000 |

## Reports Available for CallAnalyst Full & CallAnalyst Enterprise Server

**Standard Categories**

Date and Time
Line and Extension
Route and Tenant

Account Codes
Frequency and Duration
Trunk Type and Carrier
Geographic
Other

**Advanced Categories**

ANI & DNIS
Contact

## Reports Available for CallAnalyst Lite

**Standard Categories**

**Date and Time**

- Summary Calling by Day
- Summary Calling by Hour-of-day by Day-of-week

**Frequency and Duration**

- Most Frequently Called Numbers

**Line and Extension**

- Summary Calling by Extensions
- Summary Calling by Lines
- Summary of Call Distribution by Extensions

**Geographic**

- Summary Calling by Area Codes

**Account Codes**

- Summary Calling by Account Codes
- Summary Calling by Tenant/ Authorization Codes

**Advanced Categories**

(None Available)

To find out more about NEC's call accounting software and our powerful and versatile solutions, visit our website at www.necunifiedsolutions.com

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