

# Best Practices in Call Accounting with VeraSMART

## *Class Outline*

### **1. Getting started with VeraSMART**

- General Introduction
- Call Accounting
- Navigating the Page
- Using Favorites
- Accessing Help

### **2. Organization Structure**

- Organizational Structure Overview
- Locations
- Populating / Loading
- Maintaining the Accuracy of your Organization
- Login Accounts – How to Create and Maintain Them

### **3. Call Collection**

- Record Collection Process Overview
- Call Collection
- Using Collection Schedules
- CDR Sources
- Verifying Call Collection
- Connectivity (how does the PBX send call records)
- Serial (direct connect, modem, network),
- Over IP (RSP - Avaya, FTP-Cisco)
- Other (IP Office)

### **4. Call Processing**

- Call Types
- Rate Plans
- Trunks
- Rules

### **5. Other Charges (Charge Allocation)**

- Billing Periods
- Charge Codes
- Finding Charges
- Reporting on Charges



## 6. Reporting

- Types
- Uses and Applications
- Entering Report Criteria
- Dashboards

## 7. System Checkup

- Global Settings
- Basic System Management
- System Alerts
- Call Alerts
- Optimizing your VeraSMART Environment
- Backup Strategies
- Archiving
- Trouble Shooting

## How to Order

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