

Call Accounting & Management Suite



CommSouth

CommSouths' Call Management solution provides full insight into the usage of telecom services for organizations of any size through the company's intranet or the internet. The Call Management Suite will help your organisation gain visibility, control cost, and manage the telecom environment like never before.

Device Name	Device Type	First Name	Last Name	OU Path
Extn	Extension	First Name	Last Name	Dept
0	Extension	Divya	Vittal	Transfer Pricing Global
120000	Extension	Saumil	Shah	IT Risk and Assurance
130000	Extension	Saumil	Shah	IT Risk and Assurance
1813	Extension	Shubha	Phanikumar	Transfer Pricing Global
1814	Extension	Ravi P	Sharma	Assurance US FS
1815	Extension	Rajasekar	Rajagopal	Assurance US FS
1816	Extension	Vijayanand	Mahalingam	Assurance US FS
1833	Extension	Navya	Sridhar	Financial Srvc Risk Mgmt FSO
2000	Extension	Nishal	Santhumajor	Assurance US FS

Secure and Controlled Access

CMS has configurable security settings to define login procedures and password complexity. User Group profiles define the access rights for users to the Menu Options, individual Reports and Directory content on a per field basis. Hierarchical Access is provided based on the structure of the organisation; where individual users can report on their own usage data, and managers over all users belonging to their department.

Flexible Online Telephone Directory

The Directory provides staff with access to a central online corporate Telephone Directory. The ready-made, but fully customizable Directory Database supports multiple multi-level Departmental and Cost Centre structures and allows organisations to include any additional fields required. The user-friendly Directory interface allows users to select the fields to be displayed on the main page to suit the user's function. The Directory content can be automatically updated using the LDAP/Active Directory interface or scheduled flexible CSV & XLS import/export facilities.

Powerful Report Generator

CMS comes with a powerful report generator which is extremely easy to use and can generate virtually any type and style of report in all popular file formats. The most commonly used reports are already predefined and can be created with a few mouse clicks from the user friendly interface. The content of reports can be customised to suit user requirements - users can select fields to be included, their sequence, sort order and adjust report headers and footers, incorporating a logo if desired and, where possible, drill-down to view further details.

Multiple Provider & Site Capabilities

CMS can report on complex telecom environments using a mixture of private and public infrastructure, multiple service providers or tariff tables, using different locations or telephone systems which can be located across the country or even the world. CMS can collate the data belonging to the same users and departments providing you with a complete overview of the actual usage.

Automate Activities

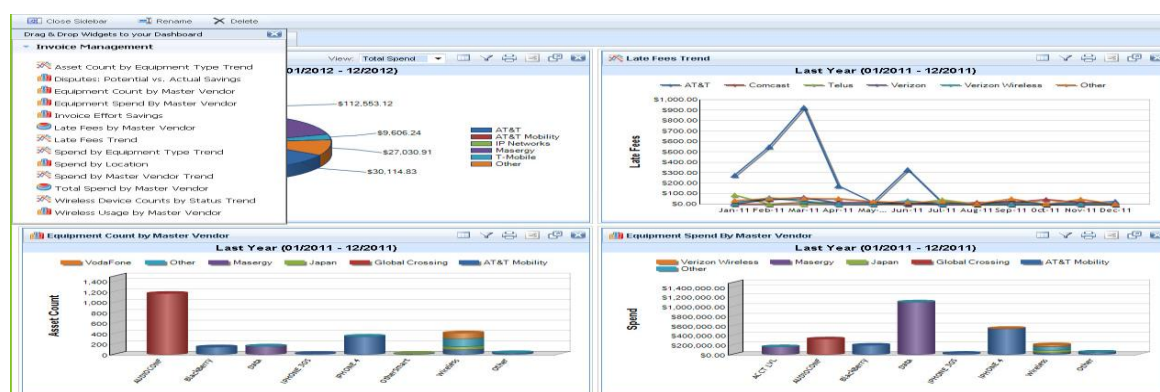
CMS allows you to automate recurring activities, such as **Report Generation** with reports saved to file or delivered via email, **Directory Import & Export** to update the Directory content, and **Maintenance Activities**, such as back-ups. Each task can be scheduled to take place once or at regular intervals (daily, weekly, monthly, yearly) during times of minimum system activities.



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Call Accounting & Management Suite (CAMS)

- **Detailed Reports** - Reports providing a detailed overview with a line for each call showing call details including date, time, extension, called/calling number, destination/origin, duration, cost, trunk-line, and more.
- **Summary Reports** - Reports providing a summary overview with totals and averages of selected calls, for the number, duration and cost of the calls with an option to drill-down to view call details for individual users.
- **Organisational Summary Reports** - Report providing a summary overview of the telephone traffic for the organisation with an option to drill-down to view underlying departments and details of individual users.
- **Business / Private Call Reports**: Allows staff members to select their Business & Private calls for each billing period and organisations to manage private call usage or charge the private calls back to the staff members.
- **Exception Reports** - Reports exceptional calls: After Hours, Expensive, Long, Abandoned or Unassigned Calls.
- **Graphical Reports** - Displays selected Historical, Usage and Traffic data in selectable graphical formats.
- **Frequency Reports** - Shows the frequency of selected call items, e.g. most called, expensive, longest, etc.
- **Drill-down Reports** - Displays overviews of calls for Account Codes, Authorisation Codes and Cost Centres; surcharges and mark-ups can be defined for each Code based on the call duration or call type.
- **Custom Reports** - Customised reports to meet your specific reporting requirements
- Reports can be exported to CSV, TXT, HTML, RTF, XML, Excel, PDF format.



Information at your fingertips

The extremely user-friendly CommSouth solutions offer a wide variety of reports providing you with complete information on the usage of the telecom services within your organisation.

Reporting - how and when you need it

CommSouth solutions enable you to manually create reports when required or schedule reports for automatic creation and distribution for every level and all staff in your organisation.

Works with all major vendors and telecom service providers

CommSouth solutions work with all the latest VoIP, Hybrid and PABX telephone systems. Electronic bills from most (mobile) telecom service providers can be imported and analysed.

Scalable and robust

CommSouth solutions are designed to be scalable and robust and can aggregate and report on an unlimited number of data sources, services, sites and locations.

Organisational Directory

The CMS Directory is flexible and fully customisable, allowing you to create any additional fields required, including for external contacts, such as suppliers or customers. The Directory includes multi-field search tools for ease-of-use by receptionists and users.

Integration with Financial packages

Reports generated by the CMS can be imported into your financial packages, facility management systems, Accounts Payable and other software using user definable import/export facilities.

We can grow with you

If your usage management requirements or your network grows or you need additional devices or services to be analysed, CommSouth solutions are capable of incorporating this growth.