

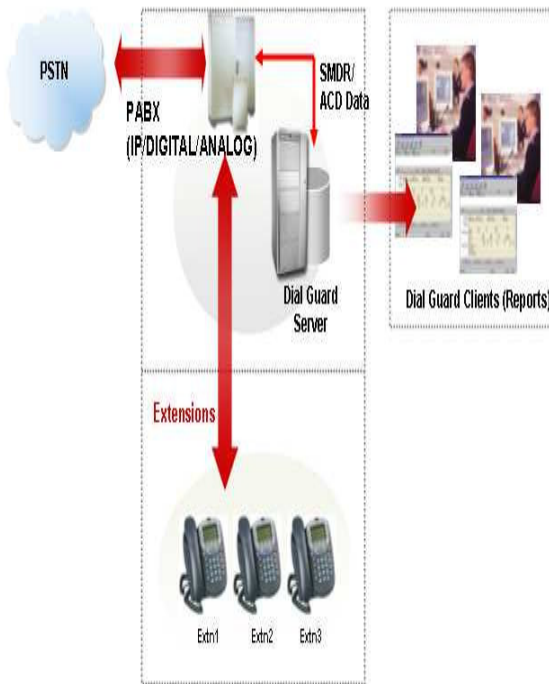
Call Accounting

Telephone generally represents the 2nd or 3rd largest monthly expense in any organization and telephone calls typically account for 75% of this amount. Repeatedly studies have shown that a Call Accounting system reduces a company's phone expenses by 30% – 40%.

When any call is made or received in your organisation, your PBX sends out certain data called either CDR or SMDR. A call accounting software captures this data to a PC and tracks all calls of your organization.

It then provides extensive set of reports in order to look at the data in several different ways including; by date, time, employee, phone numbers, clients, departments, length of calls, call charges and many other factors. In short a call accounting system can

give you in-depth insights to the telephone usage in your office.



DIALGUARD – call accounting software interfaces between any PABX / KTS with a digital output and a PC system to accurately register, collect, analyze, verify and store call information. The system registers and tracks incoming/outgoing, trunk-to-trunk, conference, transfers, and internal calls, including response time.

By extracting and translating data from a variety of telecom data sources, DIALGUARD provides valuable business reports that will help your organization improve employee productivity, enhance network security, optimize trunk resources, prevent telephone call abuse, control, allocate, and recover telecom costs.

In short, DIALGUARD provides all the reports you need for monitoring, cost control and effective financial and resource allocation decisions.

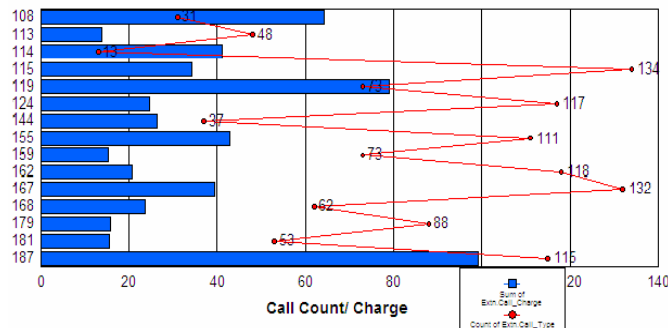
DIALGUARD Reports: DIALGUARD can give you more than 60 different kinds of reports. The most popular among them are:

- Extension Wise Report - Summary, Detail & Graphical
- Department Wise Report - Summary, Detail & Graphical
- Division Wise Report - Summary, Detail & Graphical
- Company Wise Report - Summary, Detail & Graphical
- Trunk Wise Report - Summary, Detail & Graphical
- Section Wise Report - Summary, Detail & Graphical
- Cost Centre Wise - Summary, Detail & Graphical
- Project Wise Report - Summary, Detail & Graphical
- Account Code Wise Report - Summary, Detail & Graphical
- Country Wise Report - Summary, Detail & Graphical
- Client Wise Report - Summary, Detail & Graphical
- Service Provider Wise Report

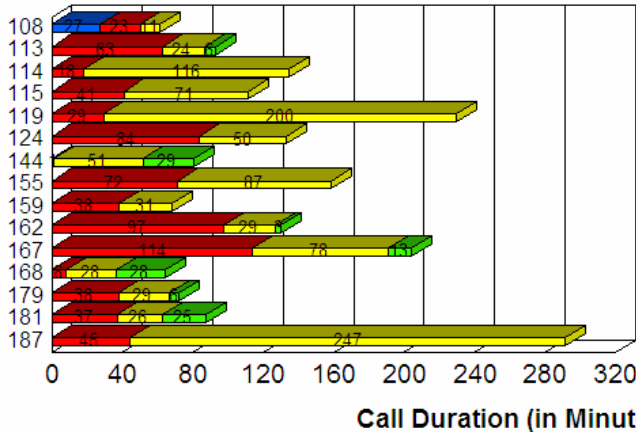
Apart from the regular reports, DIALGUARD also produce analytical reports for MIS. Those include reports on;

- Most Busy/Used Extension - Graphical
- Most Expensive Extension - Graphical
- Extension Occupancy Report - Graphical
- Trunk Utilization Report - Graphical
- Top 'N' Calls - By Duration and Value
- Unanswered calls - Extension and Trunk Wise
- Frequently called numbers - Incoming and Outgoing
- Specific Called Number - Extension Wise
- Average Ring Time - Extension Wise
- Calls above Specific Duration & Value
- Filter Business and Personal Calls

Extn. No. Vs Call Charge/Call Count



Distribution of Call Duration



Call Type	No Of Calls	Duration	Charge
Company : Pan Cyber Information Technology LLC			
Extension : 108			
Local	16	00:22:58	0.00
Mobile	11	00:11:13	5.10
International	5	00:27:19	59.10
Call Summary for the Extension :			
	31	01:01:29	64.20
Extension : 113			
Local	24	01:02:44	0.00
National	1	00:08:18	1.80
Mobile	23	00:23:59	12.00
Call Summary for the Extension :			
	28	01:34:21	13.80
Extension : 114			
Local	4	00:18:15	0.00
Mobile	9	01:56:19	41.10
Call Summary for the Extension :			
	13	02:14:34	41.10
Extension : 115			
Local	80	00:40:57	0.30
Mobile	54	01:10:31	33.90
Call Summary for the Extension :			
	134	01:51:28	34.20

Standard Features:

- No Dedicated PC required
- Compatible with virtually any PBX, Centrex or Key System.
- Stand-alone systems or LAN available
- Quick Start- up and Run
- Highly user friendly
- Exhaustive Reports(Graphical, Analytical etc)
- Supports duration/pulse metering
- Flexible Call Charging (user defined Rates)
- Tenant Billing with Customized Surcharges
- Easy Tariff Configuration
- Free enhancements and tariff updates.
- Multilevel Security
- Automatic Backup/Archive
- Automatic Report Distribution (scheduler)
- Import/Export Capabilities
- Extensive Costing Features
- Real-time call processing
- Real Time monitoring of calls
- Employee Phonebook
- Budgeting
- Email utility

Advanced Features:

Multi Site Management- Record and poll from remote locations to a central site over conventional network or TCP/IP network.

Extensive Alert Configuration

Interface to Other Systems

MS-SQL compatible – This allows the storage and retrieval of a high volume data

System Requirements
1.PABX with SMDR/CDR Output 2.Pentium II & Above PC 3.1 GB Free Hard Disk Space 4.128 MB Ram 5.Operating System - Windows 98 & Above 6.One Free Serial & One Free Parallel/USB Port

STANDARD	PROFESSIONAL	ENTERPRISE
1.Supports upto 25 Extensions 2.Single User	1.Supports upto 200 Extensions 2.Multi User	1.Supports Unlimited Extensions 2.Multi Site Management 3.Multi Level Security 4.MS SQL Connectivity

Benefits :

- Improve Productivity.
- Monitor after hour calls.
- Monitor/Reduce per call costs.
- Review costs by department.
- Assess the effectiveness of advertising and marketing.
- Quick & reliable data to design marketing programs & strategies.
- Evaluate sales team performance and improve productivity.
- Know exactly how many calls are being made zone wise.
- Develop sales and marketing strategies based on the calling information.
- Know if your sales team is making enough calls to a particular region.
- Determine departments or areas that need improvement.
- Identify repeat callers & their needs.
- Improve employee scheduling by anticipating exact call load.
- Improve efficiency by helping employees to solve the problems faster.
- Generate comprehensive billing and analysis data.
- Increase profits by billing clients for calls made on their behalf.
- Control telecommunication expenses/misuse/abuse.
- Verify phone bills from local and long distance phone companies.
- Compare usage across billing cycles.
- Produce executive reports & summaries.
- Control telecommunication expenses by budgeting.
- Allocate expenses by projects, cost centres, departments and individuals.
- Re-bill charges to, employees or departments for non-business calls.
- Monitor employee misuse and abuses of your phone system.
- Determine how long your employees are staying on line.
- Minimize time and fatigue involved in manual distribution of cost from the bills

DIALGUARDTM
Call Logging & Accounting Software

*an employee productivity tool
a business planning tool
&
a comprehensive solution to manage your telecom cost*