EVEREX
INFOTECH

Telephone Monitoring
and Management Software

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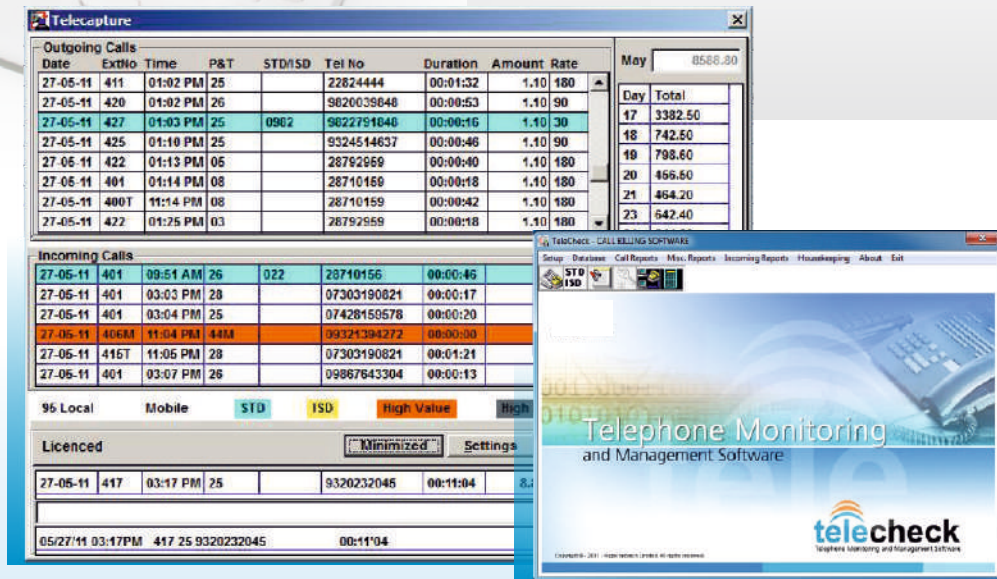Telephone Monitoring & Management Software

Telephone Monitoring and Management Software

Voice Communication is a core integral part of any business and telephones continue to play an important role in it.

Yet seldom is a thought given to the telephone call costs, accuracy of the telephone service provider's bills or the non-business usage of telephone calls.

An international study conducted on telephone abuse at work has revealed that 20-25% of all work phone calls are personal. And that is quite a number!

For these growing problem areas, Hazel Infotech presents a state-of-the-art software solution." **tele**check"

telecheck is a reliable, flexible and easy-to-use computerized call – billing software which automatically posts all call traffic details, to and from the organization, in a database.

It enables to keep track of organizational telephone usage by generating up-to-the-minute reports and thus, allowing to pinpoint and eliminate non-business calls and helping in increasing employee productivity.

telecheck is an ideal solution for large as well as medium scale companies including offices with PABX, Support Centers, Hospitals and Hotels.

PAIN AREAS	SOLUTIONS WITH TELECHECK
❖ No way to keep track of inbound calls, creating loss of employee productivity	❖ **tele**check keep a track of incoming calls received by each extension and generates analytical reports - to help track important incoming calls
❖ Concern about the authenticity of Itemized bills received from telephone service provider	❖ **tele**check registers all chargeable and non-chargeable calls - hence easy to verify received bills
❖ Many departments and user accounts in the organization; almost impossible to segregate telephone bills amongst them	❖ With **tele**check; Depar;tment/user accounts can be defined and telephone extensions assigned to them - help to get department-wise and user account-wise bills
❖ Personal/official calls made by employees; causes monetary and productivity losses	❖ With the help of **tele**check you can mark official and personal calls
❖ Difficult to know if PABX system is utilized fully and if all lines are working	❖ **tele**check can keep a check on the working of PABX system and can alert if a particular telephone line is not working - necessary follow up with service provider can be done immediately
❖ Hospital/Guesthouse/Hotel: no way to generate separate telephone bills when patient/guest checks out	❖ **tele**check can generate extension-wise bills from check-in to check-out time - easy to generate usage bill for the period of stay and it can also be linked with third party PMS or HMS software to post the calls made by guests
❖ Budget (fixing calling limit) - local, national and international	❖ **tele**check can fix limits of extension and not allow to make calls from that extension when budget is exhausted (Epabx Dependent)
❖ Support Center: no suitable way to ascertain peak hours of received calls, need to arrange necessary strength of customer care executives	❖ **tele**check can help monitor peak hours for inbound and outbound calls on monthly basis - necessary reports are generated with details

Features:

- Real-Time Data Collection (Support RS232/IP Port/Pabx File)
- Report Scheduling
- Ability to Email Reports
- Fraud Alert Detection
- Export calls Details to Excel or Text File
- Graphical Reports
- Full Featured Telephone Directory
- Flexible option to Define Call Tariffs
- Supports Clients Accounts and User Authorization Codes
- Supports Call Budgeting (Epabx Dependent)
- Tracks Ring Time, On-Hold Time, Abandoned Calls (Epabx Dependent)
- Multi-User Support
- Auto-Backup Facility

Functionality

- Cost Control
- Increase Productivity
- Better Manage Personnel
- Allocate telephone cost to various cost centers
- Track Advertising Cost
- Identity fraudulent use... and More

Most Frequently Used Reports

- Longest Calls by Extension
- Most Expensive Calls by Extension
- Most Frequently dialed numbers
- Date/Extension/Department/Authorization   Code Summary Reports
- Trunk Utilization
- Area Code Report
- All reports are portable in Word/Excel/PDF Formats

"After all, it's the future of business communication that we're looking toward."

- Jim Barksdale

You win with **tele**check

- ❖ Monitor all outgoing calls and avoid misuse
- ❖ Manage all telephone expenses
- ❖ Generate individual user wise reports for all extensions
- ❖ Have reliable and user-friendly software with almost zero cost of operation

Few of customers say about **tele**check

Tele Check is a good computerized call billing software where all call details to and from our company BHARAT BIJLEE LIMITED is automatically posted in the database which is something we needed since quite some time. In short it is a 'call cost management software'. It generates easy to read reports and these reports are extremely useful in managing telephone expenses at all levels, keep track of excessive telephone use, and thereby enable us in choosing the right tariff plan for our company and go for the right service provider.

The software is user -friendly. It works with any Key, PBX having SMDR Port and does not require a dedicated PC. At an employee level, it helps in personnel evaluation about employees that are doing better by being productive on the phone. With so many utilities, this software is excellent tool in the hands of my management

Bharat Bijlee Limited

In today's world no business can run without using the telephone facility. At TATA INTERACTIVE SYSTEMS also we are heavily dependent on telephone. With the number of calls going high as time is going by and business is expanding we really needed a software that would monitor and track calls that take place in our company, both outgoing and incoming. This would in turn enable us to go for the right service provider and tariff plan. After having thought of and explored several options we came across a call monitoring software, Tele Check which does this and more for us. This software monitors the call load on each extension and outside line.

We are thoroughly satisfied with Tele Check and their services.

- Tata Interactive Systems

TeleCheck has really been an 'eye-opener' to us. With this excellent computerized call billing software today at MVIRDC World Trade Centre all call details to and from our organization are automatically posted in our database. And with this knowledge and information we can now see what the areas/lines are where maximum calls pertaining to our organization take place. This helps us in choosing our tariffs and service provider, since call usage is monitored very well. Besides these, features like easy to use, flexible and reliable make it the number one choice for us as far as a call billing software goes.

We are extremely satisfied with this software and would recommend it to any organization that wishes to use its telephone facility effectively. Tele Check is really a smart way to go!

- MVIRDC World Trade Centre

Before we actually purchased and installed TeleCheck, honestly we were not too sure of how much of a benefit it would be for us at Shamrao Vithal Co-operative Bank Ltd. We were aware of its features, but actually see it work practically is truly an amazing feeling. This computerized call billing software actually keeps a track of excessive telephone use and thus controlling telephone misuse. It also helps in long distance call verification. We are able to effectively choose our tariff and service provider, since Tele Check also tells us on which lines there is maximum traffic.

This software is simple and easy to use, giving us reliable data. It is also flexible and doesn't require a dedicated PC. With benefits galore, we can only thank the team at Tele Check for coming up with something so wonderful and useful.

- Shamrao Vithal Co-operative Bank Ltd.

About Company

Everex Infotech is customer-centric and aims to provide technology with comprehensive solutions to simplify your IT environment, overcome your business challenges, increase your sales, maximize returns, and achieve your goals.

We at **Everex Infotech**, endeavour to provide a cost-effective delivery methodology while focusing on quality standards, exceeding user expectations and creating an extraordinary business environment for both employees and end customers.

Our Other Products & Services

- **Sky ERP GST Plus With Financial Accounting**
- **Sky ERP Export Plus**
- **KDOC Plus**
- **Esecretary**
- **Sale Lead Tracker**
- **Wisetrack**
- **Digital Marketing**
- **Website Design**
- **Website Development**
- **Graphic Design**
- **IT Infrastucture**

We aspire your association

"A business that consistently enriches lives is a wealthy business"

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