



TELESOFT LABS
Empowered by Technology

Telesuite Call Audit – Call Accounting System

Company Profile



Telesoft Labs (TSL) is an IT product and solution company with inherent strengths in design and development of computer telephony solutions, IP solutions, system integration modules.

Head quartered in Bangalore the IT capital of India, Telesoft Labs comprises seasoned management team and a technical team skilled in cutting edge technologies, business analysis, system integration and sound implementation techniques.

Our goal is to utilize the existing IT infrastructure to provide cost effective information technology, telecom and business solutions.

We work with original equipment manufacturers, system integrators and new generation technology companies to accelerate introduction of new products and solution to capitalize on emerging opportunities.

Our solution focus on refining communication processes through customer facing communications such as call management, fax transmissions, audio conferencing, call recording, VOIP and other computer telephony applications and emphasize on utilizing all IT resources to the optimum to enhance the entire enterprise's operation.



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Product Overview....



Call accounting is a must for managing today's business. More and more of business is done over the phone. Keeping track of all in-bound and out-bound call activity can dramatically improve your business. *Telesuite Call Audit* is the call accounting software from the house of Telesoft Labs. From keeping track of telephone abuse, sales calls, collections calls and customer service calls, *Call Audit* improve your business bottom line.

Telesuite Call Audit is a windows based call accounting system that collects, analyzes and reports on the calling activities. It produces various reports which enable you in analyzing calls and process call data for telephone accounting and management. It is an easy-to-use business productivity and management tool which can be integrated with any telephone system that provides SMDR/CDR (Call Detail Record) information, helping you make valuable use of data already available to you through your phone system. It also stores the call record information generated by your phone system and lets you recall it in your choice of report formats, providing you with important information to help you manage your business effectively.



Product Overview



Telesuite Call Audit lets you choose from variety of reports. The menus gives you the flexibility of selecting criteria for each report to provide the specific information you need.

The most frequently requested reports include:

- ★ Longest calls by extension
- ★ Most expensive calls by extension
- ★ Most frequently dialed numbers
- ★ General summary reports
- ★ Account code reports for project billing
- ★ Departmental reports
- ★ Trunk utilization
- ★ Area code reports
- ★ Caller ID reporting
- ★ Internal call reporting
- ★ Extension wise reporting
- ★ Date wise reporting
- ★ Incoming call report

Telesuite Call Audit produces reports on demand or on an automated schedule determined by you. All reports can be viewed on your computer's screen, printed, saved to your hard drive, e-mailed or viewed on the Web.



Features of Telesuite Call Audit



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Few of the highlighted features of our *Telesuite Call Audit* are:

- ★ Internal call report and incoming call report *
- ★ Programmable database for call tariffs
- ★ Integration with multiple service providers call tariffs based on the channels
- ★ Billing group classification, cost and profit report, PMS integration, extension pairing report (to charge higher tariffs in case of hospitality vertical)
- ★ Inter state local code programming
- ★ Call exception programming
- ★ Call destination and service provider name display
- ★ Other regular reports like extension wise call report, date wise., trunk wise etc.
- ★ Report emailing to the administrator and to the user
- ★ Call costing alert **
- ★ Call costing based on log-in account *
- ★ Web interface for monitoring and programming and many more

* Optional and depends on the CDR\CTI data.

**Optional and phone system has to allow third party to change COS



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Advantages and Benefits of Telesuite Call Audit...



For most businesses, telephone costs are the largest expense after payroll. What's more, 1/5th of the average business' phone calls are non-business related, resulting in lost productivity, lost revenue and higher business telephone expenses.

Telesuite Call Audit lets you analyze ALL of your telephone activities and use that analysis to:

- ★ Control costs
- ★ Increase productivity
- ★ Better manage personnel
- ★ Generate revenue
- ★ Bring down recurring expenses
- ★ Allocate calls to various cost centers
- ★ Track advertising costs
- ★ Identify fraudulent use . . . and more.



Advantages and Benefits of Telesuite Call Audit



Telesuite Call Audit simply lets you know precisely where your telecommunication costs are being incurred. Once installed, your call accounting program retains important information about ALL incoming, outgoing, long distance and international calls including:

- Date and time of call
- Telephone number dialed
- City and State of the number dialed

Professional organisations and other businesses count on call accounting to allocate the cost of calls to particular projects, personal accounts or to generate a record of billable hours spent on the phone.

Telesuite Call Audit lets you choose exactly the information you need and deliver it to you in the most desired format.

You can depend on Telesoft Labs (TSL):

Since inception TSL has offered premiere computer telephony products and solutions. Our commitment has brought us nation and worldwide recognition as well as the appreciation from our esteemed clients. You can count on us to provide an exceptional product and to back it up with excellent service. We deliver every time with leading products and unparalleled customer support.



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Our other Products & Solutions

Telesuite Voice Messaging System with fax integration

Telesuite Call Recording System(Voice Logger)

Telesuite Audio Conference System

Telesuite Voice & SMS Broadcasting System

Telesuite Complaint Management System

Telesuite IVR System

Telesuite Fax Server Solution

Telesuite Call Center Solution

EnergySmart - Energy Management System

Product design and development.



Few of our reputed Customers



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