

eLearning Class Outline

VeraSMART 9.x Call Accounting: Reporting +

Lesson 1: The Organization

- a) The importance keeping it up to date
- b) Maintaining your data
- c) How it affects reporting

Lesson 2: Setting Up Rating

- a) Trunks
- b) Trunk Groups
- c) Applying rating to trunk groups
- d) How it affects reporting

Lesson 3: Designing Reports

- a) Advanced Criteria
- b) What each report provides
- c) Use of wild cards

Lesson 4: Archives

- a) How do I create an archive?
- b) How do I restore an archive?
- c) How do I report on an archive?

Lesson 5: Recurring Charges

- a) What are recurring charges?
- b) How do I use it?

Lesson 6: EZ-Burst[®]

- a) What is it?
- b) How does it work (with reporting)?
- c) How do we set each of them up?

Lesson 7: MySMART

- a) What is it?
- b) What is the value of using MYSMART?