

Feature

- Incremental time-based billing
- Prefix billing lets you bill for different rates within the same area code
- Perform wildcard searches
- Analyze trunk usage
- Retrieve call logs from a URL, log file, external database
- Export reports to multiple formats (including HTML) to view remotely via web browser
- Call costing and user-programmable rate tables
- Automatic scheduling of reports/data archival
- Real-time monitoring of inbound/outbound calls
- Fraud monitoring
- Billing reports for clients' lines
- Network-based remote and consolidated multi-site reporting capability
- Measures productivity of telemarketing, inside sales or telephone technical support groups
- Monitors customer service metrics
- Imports contact information from ACT!, Outlook 95/2000, and Palm devices
- Crystal Reports engine
- MSAccess database
- Client/server technology

Standard Reports

Date and Time

- Detailed Calling by Day
- Summary Calling by Day*
- Summary Calling by Day-of-week by Day
- Summary Calling by Hour-of-day by Day
- Summary Calling by Hour-of-day by Day-of-week*
- Summary Calling by Half-hour by Day-of-week
- Line Usage by Hour-of-day by Day-of-week
- Line Usage by Minute-of-day by Day-of-week

Line and Extension

- Detailed Calling by Extensions
- Summary Calling by Extensions*
- Detailed Calling by Lines
- Summary Calling by Lines *
- Detailed Calling Cost by Extensions
- Detailed Calling with Location and Contact name
- Detailed Calling with Location and Caller ID/Line Name
- Summary of Call Distribution by Extensions*
- Summary Calling by Extensions by Day-of-week
- Summary Calling by Extensions by Hour-of-day
- Summary Calling by Hour-of-day by Extensions

Route and Tenant

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

Account Codes

- Detailed Calling by Account Codes
- Summary Calling by Account Codes*
- Summary Calling by Account Code by Calls
- Summary Calling by Account Code by Duration
- Detailed Calling by Tenant/Authorization Codes
- Summary Calling by Tenant/Authorization Codes*
- Summary Calling by Tenant/Authorization Code by Calls
- Summary Calling by Tenant/Authorization Code by Duration

Frequency and Duration

- Most Frequently Called Numbers*
- Longest Called Numbers
- Most Expensive Calls
- Summary Short Calls by Lines
- Detailed Ring Time by Day
- Detailed Ring Time by Extension by Day
- Summary Average Ring Time by Extension by Day

Trunk Type and Carrier

- Detailed Calling by Trunk Types by Hour-of-day
- Summary Calling by Trunk Types
- Summary Calling by Carrier by Day
- Summary Calling by Trunk Type by Day-of-week
- Summary Calling by Trunk Type by Hour-of-day

Geographic

- Detailed Calling by Area Codes
- Summary Calling by Area Codes*
- United States Calling Distribution
- Detailed Calling by Country Codes
- Summary Calling by Country Codes
- Detailed Calling by Country Codes by Extensions
- Detailed Calling by Area Code by Day
- Detailed Calling by Country Code by Extension Groups

Other

- Contact List
- Rate Plan by Zone
- Rate Table by Country
- Unassigned Phone Numbers

Advanced Reports

ANI & DNIS

- Summary Call View by ANI by Day

Contact

- Time Billing by Contact
- Time Billing for All Contacts
- Detailed Calling by Contacts
- Detailed Calling Cost by Contacts by Country Code
- Summary Calling by Contacts
- Detailed Calling by Company
- Detailed Calling Cost by Company by Country Code
- Summary Calling by Company

* Reports included in the Lite package

System Requirements

Intel® Pentium Processor

64 MB of RAM

VGA display 800 x 600 (SVGA recommended)

Windows® ME/95/98/NT/2000/XP compatible

Windows compatible printer (required for printing reports)

80 MB of free hard drive space

Available serial port (if data source is a serial connection)

CD ROM drive (if using CD for installation)

To find out more about NEC's call accounting software and how our powerful and versatile technology platforms can work for you, visit our Web site at www.cng.nec.com

