Call Reporting & Business Productivity Dashboard

TARGET DISTRIBUTING
888.792.7463
WWW.TARGETD.COM

TriVium
Call Recording & Reporting

CallAnalyst™

CallAnalyst™ is an award-winning call accounting solution that enables businesses of all sizes to manage their telephone systems and related infrastructures more efficiently and cost effectively. The solution addresses the three main functional areas of voice communications management – Call Reporting, Billing and Trunk Analysis. CallAnalyst allows users to monitor and manage multiple phone systems whether they are TDM or IP-based in a networked environment.

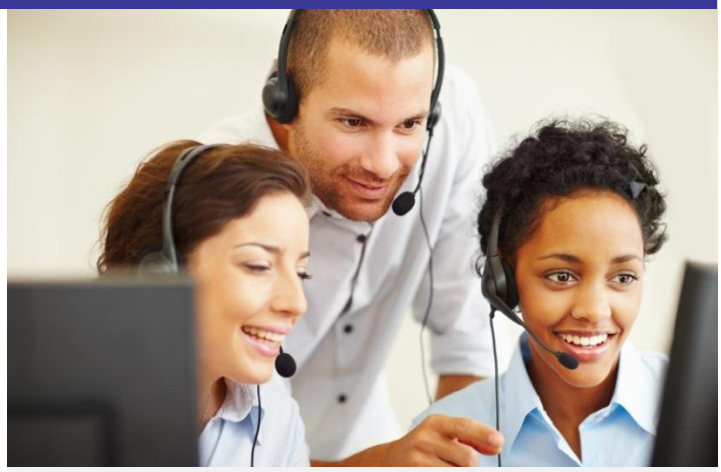
Call Accounting

The CallAnalyst call accounting system collects and processes Call Detail Records (CDR) to produce powerful historical drill-down reports to help manage costs and improve business productivity.

The call accounting engine provides:

- Summary Reports and Detailed reports
- Extension-level call details
- Department allocation of phone bills
- Trending and forecasting of trunk usage
- Trunk, tariff and traffic reports

The efficient and effective use of phone system resources, such as PBXs and key systems, helps businesses reduce costs and achieve faster ROIs. CallAnalyst provides the tools necessary to help businesses reach these goals and gain a clear picture of exactly how their phone system is being used.



Features

- Call Reporting
- Quality Monitoring
- Performance Management
- Call Costing
- Automate Bill-Back
- CallAlert! and Fraud Alert
- Traffic Analysis & Capacity Management
- Marketing Campaign Tracking
- Rate Tables
- Report Automation
- Network Ability
- Data Archival and Retrieval

Benefits

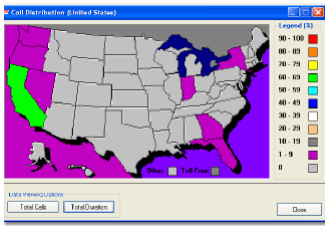
- Cut Costs
- Track Employee Productivity
- Increase Business Productivity
- Optimize Resources (Infrastructure and Staff)
- Optimize Marketing Budgets
- Enhance Security
- Improve Customer Service

CallAnalyst Modules

CallAnalyst™

Traffic Analysis

The Traffic Analysis module helps businesses understand trunk traffic to optimize trunk capacity. This tool also helps businesses forecast trunk capacity based on historic call volumes. The module provides quick ROI to businesses that are over trunked and paying monthly carrier bills for unused trunks. It also helps businesses ensure they are not under-trunked, resulting in customers getting a busy signal.



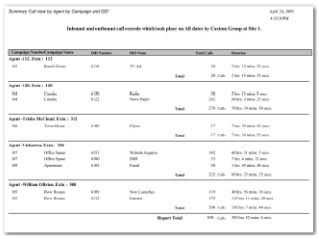
Campaign Manager

Campaign Manager helps businesses track and optimize advertising budgets using the DID/DNIS Manager. With this tool, businesses have the ability to associate advertised DID/DNIS numbers to specific campaign names in order to pull meaningful reports, thereby making overall marketing decision making easier.



Time Billing & Client Matters

The Time Billing & Client Matters module helps businesses bill customers back on the time spent on the phone. The tool also provides flexibility to associate multiple projects and cases to a client in order to provide a consolidated bill.

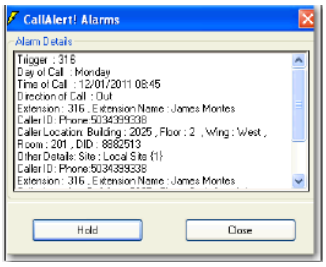


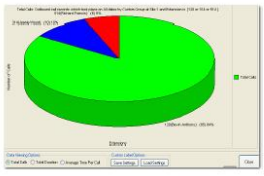
E9-1-1 Onsite Notifications & PS/ALI Database

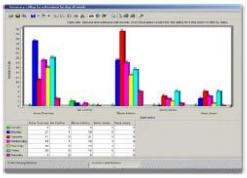
CallAnalyst provides an interface for IT managers to manage the Automatic Location Identification (ALI) database in NENA format that is widely accepted by the PSAPs. Call Analyst also provides real-time* onsite notification of 9-1-1 calls with the detailed location information of the caller.

Alerts and Real-Time* Notifications

The Alerts and Real-Time Notifications application allows email/screen pops/pager notifications based on various calling patterns. This functionality helps organizations and businesses provide quicker emergency response times, enhance their security and prevent fraud and abuse.







Platform Compatibility

CallAnalyst is compatible with most phone systems available in the marketplace. It is certified and recommended by major PBX manufacturers.

Customers

- Schools and Universities
- Public Safety
- Government Offices
- Call Centers
- Hospitals and Clinics
- Financial Institutions
- Insurance Firms
- Retail Stores
- Auto Dealerships
- Hotels
- Attorneys
- Assisted Living
- Multi-tenant Properties
- Collection Agencies

About TriVium Systems, Inc.

Established in 1996, TriVium Systems, Inc. is a leading provider of call recording and reporting solutions for all sizes and types of businesses.

The Company's enterprise-grade solutions are affordably priced and help businesses cut costs, increase productivity, improve quality and enhance security. These solutions provide access and insight into business data that help managers coach and train employees while strategizing and optimizing their bottom line.

Visit: www.triviumsys.com

**Applies to specific PBXs – please contact your TriVium Systems representative for a complete list.*

TriVium
Call Recording & Reporting

1865 NW 169th Place, Suite 210
Beaverton, OR 97006
www.triviumsys.com

Request a Demo

To schedule a demonstration of CallAnalyst, contact us:
Tel: (503) 352-3924
Email: marketing@triviumsys.com

© Copyright 2011, TriVium Systems, Inc. All Rights Reserved.