



Telephone
Monitoring and
Management
Software



Telephone Monitoring and Management Software

TELECHECK is a PC based call monitoring system, adds utility to your customer by capturing and managing outgoing telephone calls data. It speedily provides information every minute with accurate call data information and analysis of calls made thus helping them to control their monthly call expenses. The software can work with any EPABX / KTS having SMDR output and can be ideal for any to every organization having any no. of P&T lines and the any no of extensions.

Tele Check is used by corporate, government Institutions, call centers, etc. who want to analyze and control Telephone Expense

This is an innovative solution for analyzing the telephone calls made and maintaining the officialdom by ensuring that personal calls are kept in check at the workplace. Thus it monitors the call volume and provides control over unnecessary phone calls thus saving on the call charges.





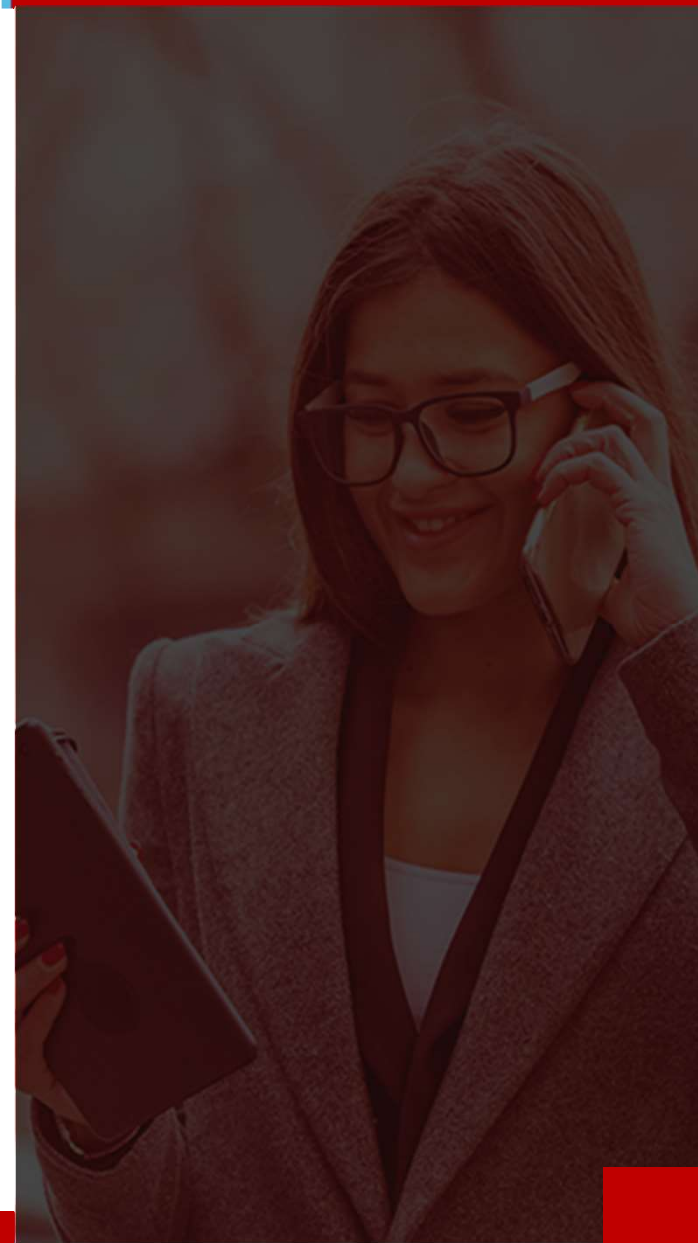
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TELECHECK is an easy-to-use business productivity and management tool , providing call accounting. This software works with any telephone system that provides SMDR/CDR (Call Detail Record) information, helping you make valuable use of data already available to you through your telephone system.

TELECHECK stores the call record information from your phone system, and lets you recall it in your choice of report formats, providing you with important information to help you manage your business better by cross checking calls and cutting unnecessary call expenses.

TELECHECK produces reports on demand or on an automated schedule as set per requirement by the user. All reports can be viewed on the computer's screen, saved to your hard drive, e-mailed or viewed on the web.

This makes storage and retrieval of previous and old call information easier and facilitates search and retrieval of the information faster too.



Functionality Features

Telecheck provides a multitude of reports but the major reports that are frequently requested include:

- ❖ Longest calls by extension
- ❖ Most expensive calls by extension
- ❖ Most frequently dialled numbers
- ❖ General summary reports
- ❖ Account code reports for project billing
- ❖ Departmental reports
- ❖ Trunk utilization
- ❖ Area code reports
- ❖ Caller id reporting

Apart from the mentioned features TELECHECK also offers

- ❖ Real-time data collection
- ❖ Automatic report scheduling
- ❖ ANI/ caller id deluxe reporting
- ❖ Ability to e-mail reports
- ❖ SMDR failure alarm
- ❖ Fraud alert detection
- ❖ Web enabled reports with permission – based access
- ❖ IP – based calls support
- ❖ Export from time to time billing packages, spreadsheets or text files.
- ❖ Graphical reports
- ❖ Call editing capability
- ❖ Flexible pricing
- ❖ Supports client account and user authorization codes
- ❖ Tracks ring time, on hold time and abandoned calls (phone system dependent)
- ❖ Multi-User support



Telephone Monitoring and Management Software

Market Potentials

- ❖ Hospitality
- ❖ Large Organizations
- ❖ Convention Centers
- ❖ Educational Facilities
- ❖ Car Dealerships
- ❖ Media Outlets
- ❖ Professional Businesses
- ❖ Medical and Dental Offices
- ❖ Cities and Government Authorities
- ❖ Hospitals
- ❖ Multi-Tenant Organizations

Hospitality

- ❖ Call accounting systems in hospitality provide more sophisticated chargeback and markup algorithms for revenue based resale of phone services to targeted visitors, staff, partners, and guests.
- ❖ Traditionally, hotel chains and management companies have suggested that properties keep their call accounting systems up-to-date and accurate. They have done this for following reasons:
 - To recover the cost of long-distance calls,
 - To properly allocate, account for, and charge customers for their phone usage,
 - To generate revenue through the resale of phone calls, and
 - To track phone calls made to and from their property for marketing, planning and other purposes.

Large Organizations

- ❖ Large organizations, and businesses of all sizes, can use call accounting software to improve employee productivity, charge for phone usage, and optimize telephone network performance.
- ❖ The following items are just a few of the many benefits provided by call accounting software:
 - Collect call data from single or multiple locations and/or PBXs;
 - Monitor employee phone activity;
 - Track incoming/outgoing phone calls;
 - Identify phone abuse and toll fraud;
 - Charge or bill clients for phone time;
 - Identify threatening or harassing callers;
 - Alert staff when emergency calls (911) are made;
 - Schedule daily, weekly, or monthly reports;
 - Email different reports to different managers;
 - Allocate telecom expenses by department, division, or account code;
 - Monitor employee activity across multiple departments;
 - Establish internal controls to comply with government regulations.

Convention Centers

- ❖ Allocate Toll Calls and Equipment Costs by Department, Station or Location
- ❖ Recover Telecommunication Costs From Tenants
- ❖ Detect Misuse and Abuse
- ❖ Provide Emergency and/or Custom Alert Notification
- ❖ Generate Revenue with Flexible Surcharge Capabilities
- ❖ Monitor Trunk Activity to Analyze Line Requirements

Media Outlets

- ❖ Allocate Equipment Charges to Various Departments and Divisions
- ❖ Allocate Telecommunication Costs for Budgeting Purposes
- ❖ Effective Cost Recovery Using PIN Numbers
- ❖ Detecting Misuse and Abuse
- ❖ Provide Emergency and/or Custom Alert Notification

Educational Facilities

- ❖ Allocate Costs for Budgeting Purposes
- ❖ Recover Telephone Costs
- ❖ Detect Misuse and Abuse
- ❖ Provide Emergency and/or Custom Alert Notification
- ❖ Generate Revenue with Flexible Surcharge Capabilities

Car Dealerships

- ❖ Allocate Telecommunication Costs by Extension or Department
- ❖ Recover Telephone Costs
- ❖ Detect Misuse and Abuse
- ❖ Provide Emergency and/or Custom Alert Notification
- ❖ Monitor Trunk Activity to Analyze Line Traffic
- ❖ Track Incoming Calls to Ensure Advertising Campaigns are Profitable



Telephone Monitoring and Management Software

Professional Businesses

- ❖ Provide Real-Time Telephone Cost Recovery
- ❖ Allocate Communication Costs to Specific Departments
- ❖ Detect Misuse and Abuse from Administration Extensions
- ❖ Generate Revenue
- ❖ Monitor Trunk Activity to Analyze Line Requirements
- ❖ Eliminate Manual Record Keeping by Automating Exports to 3rd Party Office Billing Software

Medical and Dental Offices

- ❖ Allocate Toll Cost and Equipment Costs to Specific Doctors
- ❖ Produce Accurate Records for Efficient Cost Recovery
- ❖ Detect Misuse and Abuse
- ❖ Provide Emergency and or Custom Alert Notification
- ❖ Monitor Trunk Activity to Analyze Line Traffic

Cities and Government Authorities

- ❖ Allocate Telecommunications Costs for Budgeting Purposes
- ❖ Produce Accurate Reports for Effective Cost Recovery
- ❖ Monitor Trunk Activity to Analyze Line Requirements
- ❖ Monitor All Call Activity to Decrease Misuse and Abuse
- ❖ Provide Emergency and/or Custom Alert Notification
- ❖ View Actual Telephone Activity to Manage Employee Productivity
- ❖ Multi-Sites and Remote Office Organizations
- ❖ Allocate telecommunications costs
- ❖ Monitor trunk activity to analyze line requirements
- ❖ Monitor all call activity to decrease telephone abuse
- ❖ Allocate telephone costs and equipment charges to departments and divisions
- ❖ Process data on site or at head office location



Telephone Monitoring and Management Software

Hospitals

- ❖ Allocate Costs for Budgeting Purposes
- ❖ Recover Telecommunication Costs
- ❖ Detect Misuse and Abuse
- ❖ Provide Emergency and/or Custom Alert Notification
- ❖ Allocate costs using PIN Codes
- ❖ Monitor Trunk Activity to Analyze Line Traffic

Multi-Tenant Organizations

- ❖ Manage Company Telecommunications Costs
- ❖ Allocate Telephone Costs by Department or Company
- ❖ Generate Revenue with Flexible Surcharge Capabilities
- ❖ Monitor Trunk Activity to Analyze Line Requirements
- ❖ Manage Equipment and Service Charges
- ❖ Provide Emergency and/or Custom Alert Notification



Telephone Monitoring and Management Software

Clients

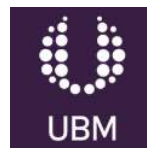
					
					
					
					

We are Authorized sole distributor & support center for Hazel range of product and solutions



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Clients



INTELLIBUZZ TELECOM NETWORK



Mumbai Accessory private limited

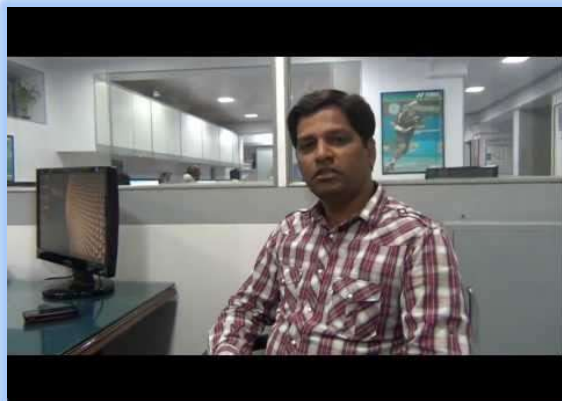
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Customer Testimonials



We are Authorized sole distributor & support center for Hazel range of product and solutions



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Thank You!

We aspire your association

We are Authorized sole distributor & support center for Hazel range of product and solutions

