

## Eclipse Call Management Suite Professional Managed Service from Data Track

**Capacity Management - Performance Monitoring - Call Accounting - Fraud Detection - QoS Reporting**



Companies such as yours need information to enable you to monitor and manage your voice system, make efficiency improvements and plan your future communications strategy. However the acquisition of this information is not your core business, so why not let us do it for you as a managed service?

We have many years' experience in providing call management information for businesses of all sizes from small to medium enterprises to large worldwide corporations. Our managed service 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.

*By partnering with us you will receive the call management information you need, when you need it and without the expense and overhead of running the system yourself.*



You will receive regular reports when you want them and in the format you require. Our web based report generator allows you to produce your own reports at any time, from anywhere, using a standard browser with little or no training.



Our dedicated team of call management specialists will ensure that your system is kept up to date and produces the valuable information you require. We perform daily checks to ensure that your system is producing accurate data and provide a daily archive for audit purposes.



We can produce personalised reports in the format you require, including Word, Excel, HTML, PDF or CSV. These can be scheduled to run on a regular basis and delivered directly to you using email or by posting on a web portal.



*Receive regular reports*

*In the format you require*

*When you need them*



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

### Capacity Management

Our service measures the Traffic on your system and produces Grade of Service reports that will clearly show you if your capacity matches your demand. You can use this information to ensure that your system is running efficiently to meet current demand and to enable you to plan future requirements.

### Call Costing / Accounting

Our sophisticated reporting engine can accurately costs calls to one thousandth of a second. You will be able to see how extensions or cost centres are performing against budget, produce billing reports, compare carrier costs, search for calls to or from certain numbers, produce trend graphs and much, much more. Our managed service will enable you to monitor and control your system and its costs and can provide input for corporate billing systems.

### Fraud Detection Service

Each year businesses lose significant amounts of money due to internal abuse or external fraud. We can check call data records and notify you immediately if we find suspicious calls or call patterns. If such activity is detected then an alarm can be delivered to you or your maintainer by SMS, email or pager. Our managed service helps you combat the menace of voice fraud and abuse and provides you with peace of mind; can you afford to be without it?

### 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? The information we supply can identify problem areas and help you to ensure that you are giving good service to your callers, which reflects on your company image.

### Quality of Service

Introducing IP telephony brings many advantages but you need to ensure that your network quality does not impair performance. We can produce reports that show you VoIP call quality. They identify latency, jitter, lost packets and MOS on certain iPBXs. This information can identify problem times and can be mapped against traffic carried. Our QoS reports will help you to ensure that your network provides your customers and users with the quality they need.

### Web Reporting Interface

We provide reports for you on a regular basis but what happens when you or your users want an ad-hoc report now? Fear not, we can provide 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. Users can be limited such that they can only run reports on certain parts of the system e.g. their department. No special software is required.

## Hosted Systems & Managed Offices

Our managed service is the ideal solution for multi tenancy and multi customer scenarios. It allows you to charge different customers or tenants at different rates for the same type of call on the same switch while providing you with the original call cost. A simple billing report provides you with all the information you need.

