

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

- Visit our [Customer Portal](#) (login required), select "VMU eLearning" Menu Tab, Click on "Buy Now"
- If you prefer to have someone contact you, please complete our [contact form >](#)

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