



Call accounting for your IP PBX

VoIP by the numbers

Your organization deployed VoIP for capital and operational cost savings, and productivity advantages for your users. But, like every business system, you need to manage it effectively to ensure maximum value.

SIP Print Call Accounting delivers the visibility and control you need. Detailed information about every call is collected and stored, allowing for both historical reporting and future projections. Data can be analyzed by individual extension and aggregated by department, providing an accurate mechanism for budget allocation.

The system also meets industry standards for security and IT governance, offering tools to detect unauthorized calling or other abuse. eMail alerts can be generated when a security or toll-fraud event occurs.

Business runs on communications. SIP Print Call Accounting enables you to hit your numbers.

Easy to Install
Easy to Operate
Easy to Afford



CALL ACCOUNTING FOR:

CALL CENTERS
FINANCIAL SERVICES
LEGAL SERVICES
EMERGENCY SERVICES
LAW ENFORCEMENT
EDUCATIONAL INSTITUTIONS
STATE & LOCAL GOVERNMENT
**EVERY BUSINESS THAT NEEDS
TO MONITOR AND CONTROL
COSTS AND COMPLIANCE**

- DEPARTMENT ALLOCATION OF PHONE BILLS
- CALL RECORD COLLECTION AND STORAGE
- REAL-TIME CALL PROCESSING
- EXTENSION-LEVEL CALL DETAILS AND WARNING REPORTS
- TRENDING AND FORECASTING
- TIME-OF-DAY REPORTING
- BILLING PLAN "WHAT IF" SCENARIOS
- IT BUDGETING
- CERTIFIED WITH ALL OF THE LEADING PHONE SYSTEMS
- TURN-KEY APPLIANCE FOR EASY INSTALLATION & MANAGEMENT

CRN
emerging
2009 **vendor**

A SIP Print Call Accounting system captures data that benefits every department - Finance, HR, Customer Service, Sales & Marketing. Track all calls - 911, after-hours, international - with complete detail. The turn-key appliance makes your VoIP system a better business tool.

DETAILED REPORTING w/ DRILL-DOWN

ABC Company
In/Out Department Detail for Division Eastern 03/29/2010 00:00:00 PDT -- 03/29/2010 23:59:59 PDT

Department	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
Accounting (Eastern)	45	18.60	93:00	2:04	44.45	19.71	0.00	0.48
Customer Support	67	27.69	140:44	2:06	53.66	23.79	0.00	0.38
Sales (Eastern)	130							
Totals (3 Items)	242							

ABC Company
In/Out User Detail for Department Customer Support 03/29/2010 00:00:00 PDT -- 03/29/2010 23:59:59 PDT

User	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call	Avg. Cost per minute
ALVIN Mopel - 1210	10	14.93	4:36	0:27	5.00	9.32	0.00	1.09
Alyson Calderazzo - 7999	2	2.99	3:56	1:58	0.12	0.22	0.00	0.03
Brod. Disler - 6882	3	4.48	5:26	1:48	0.36	0.67	0.00	0.07

ABC Company
In/Out Call Summary for ALVIN Mopel Extension 1210 03/29/2010 00:00:00 PDT -- 03/29/2010 23:59:59 PDT

Day / Time	L/O	Caller/Id/Number	Mapping	City	St	Site	Dur.	Ass.
03/29/10 07:53PM PDT	I	(904)434-4235 Jacksonville Office		JACKSONVILLE	FL	Irvine	0:50	0:50
03/29/10 05:50PM PDT	I	(212)772-3521 NY Office		NEW YORK CITY	NY	Irvine	0:46	0:50
03/29/10 05:49PM PDT	I	(404)256-7932 Tim Kenyon		ATLANTA	GA	Irvine	0:12	0:50
03/29/10 05:41PM PDT	I	(757)533-5289 Norfolk Office		NORFOLK-VIRGINIA BEACH	VA	Irvine	0:44	0:50
03/29/10 04:40PM PDT	I	(602)866-2850 Phoenix Office		PHOENIX	AZ	Irvine	0:10	0:50
03/29/10 04:39PM PDT	I	(805)965-7005 Santa Barbara Hospital		SANTA BARBARA	CA	Irvine	0:46	0:50
03/29/10 03:44PM PDT	I	(814)455-8005 Altoona Mortgage		ERIE	PA	Irvine	0:08	0:50
03/29/10 02:51PM PDT	I	(703)849-0778 Arlington Sheriff		FALLS CHURCH-MCLEAN	VA	Irvine	0:16	0:50
03/29/10 02:51PM PDT	I	(570)289-7405 Alvin's mom		KINGSTON	PA	Irvine	0:22	0:50
03/29/10 02:13PM PDT	I	(404)350-9355 ITS		ATLANTA	GA	Irvine	0:22	0:50
Avg							0:27	0:50
Totals							4:36	5:00

SECURITY & COMPLIANCE ANALYTICS

ABC Company
Security and Compliance Analytics 03/29/2010 00:00:00 PDT -- 03/29/2010 23:59:59 PDT

Audit Trail Search 2136 Search by any part of the phone number or caller ID. 9 digits min.

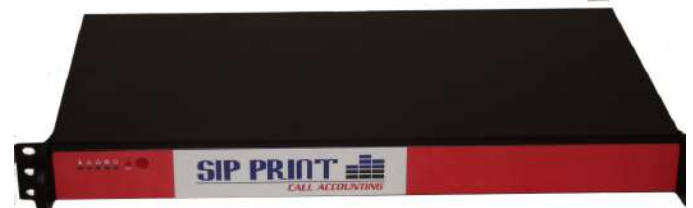
Date	I/O	User	Ext	Number	Mapping	City
03/29/2010 15:54:40 PDT	O	Carie Chiller (Sales)	4635	(972)856-2136		DALLAS

Security Statistics & User MAC

Emergency Calls	0	Successful Logins	4	User Adds	1
Unknown Extensions	54	Successful Users	3	User Moves or Changes	0
Calls From Unknown Extensions	178	Failed Logins	0	User Retires	0
		Failed Users	0	Entity Adds	0

IP PBX COMPATIBILITY

3Com, Aastra, ADTRAN, Allworx, Altigen, Avaya, Cisco, Grandstream, Fonality, Mitel, NEC, Nortel, ShoreTel, SIPfoundry, Vertical, Zultys & others



SORTING, FILTERING & GRAPHICS

Filtered by Call Type: Inbound Direct, Inbound Toll
Filtered by Department: Customer Support

Remove Filters

Time Of Day	Total Calls	% of total Calls	Total Duration	Avg. Duration	Total Call Cost	% of total Cost	Avg. Cost per Call
12:00 am	0	0.00	0:00	0:00	0.00	0.00	0.00
1:00 am	0	0.00	0:00	0:00	0.00	0.00	0.00
2:00 a							
3:00 a							
4:00 a							

Distribution by Time Of Day

APPLIANCE HARDWARE

- Intel Atom series processor
- Dual 10/100/1000 Ethernet ports
- 1U rack-mountable chassis w/ mounting rails
- Dimensions: 17.2"W x 1.7" H x 9.8"D
- 110V-250V auto-adjusting power supply
- Operating temp: 10^o - 35^o C (50^o - 95^o F)
- Storage temp: -40^o - 70^o C (-40^o - 158^o F)
- Relative humidity: up to 90%, non-condensing
- FCC Class B, UL listed, VCCI, CE certified



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