

VeraSMART Call Accounting for Cisco Voice Systems

Cisco Certified Compatible with UCM, CME, and UC500 Systems

VeraSMART gathers information from the Cisco® voice platform and makes it available for comprehensive analysis and reporting, including QoS reporting

Take control over telecom usage and spend

VeraSMART® Call Accounting gives you the visibility you need to take control of telecom activity on your Cisco voice system, reduce costs, and improve productivity.

VeraSMART collects call detail records (CDR) off the Cisco system, calculates usage costs, and lets you allocate those costs to individuals or cost centers. It's easy to analyze call traffic and trunk usage, measure employee productivity, track client and project billing, identify toll fraud and abuse, manage telecom inventory, and create and distribute customized reports (including QoS reports).

VeraSMART's Cisco interface streamlines system setup and maintenance. Connection to Cisco UCM (version 6.0 or higher) can be automatically configured based on a fully-configured Cisco unit as a CDR source. Directory information can be auto-synchronized with UCM via SOAP or with Active Directory via LDAP. Extensions – including non-unique extensions – are validated automatically, eliminating the need to enter and maintain extension ranges.

Enterprise class scalability and international capabilities

VeraSMART can scale to meet the call accounting needs of the largest global enterprises. It supports:

- Unlimited number of Communications Managers
- Millions of calls per month
- Tens of thousands of extensions at hundreds of locations

With the optional international package, VeraSMART supports international currencies, call rating, and reporting.

Support for workflow automation

Pre-defined, configurable workflows let you achieve new levels of productivity. Optional workflows include:

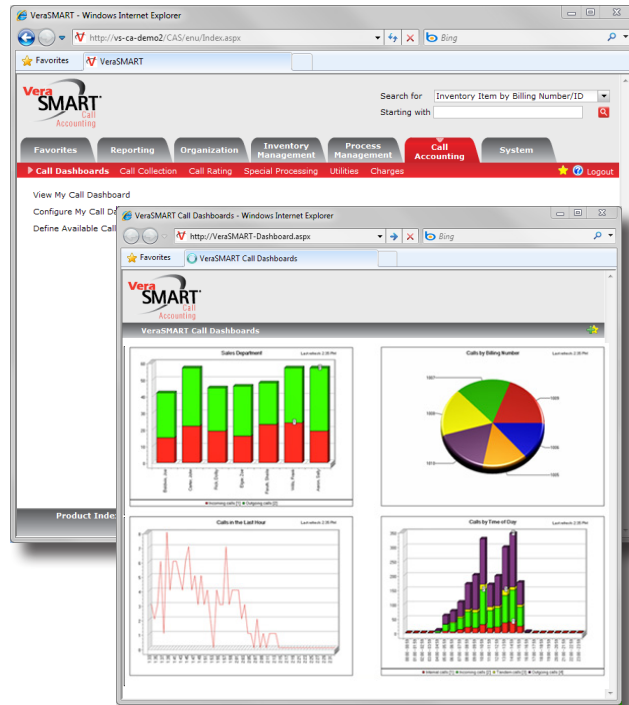
- MACD – Defines and coordinates each action that needs to be completed, saving time, effort, and expense
- Help Desk – Efficiently routes, escalates as necessary, and logs requests according to applicable policies and SLAs

Compatible with Cisco voice systems

VeraSMART is a Registered Developer in the Cisco Developer Network Program. VeraSMART has met the Cisco Developer Network Program Interoperability Verification Testing (IVT) criteria for interoperability with the Cisco Unified Communications Manager (CallManager) release 6.1 and 5.1, Cisco Unified Communications 500 Series, and Cisco Unified Communications Manager Express 4.2.

A call accounting solution that you'll never outgrow

VeraSMART Call Accounting is easily expandable with optional functionality that adds value to your call accounting solution and gives you more ways to boost productivity and reduce telecom spend.



Configurable 3D dashboards convey key data trends at a glance. Users can define the call activity they want to monitor, which may include calls by extension, by time of day, by hour, or by person.

VeraSMART Call Accounting highlights

- Track emergency calls and suspicious calling activity
- Measure productivity of call center teams and individuals
- Optimize trunking to match capacity to demand
- Monitor calling activity with configurable 3D dashboards
- Create custom reports – including Cisco QoS reports – from dozens of configurable report templates
- Generate reports in HTML or ASCII for hassle-free use in applications such as Microsoft® Excel®
- Distribute reports via email or through the MySMART™ portal
- Gain a unified view of all your telecom inventory
- Supports Windows® Internet Explorer®, Mozilla Firefox®, and VMware® ESX Virtual Server
- Scales to tens of thousands of extensions at hundreds of sites
- Optional capabilities include International Call Rating, Enhanced Chargeback, and workflow automation for MACD, Help Desk, and Ordering and Provisioning



VeraSMART Call Accounting for Cisco Voice Systems

Monitor quality of voice in Cisco UCM, CME, and UC500 Systems

VeraSMART's Quality of Service Report gives you the data you need to analyze the performance of your Cisco voice system.

The Quality of Service Report summarizes statistics used in monitoring the quality of digitized voice transmissions through Cisco UCM, CME, and UC500 voice systems. Calls without QoS data – such as calls handled over analog lines – are excluded from the report to avoid skewing the statistics.

Call records can be selected by date, CDR source, and call direction. Threshold selection includes:

- **Packets lost** (as a percentage of all packets sent) – A packet is a unit of digitized voice data. Lost packets, typically the result of traffic collisions, contribute to garbled communications. The default threshold is set to the industry average of 5%.
- **Jitter*** (average time between packets) – Jitter measures the time (in milliseconds) between packet transmissions during a phone call. It serves as a gauge for the evenness of voice data flow; an uneven flow contributes to jittery or choppy phone calls. The default threshold is set to the industry average of 125 milliseconds.
- **Latency** (average time in milliseconds for a packet to reach its destination) – A long latency period contributes to listener and speaker talking over each other. The default threshold is set to the industry average of 250 milliseconds.

You can drill down through each CDR source to see the QoS detail for each associated billing number.



Call records can be selected by date, CDR source, and call direction. Metrics include packets lost, jitter, and latency. Reports are easily distributed via email or imported into Excel® for editing or graphing.

About Veramark

Veramark solutions, which include software and services for Telecom Expense Management (TEM), call accounting, and Business Process Outsourcing (BPO), enable best practices for managing complex unified communications networks on a global scale. For more information on Veramark, visit us on the Web at www.call-accounting-solutions.com or at www.veramark.com, or call us at 585.383.6806.

CDR Source	Packets Lost	CDRs Over Packets Lost Threshold	Jitter Average (Milliseconds)	CDRs Over Jitter Threshold	Latency Average (Milliseconds)	CDRs Over Latency Threshold
Chicago	0.46%	5.63%	1.80	4.23%	2.34	2.82%
Miami	0.40%	0.00%	1.50	0.00%	1.38	0.00%
Totals	0.45%	5.06%	1.77	3.80%	2.24	2.53%

CDR Source: Chicago

Billing Number	Packets Lost	CDRs Over Packets Lost Threshold	Jitter Average (Milliseconds)	CDRs Over Jitter Threshold	Latency Average (Milliseconds)	CDRs Over Latency Threshold
1	0.04%	0.00%	3.13	0.00%	3.25	0.00%
2	0.47%	0.00%	2.71	14.29%	1.86	0.00%
3	0.67%	0.00%	1.20	0.00%	2.20	10.00%
4	0.30%	18.18%	.64	0.00%	1.73	0.00%
5	0.19%	0.00%	2.67	0.00%	3.33	0.00%

*Jitter metrics are not provided in QoS reports for Cisco CME and UC500 systems.

Veramark Technologies, Inc.

3750 Monroe Avenue
Pittsford, NY 14534
Phone: 585.383.6806
Fax: 585.383.6800
info@veramark.com
www.veramark.com
www.call-accounting-solutions.com

