

MITEL

Mitel Call Accounting

Effectively Managing Telecom Activity and Expenses

Mitel® Call Accounting ensures businesses have a true picture of how and where their telecom budgets are spent. It helps managers track phone use, bill back departments, detect toll fraud, and reconcile carrier bills. Call Accounting allows businesses to better manage telecom expenses and set up telecom systems for optimal performance.

Get the True Picture

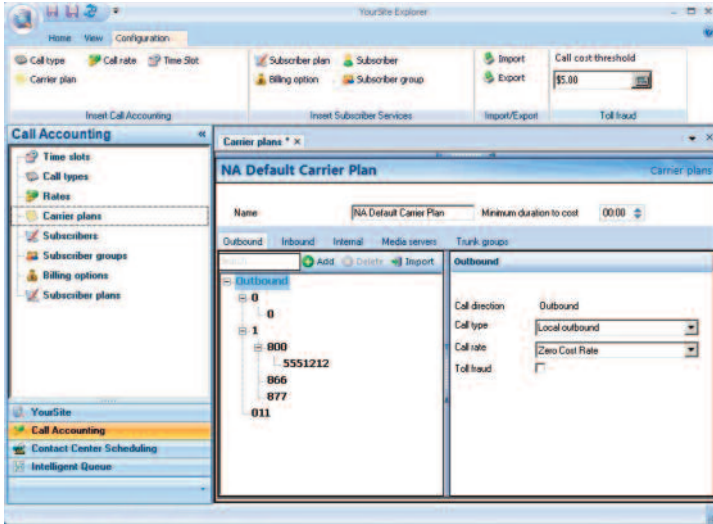
Call Accounting enables managers to track, understand, and ultimately predict call patterns. When combined with Mitel Contact Center Management, businesses enjoy both contact center and general business costing as well as advanced data mining and reporting for telecom management.

Cost allocation reports enable managers to accurately cost calls by extension, account code, or department. These reports help businesses bill back departments and detect telecom misuse.

Billing errors can account for up to ten percent of annual telecom expenses. Call Accounting enables businesses to reconcile their carrier bills.

Subscriber Services

Mitel Subscriber Services is an optional application that works with Call Accounting. Using detailed subscriber reports, businesses can bill subscribers for the use of services they provide. They can mark up or discount prices based on fixed rates or percentage rates.



Traffic Analysis

Mitel Traffic Analysis is an optional application that works with Call Accounting. It helps businesses analyze trunk traffic so that they can make adjustments to optimize trunk use and decrease costs. Traffic Analysis provides businesses with attendant console reports. These reports include performance and attendant console call traffic data.

Return on Investment

When reducing inefficiencies, businesses should consider their telecom systems. According to Gartner®, organizations can routinely save more than ten percent of their annual telecom expenses by systematically checking their carrier bills against equipment and services in use. An additional ten to 15 percent can be saved by optimizing the number of trunks that are leased and by ensuring employees are not abusing phone privileges.

Research shows the average small- to medium-sized business spends just over \$40,000 on telecom expenses every year. Call Accounting has the capabilities and tools businesses need to better analyze their telecom expenses. Eliminating unnecessary expenses can reduce telecom costs by as much as 10 percent in less than a year. This more than covers the cost of call management software.

Data Import Tools

Carrier rates and corresponding digit patterns can number in the thousands. Entering this information manually is time consuming, complicated and prone to human error. Call Accounting enables you to import charge bands, tariff information and corresponding location information provided by carriers in .csv format. This enables installers and administrators to update costing configuration quickly, easily and accurately.

Real-time Alarming

Supervisors want to be alerted immediately when employees make unauthorized calls. They want to be notified while the calls are in progress so they can mitigate excessive costs and halt unauthorized usage. In addition to providing reports that detail telecom use, Call Accounting provides real-time alarming on call duration, call costs, and toll fraud settings. Supervisors are notified by visual, auditory and email alarms.

Telephony Presence

Knowing the phone availability of company employees and who they are speaking with enables people in your organization to make informed decisions and to communicate efficiently. The Call Accounting Extension State by Position monitor displays the busy lamp field (BLF) availability of all general business employees. At a glance, you can see who is available, on calls, or in make busy, and for how long.

In addition, the monitor displays caller information including the customer's name and number (ANI), the number dialed (DNIS) and the call duration. Employees can readily identify callers. They know if calls are internal or external and can make informed decisions before interrupting calls.

Online Presence

The Extension State by Position monitor synchronizes with Microsoft® Office Communicator to display the online presence of employees. Employees can verify if other employees are online, offline, or away before sending them a message.

With the addition of the Mitel Enterprise Presence and Chat Integration option, Call Accounting provides enhanced presence and collaboration. Employees can view the online presence of both internal and external contacts and can verify if the contacts are available, in a meeting or will be right back.

Employees can synchronize their availability with their Outlook® calendars and take advantage of other forms of communication such as computer voice calls, video conferencing, whiteboarding and desktop sharing. With integrated phone and online presence, employees can instantly locate, message or conference in available contacts.

Contact Center View

With the addition of Contact Center Management, businesses have a complete view of their contact center operations. Complementary presence engines enable agents to find the right experts, avoiding blind transfers and callbacks for first call resolution.

Call Accounting Features

- Build rate tables that mimic carrier pricing
- Track calls and costs across the enterprise from a single management point
- Set real-time alarms to detect toll fraud and generate reports that detail telecom misuse
- Use default regional information (North America, Mexico, the Caribbean or Latin America) for out-of-the-box functionality
- Customize call type and location information
- Identify trunk lines, system infrastructure and employees that are over- or under-used
- Use Mitel 3300 Controller synchronization and validation to automatically configure 3300 Controller trunks and extensions
- Enjoy an intuitive user interface based on familiar Microsoft applications
- Filter report data to produce tailored reports
- View the phone and online presence of general business extensions
- Import and export call types, call rates and carrier plans in .xml format

Call Accounting Benefits

- Detect carrier billing errors
- Easily manage and measure telecom activity and expenses
- Address misuse of the telecom system and prevent revenue loss
- Quickly set up and deploy Call Accounting using the pre-configured call types and digit patterns provided
- Track specific business metrics and keep up with ever-changing area codes and exchanges
- Increase telecom efficiency and productivity
- Reduce the number of configuration errors and the time spent configuring devices manually. Ensure devices align with the telephone system
- Spend less time learning Call Accounting and more time using it
- Further define and customize the report output
- Know the availability of employees, who they are talking to, and how long they have been talking
- Save time when setting up new sites. Installers can reuse the costing templates for a region

Subscriber Services Features

- Mark up or discount carrier costs based on customized subscriber plans with flexible cost parameters
- Itemize charges to subscribers for optional services such as voicemail and equipment rentals
- Print comparison reports to detect cost differences between carrier plans and subscriber invoices

Subscriber Services Benefits

- Quickly and accurately bill back costs accrued by tenants
- Include all services in subscriber invoices
- Quickly view a profit/loss statement for each subscriber

Traffic Analysis Features

- Generate trunk reports to view call traffic patterns
- Produce detailed reports on attendant consoles or groups of attendant consoles

Traffic Analysis Benefits

- Measure trunk traffic and streamline trunk programming
- Measure attendant console activity and performance



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