

Call Accounting

Call Records Reporting System

OVERVIEW

Call Accounting is a call data record viewer and accounting system that couples to Cisco Unified Communications Manager and allows users to quickly search millions of calls. Call Accounting delivers report types that range from aggregate to fully detailed (one record per call). The Call Accounting system contains a built in scheduler service that allows reports to be automatically emailed at scheduled intervals. Call costs can be assigned in the configuration interface, allowing Call Accounting to provide cost based reporting.

KEY FEATURES

Syn-Apps Call Accounting contains a phone categorization interface for partitioning the phones on the system into hierarchical categories. Once the phones are categorized, three report types can be generated.

The top level report (aggregate) is a list of all categories with roll-up at the root level (roll-up can also be performed at other levels). Aggregate reports contain totals for a category's inbound/outbound calls (number and time). The outbound calls have a cost associated with them based on the call costs configuration information the user provides.

The next level of report is a category report; category reports contain an entry for each phone in the category. Category reports have two types, inbound and outbound. Each type list the total calls, total/average call time and average ring time. The category outbound report also contains a total cost for the calls from each phone for the given report filters.

The last report level (detailed) can be run on a particular category. A detailed report contains an entry for each call (inbound and outbound) in the category for the given report filters.

Any report can be filtered on the following information (note that once in HTML view mode further filters can be applied to any displayed field):

- » Date and Time Range
- » Calling Number or Called Number
- » Forced Authorization Code
- » Client Matter Code

Application Server Requirements:

- » Microsoft .NET 3.5
- » Windows 2003 or 2008 Server
- » SQL server 2000-2005 (full or express) or MSDE
- » Microsoft IIS
- » 2GB of system memory
- » 3.0 ghz or greater Pentium 4 class Processor

CUCM SUPPORT:

- » 3.X
- » 4.X
- » 5.X
- » 6.X
- » 7.X

VERTICALS

With its easy management of report generation, Call Accounting is suitable for numerous environments in need of reporting capabilities. Call Accounting has proven most effective in the following verticals:

- » Financial
- » Legal
- » Higher Education
- » Retail
- » Construction
- » IT Services
- » Telcos
- » Government
- » Financial
- » Education K-12
- » Healthcare
- » Other

About Syn-Apps

Developing IP Communication applications since 1999 and deploying more than four million endpoints, Syn-Apps is singularly focused on delivering complete enterprise notification solutions. To further our customers' successes, we leverage industry alliances with leaders such as Cisco Systems, Microsoft, AT&T, and Qwest, as well as our network of 500+ channel partners / resellers.

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