

# Eclipse Call Management Suite for the Mitel IP Communications Platform

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



Mitel's line of IP-PBX's address both small business and large enterprise, providing extensive telephony features, robust call control, and support for a wide range of innovative desktop devices and applications.

The Eclipse Call Management System is the most powerful and sophisticated software tool available for the management of the Mitel IP Communications Platforms.

Whether you have a small system or a large clustered worldwide network, Eclipse 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

*"Data Track Technology is a long-standing partner of Mitel, offering comprehensive integration with our market leading IP Communication solutions. Mitel's customers have been delighted with the products, service and support from Data Track and we look forward to developing our partnership to offer further benefits for our joint customers."*

Graham Bevington  
EMEA Managing Director, **Mitel Networks**

## Mitel Database Integration

We all need to reduce the time spent on system administration and ensure that data is as up to date and as accurate as possible. Eclipse uses integration software to obtain moves and changes information either directly from an SX2000 switch, the Mitel Ops Manager/Enterprise Manager or an Enterprise LDAP directory. Any administrative changes on the Mitel network will be automatically reflected in Eclipse CMS. This provides one point of change that will increase efficiency, save you time and reduce costs.

## Mitel Clusters

Multiple 3300s can be clustered together to form a virtual switch. Each 3300 has its own CDR output consequently confusing reports will be produced unless the call logger can correctly correlate the data. Eclipse CMS is different because, unlike other call logging systems, it can make the call data look the same as the output from a single 3300 and allow accurate and meaningful reports to be generated for the cluster site.

## 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.

## 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.

## Mitel Call Trace

Two or more 3300s can be joined or clustered together to form a virtual switch. Extensions, trunks and Operator Consoles can all be connected to any 3300 within the cluster. This can lead to call reporting problems. For example, a call from the PSTN can enter on one switch, be answered by an operator on another and be extended to an extension on a third. The Eclipse CMS system correctly traces the path of the call supplies you with accurate reporting and a full call trace and audit.

## Quality of Service

Introducing Mitel 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 and lost packets. 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.

## 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.

## 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. You can even use SwitchGuard to check for fraudulent calls. SwitchGuard will tell you when you have a problem and where to look to fix it, saving you time and money.

## 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 at the user's desktop.