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Eclipse Call Management Suite
for the CISCO Unified Communications Manager

Capacity Management – Performance Monitoring – Call Accounting – Fraud Detection – QoS Reporting

CISCO Unified Communications Manager (formerly Call Manager and Call Manager Express) provides voice, video, mobility and presence services for businesses with up to 30,000 users. It is a scalable, distributable and highly available enterprise-class IP telephony call-processing system.

The Eclipse Call Management System (CMS) is the most powerful and sophisticated software tool available for the management of the **CISCO** Unified Communications Manager.

Whether you have a small system or a large worldwide network, CMS will provide you with the information you need and in the format you require. It will enable you to achieve cost savings, improve efficiency and customer service leading to a quick return on investment.

Automatically produce personalised reports in the format you require

CMS can be configured to automatically produce reports in a variety of formats including Word, Excel, HTML, PDF or CSV. These can be scheduled to run on a regular basis and directly delivered to a desktop using email, local area network or web service. Consequently you can automatically:

- Receive regular reports

- In the Format you require

- When you need them

CISCO™ DEVELOPER Registered
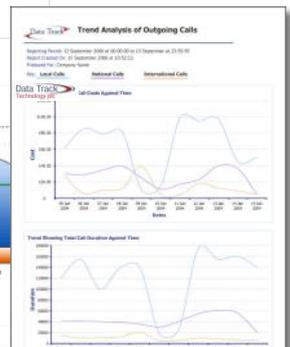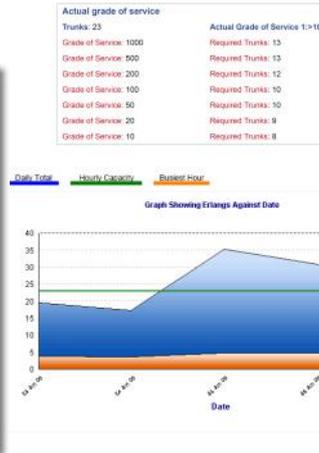
CISCO Database Integration

We all need to reduce the time spent on system administration and ensure that data is as up to date and accurate as possible. CMS uses integration software to import moves and changes information from either a Unified Communications Manager or an Enterprise LDAP directory. Any administrative changes on the **CISCO** network can be reflected in Eclipse CMS. This provides one point of change that will increase efficiency, save you time and reduce your costs.

Quality of Service

Introducing **CISCO** IP telephony brings many advantages but you need to ensure that your network quality does not impair performance. CMS can produce reports that show you VoIP call quality. It identifies latency, jitter, lost packets and provides a Mean Opinion Score (MOS). This information can identify problem times and can be mapped against traffic carried in the period to help you ensure that your network provides your customers and users with the quality they need.

Capacity Management

You can use CMS to measure the Traffic at each gateway or trunk group and produce Grade of Service reports that will clearly show you if your capacity matches your demand.
Use this information to ensure that your system is running efficiently to meet current demand and future requirements.

Performance Monitoring

Are your incoming calls being answered efficiently by all departments? Do your customers get a good response from your sales and after sales service teams or do they give up in frustration? CMS is a vital tool that can identify problem areas and help you to ensure that you are giving good service to your calls which reflects on your company image.

Web Reporting Interface

CMS provides an easy to use, web based interface. By completing simple online forms, any authorised user is able to produce a variety of reports, with little or no training, from a standard web browser anywhere in the world.
No special software is required on the user's desktop PC.

Let SwitchGuard do the Work

Why wade through piles of call management reports trying to spot abnormalities or problems. The SwitchGuard module can do all this work for you.
Tell SwitchGuard what you are looking for, e.g Poor Answer Times, Over/Under Capacity etc and SwitchGuard will tell you when you have a problem and where to look to fix it, saving you time and money.

Hosted Systems & Managed Offices

The **CISCO** Unified Communications Manager controls calls from multiple locations and provides just one CDR output. This can cause billing issues for hosted IP telephony providers and managed offices who want to charge different rates to different clients or for enterprises who wish to charge for network usage. Eclipse CMS solves these problems by enabling you to set up profiles to reflect how you logically use the switch enabling you to accurately charge users/customers how you want to.

Call Costing / Accounting

The sophisticated reporting engine in CMS accurately costs calls to one thousandth of a second. It can produce hundreds of reports to enable you to see how extensions or cost centres are performing against budget. You can produce billing reports, compare carrier costs, search for calls to or from certain numbers, produce trend graphs and much, much more. CMS will enable you to monitor and control your system and its costs.

Real-Time Fraud Detection

Each year businesses lose significant amounts of money due to internal abuse or external fraud. CMS can check calls as they happen and notify you immediately if it finds suspicious calls or call patterns. If such activity is detected then one or more alarms can be delivered to you or your maintainer by SMS, email or pager. CMS helps you combat the menace of voice fraud and abuse and provides you with peace of mind; can you afford to be without it?