

WHITE PAPER

Top 5 VeraSMART Call Accounting Reports



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Introduction

Calero's VeraSMART® Call Accounting software includes a wide range of analysis and reporting features, including on-screen dashboards to monitor key data trends, list views, the new InSight Analytics data discovery module, and a rich library of standard reports. All of these tools combine to help Telecom/Unified Communications (UC) Managers make sense of their data, answer in-house inquiries quickly and efficiently, and optimize their telecom networks.

VeraSMART users appreciate how the standard report engine can sift through thousands, even millions, of call records with remarkable speed. But not everyone utilizes the full depth and versatility of the standard reports library, which includes over 30 templates designed to answer virtually any question about telecom network usage.

From that list of over 30 templates, here's an overview of the 5 call accounting reports that our internal VeraSMART experts find most valuable:

- Telecom Manager's Report
- Call Search Report
- Assigned Charges by Organization
- Frequently Called Numbers
- Invoice View for Wireless Call Accounting

1. The Telecom Manager's Report

| Call Direction | Total Calls | Total Duration | Total Cost |
|----------------|-------------|----------------|-------------|
| INCOMING | 6,867 | 1,719:01:00 | \$0.00 |
| INTERNAL | 2,045 | 514:20:32 | \$0.00 |
| OUTGOING | 9,684 | 2,411:47:00 | \$55,869.58 |
| TANDEM | 993 | 253:22:52 | \$6,215.18 |

| Total Unanswered Calls |
|------------------------|
| 999 |

| Five most expensive calls | | | | | | |
|---------------------------|----------|-----------------|-----------------|------------------|----------------|--------------------|
| Cost | Duration | Cost per Minute | Dialed Number | Call Destination | Extension Used | Personnel Name |
| \$122.70 | 0:29:41 | \$4.14 | 011-39554238903 | ITALY/SAN MARINO | 114 | [Unassigned] |
| \$122.70 | 0:29:19 | \$4.14 | 011-39554238903 | ITALY/SAN MARINO | 1144 | Macpherson, Sean |
| \$122.70 | 0:29:41 | \$4.14 | 011-39554238903 | ITALY/SAN MARINO | 1498 | [Direct to: CC018] |
| \$118.61 | 0:28:07 | \$2.04 | 011-39554238903 | ITALY/SAN MARINO | 138 | [Unassigned] |
| \$118.61 | 0:28:04 | \$2.04 | 011-39554238903 | ITALY/SAN MARINO | 1405 | Tech1 1405 |

| Five longest calls | | | | | | |
|--------------------|--------|-----------------|----------------|------------------|----------------|-----------------|
| Duration | Cost | Cost per Minute | Dialed Number | Call Destination | Extension Used | Personnel Name |
| 0:30:00 | \$1.20 | \$0.04 | 1-916-486-0900 | SACRMNTO N, CA | 125 | [Unassigned] |
| 0:30:00 | \$0.00 | \$0.00 | 1-709-454-6600 | ST ANTHONY, NF | 1494 | Howell, Mike D. |
| 0:30:00 | \$0.75 | \$0.03 | 987-0234 | ROCHESTER, NY | 1137 | Marten, Floyd |
| 0:30:00 | \$0.00 | \$0.00 | 334-8712 | HENRIETTA, NY | 1041 | Peters, Melissa |
| 0:30:00 | \$0.00 | \$0.00 | 383-6816 | E ROCHSTER, NY | 1075 | Perez, Hernando |

| Trunks that had no activity |
|-----------------------------|
| |

| Oldest call record |
|-----------------------|
| 9/18/2015 12:00:52 AM |

The Telecom Manager's Report, a multi-faceted exception report, provides summary information on system status, exceptional calls and other conditions that may require a telecom manager's attention. The main HTML page provides a list of call detail record (CDR) sources requested, with links to detailed pages. The detailed pages include the following sections for each CDR source:

- Summaries (count, duration, and cost) for incoming, internal, outgoing, and tandem calls
- Number of unanswered calls
- Details on the five most expensive and longest calls
- List of trunks without activity, if any
- Date of the oldest call record

You can choose the date range and trunk group, and which extensions to exclude. Other reports covering trunk usage, expensive calls, longest calls, and ring analysis can be employed to provide extensive detail for a deeper dive into any of these important telecom areas.

The Telecom Manager's Report provides summary information on system status, exceptional calls and other conditions that Telecom Managers need to know.

2. The Call Search Report

The Call Search Report provides detailed information on call type, duration, cost, CDR source, and much more.

| <u>Start Date/Time</u> | <u>Duration</u> | <u>Extension Used</u> | <u>Reported Dialed/CLI Number</u> | <u>Call Destination</u> | <u>Call Type</u> | <u>Trunk</u> | <u>Cost</u> |
|------------------------|-----------------|-----------------------|-----------------------------------|-------------------------|------------------|--------------|-------------|
| 4/5/2007 7:01:45 PM | 0:06:57 | 1035 | 1-916-486-0900 | SACRMNTO N, CA | National | 150 | \$0.28 |
| 4/5/2007 7:02:18 PM | 0:10:42 | 4288 | 205-0214 | HOUSTON, TX | Incoming | 410 | \$0.00 |
| 4/5/2007 7:02:18 PM | 0:04:05 | 5068 | 394-6572 | KEYS, FL | Local | 526 | \$0.12 |

The Call Search Report helps you find “the needle in the call haystack.” For example, when your Human Resources Manager requests a record of all call activity from a particular extension or employee, this VeraSMART report will quickly provide the needed information.

The Call Search Report provides detailed information on call activity conforming to a wide range of selection criteria: time frame, assignment (of extension used), call type, cost, duration, dialed / CLI numbers, extension used, CDR source, and more.

It’s a versatile tool that can be used to pinpoint details in problem areas discovered by other reports, such as:

- Unanswered calls
- Directory Assistance calls
- International call activity
- After hours calls – misuse of long distance
- Reports 911 calls within date range selected

Calls to or from specific numbers, directory assistance calls, excessive calling, and other activity can be detected automatically and trigger email alerts.

Threatening or offensive calls can be traced back to the caller and addressed through appropriate authorities.

3. Assigned Charges by Organization Report

Sample Report Sections (Source Type = Call Accounting/Internal)

View: Summary Overview Call Types

Summary

| Call Accounting | | | | | Totals |
|-----------------|-----------------|-------------|---------------------|-----------------------|-----------------|
| Cost Center | Department Name | Total Calls | Total Call Duration | Average Cost Per Call | Total Call Cost |
| CC001 | Sales | 42 | 10:47:12 | \$2.71 | \$113.72 |
| | | | | | MAR 2012 |
| | | | | | \$113.72 |

Cost Center Name: CC001

View: Summary Overview Call Types

Summary

| Call Accounting | | | | Totals |
|-----------------|-------------|---------------------|-----------------------|-----------------|
| Personnel | Total Calls | Total Call Duration | Average Cost Per Call | Total Call Cost |
| [NONE] | 1 | 0:20:00 | \$10.00 | \$10.00 |
| Anton, Marissa | 10 | 0:80:00 | \$0.40 | \$4.00 |
| | | | | MAR 2012 |
| | | | | \$4.00 |

Cost Center Name: CC001 Personnel Name: Anton, Marissa

View: Overview Charges Call Accounting Call Detail Call Types

PBX Call Detail

| Start date/Time | Extension Used | Duration | Dialed/CLI Number | Call Destination | Call Type | Cost |
|---------------------|----------------|----------|-------------------|------------------|---------------|--------|
| 1/3/2012 9:21:15 AM | 6846 | | 1-203-577-9856 | WATERBURY, CT | Long Distance | \$0.40 |

The Assigned Charges by Organization Report includes three interactive viewing choices: summary, overview, and call types.

The Assigned Charges by Organization Report provides an internal bill at the Cost Center (or higher) level for calls and other charges incurred on any open, closed, or pending periods. The report is highly configurable for its contents and level of detail. Its output is also available for EZ Burst and Personnel EZ Burst distribution.

The standard HTML report is organized into a series of interlinked “drilldown” pages, starting with the highest organization level selected, all the way down to the Personnel or inventory item level.

Each level will include interactive viewing choices: Summary, Overview, and Call Types:

- The Summary view includes total and average statistics of PBX calls for each Organization level, starting at the highest level selected for the report. It also provides total charges for the selected accounting period, prior accounting period, same period last year, and fiscal year to date. This view provides hyperlinks to the next Organization Level until it reaches either the Personnel or Inventory Item lowest level.
- The Overview provides grids for Totals (current and last period, same period last year, year-to-date), Call Records (PBX calls), Wireless (voice minutes, messages, data, and usage), and Internal Charges.

- The Call Types view includes the total and average statistics (number, duration and cost) for each type of wireline call (CANADA, IDDD, Incoming, InLATA1, InState, Internal, Local, and National).

If call and/or charge details are included, the Personnel or inventory item summary page drills down to a page with more viewing options: Overview, Charges, PBX Call Detail, Wireless Call Detail, Wireless Usage, Wireless Analysis, and Call Types.

4. Frequently Called Numbers Report

CDR Source: Rochester

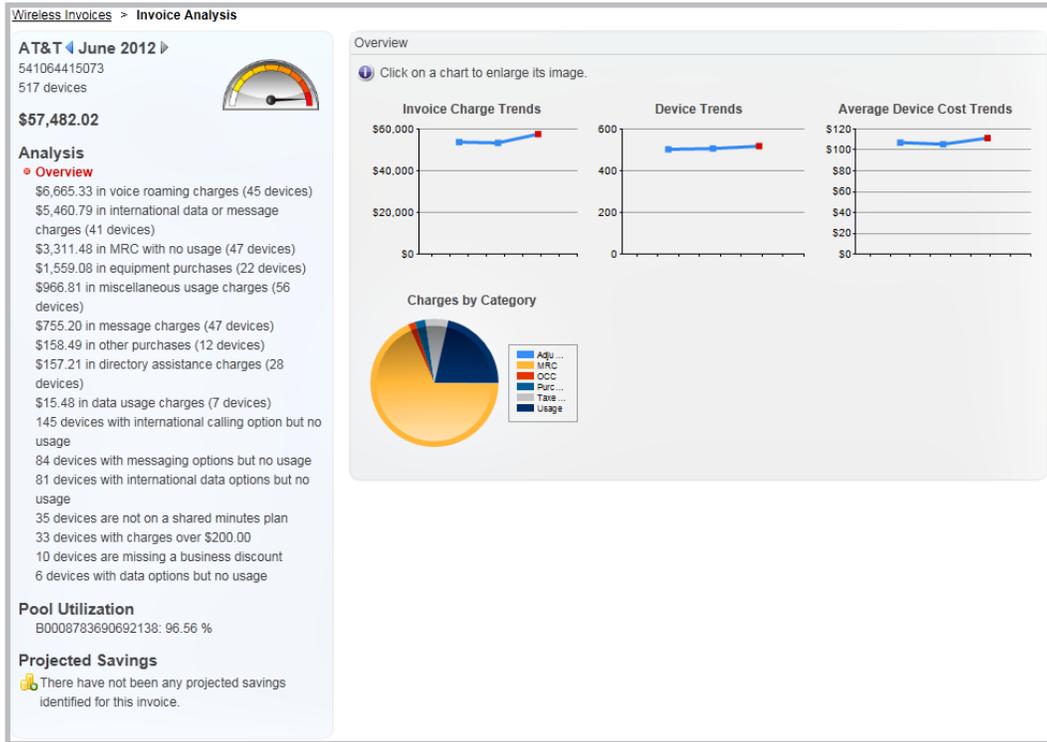
| Dialed Number | Call Destination | Total Calls | Total Duration | Average Duration Per Call | Total Cost | Average Cost Per Call | Average Cost Per Minute |
|---------------|------------------|-------------|----------------|---------------------------|------------|-----------------------|-------------------------|
| 1-374-5486 | NAPLES, NY | 245 | 60:26:13 | 0:14:48 | \$150.08 | \$0.61 | \$0.04 |
| 383-7382 | E ROCHESTER, NY | 433 | 108:28:36 | 0:15:02 | \$182.93 | \$0.42 | \$0.03 |
| 924-0214 | VICTOR, NY | 372 | 89:48:25 | 0:14:29 | \$153.12 | \$0.41 | \$0.03 |
| 739-4932 | ROCHESTER, NY | 241 | 59:10:53 | 0:14:44 | \$100.16 | \$0.42 | \$0.03 |
| Totals | | 5,688 | 1,422:50:27 | 0:15:01 | \$2,689.50 | \$0.47 | \$0.03 |

The Frequently Called Numbers report should help in choosing better calling plans, dedicated lines, and/or other telecom services.

Ever wonder what numbers your employees dial most frequently? The Frequently Called Numbers Report pinpoints the top 25 called locations by CDR source. It should help in choosing better calling plans, dedicated lines, and/or other telecom services based on actual needs. The main HTML page provides a list of CDR sources. Each CDR source, in turn, drills down to summary statistics for each of the top 25 numbers from each location.

You can also select the dates, trunk group, call type, organization level, and extensions and dialed numbers to exclude. Multinational systems will show all amounts converted to the system currency, as per the effective conversion rate for the charge.

5. The Wireless Invoice Analysis View



The Wireless Invoice Analysis view imports invoices for your wireless devices, analyzes findings, and identifies potential opportunities for savings.

Wireless service providers offer a variety of services and plans. Selecting the right options for your organization can be difficult, and making the wrong choices can be an expensive mistake. VeraSMART Wireless Call Accounting, available as an add-on to basic VeraSMART Wireline or as a standalone system, includes wireless invoice analysis, which eliminates the time spent manually reviewing wireless usage and device charge data for potential savings. Wireless invoices can be imported directly from the provider and automatically checked against configurable criteria to identify potential savings opportunities.

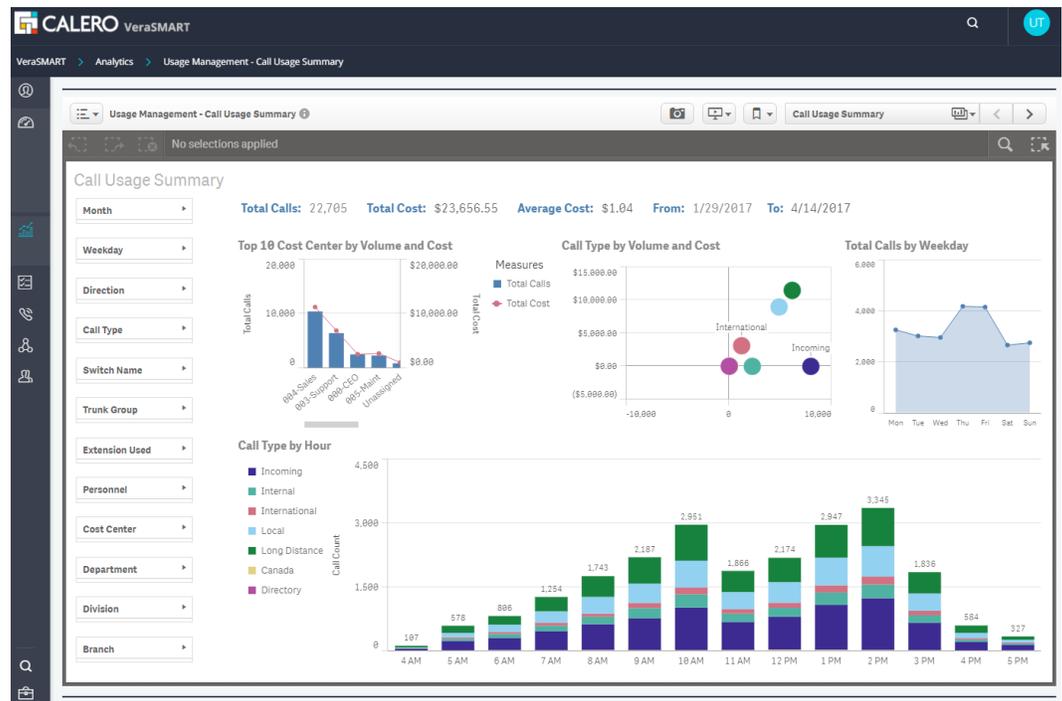
The Wireless Invoice Analysis view imports invoices for your wireless devices, analyzes findings, and if warranted, identifies potential opportunities for savings. Potential savings are calculated and presented in reports or dashboards.

Examples of automatic checks performed on every wireless invoice include:

- Overage charge for anytime minutes, data usage, or messaging
- Usage charge for voice, data, or message roaming
- Usage charge for directory assistance
- Device is not on a shared minutes plan
- Charges for equipment, insurance, or other purchase
- Missing business discount
- Device has no usage
- No data usage, but paying for a data option
- No messaging usage, but paying for a messaging option
- No international usage, but paying for an international device with total cost over threshold

Moving Beyond Reports with InSight Analytics

InSight Analytics lets Telecom/UC Managers deeply explore their call data in ways never before possible.



Release 11 of Calero’s VeraSMART Call Accounting software opens the door to an exciting new way of exploring and interacting with call data: the optional InSight Analytics data discovery and visualization tool. InSight Analytics lets Telecom/UC Managers deeply explore their call data in ways never before possible. It reveals connections instantly, and uncovers opportunities and risks from every angle – providing answers to questions they might never have thought to ask.

To put it simply, conventional call accounting reports do a great job of explaining WHAT happened. Now, InSight Analytics can explain WHY it happened and what to expect in the future.

Conclusion

These Top 5 VeraSMART Call Accounting reports can quickly provide Telecom/UC Managers with essential information about their telecom networks. But they are only 5 of over 30 different available reporting templates. VeraSMART offers a wide range of powerful, flexible reporting options that help managers combine, simplify and share landline, cellular, and other business data.

Calero's VeraSMART Call Accounting software – along with the InSight Analytics data discovery and visualization tool – is designed to help Telecom/UC Managers answer in-house inquiries quickly and efficiently, and derive the maximum value from their telecom networks.

Schedule a Demo | Learn More

To schedule an online demonstration or learn more about VeraSMART Call Accounting software, please call us at 585-383-6806 or email us at CallAccounting@Calero.com. We look forward to hearing from you!



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ABOUT CALERO

Calero Software is a leading provider of Communications Lifecycle Management solutions with a deep commitment to innovation and customer service. Calero's CLM Suite supports the full communications lifecycle (from procurement to payment) including software/services that aid Telecom Expense Management (TEM), Managed Mobility Services (MMS) and Usage Management. Calero has thousands of customers in the United States and more than 40 countries worldwide, including Fortune 1000 corporations, universities and government agencies. For more information, visit us at www.calero.com or www.call-accounting-solutions.com, or call 585.381.6000.

Sources

Calero VeraSMART CA-WCA 11.0 SP1 User Guide
Calero VeraSMART Call Accounting Sample Reports