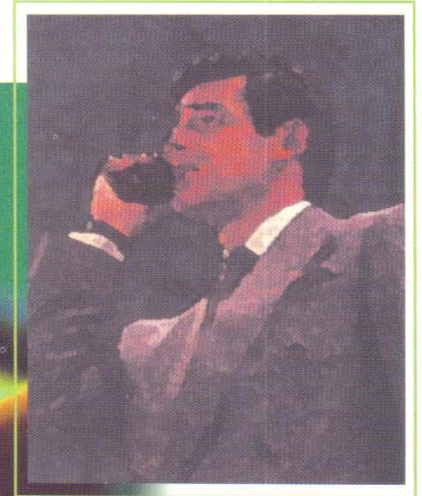
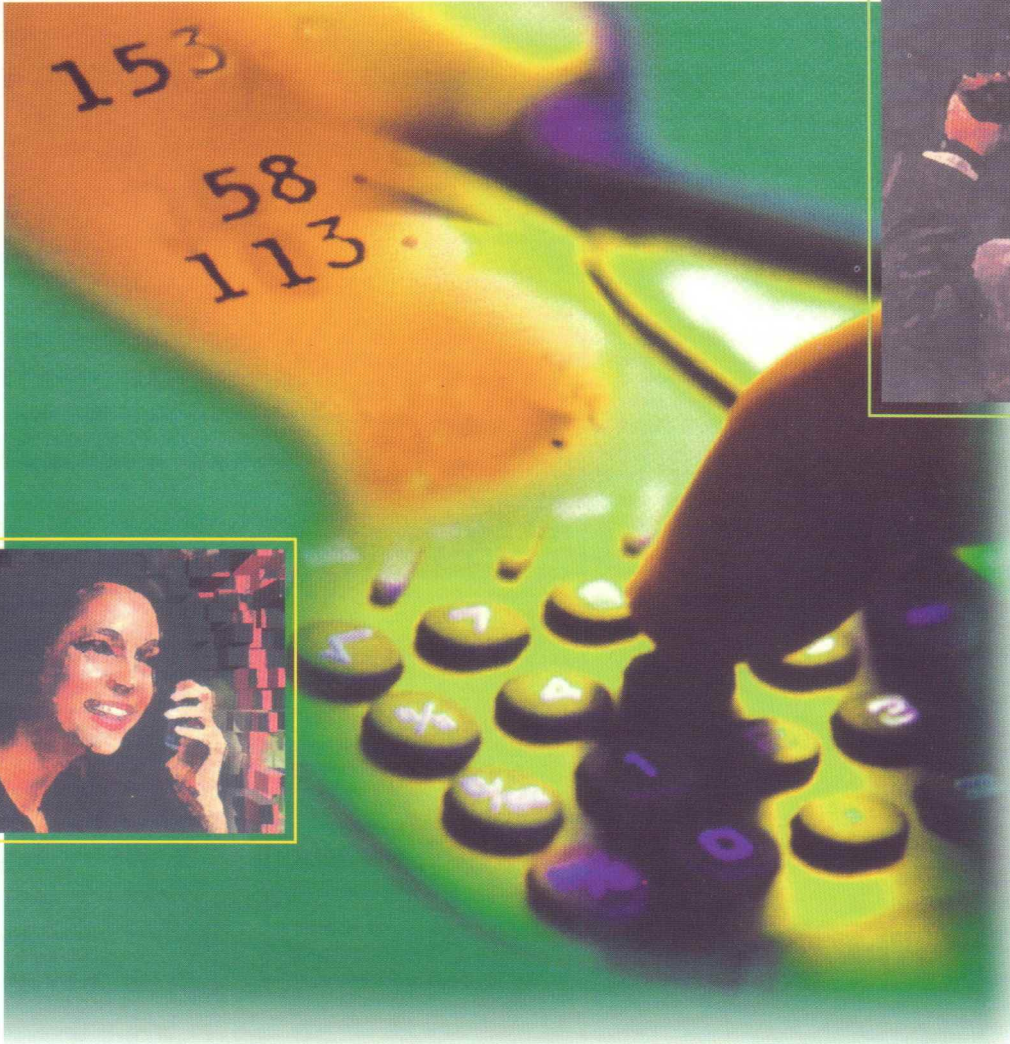


CallMaster



Control And Monitor Your Telephone Bill

CallMaster is a computerized call management and tracking system. With **CallMaster** all calls to and from your organization are automatically recorded in a customized database.

Definition

Call Accounting System can allow you to capture all incoming and outgoing calls made from a PABX or keyphone. Calls details are automatically logged into the computer system and reports with standard details such as telephone number, date, time, duration and destination of each call can be generated at the request of the user.

Benefits

With **CallMaster** you can:

- Manage your phone expenses at all levels.
- Generate easy-to-read customized reports.
- Monitor calls on each extension and outside line.
- Keep track of excessive telephone use.
- Increase employee productivity by reducing time wasted on the phone.
- Increase the effectiveness of your telemarketing staff by monitoring their output.
- Reduce your telephone expenses by increasing employee awareness of efficient phone use.

Features

CallMaster is packed with the following features:

- Sophisticated queries to generate custom reports with only the information you want to see.
- Instant fixed-format summary reports for any organization level over any time period.
- Support for up to three hierarchical levels of organization units with user-defined names used on all screens and reports.
- Output destination options for generated reports - a printer, the screen, a disk file, or an export file for transfer to other software applications.
- Advanced extension management options including user-defined extension types (regular, modem, fax), import of extension assignments from an external test file, and reports showing changes in extension assignments.
- Support VoIP dialing plan. This option gives a more accurate reporting.
- CallMaster is network enable (optional). It allows remote clients to generate reports without accessing direct to the server.

CallMaster Is Convenient And Flexible

CallMaster can be connected to any key system or digital exchange with SMDR output through an RS232 serial communication port. There's no need to buy any special equipment - the **CallMaster** data collector works in the background of your personal computer.

You can modify your costing parameters as often as you like and re-calculate your already collected data according to new call thresholds or new charge rates.

CallMaster Data Collection and Processing

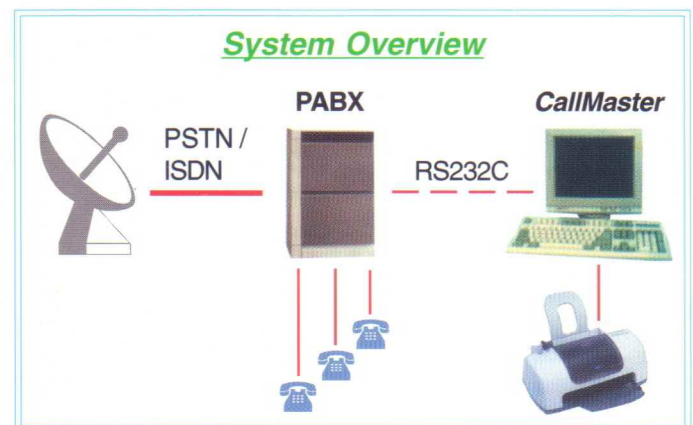
CallMaster provides you with:

- Continuous data collection in the background.
- Information is shown real time.
- Data collection and processing of all types of calls: incoming, outgoing, intercom (depends on PABX type)
- Configurable call threshold criteria so you can include in your reports only data for calls actually made. This allows you to filter out calls lasting only a few seconds, or of less than a specified number of digits.

System Requirements

Any existing PC running Windows 9X, me, NT, 2000 XP. The PC need not be dedicated for this application.

Minimum PC specifications: Pentium Celeron and above with at least 64KB RAM, one spare serial port.



Business Partner Information

