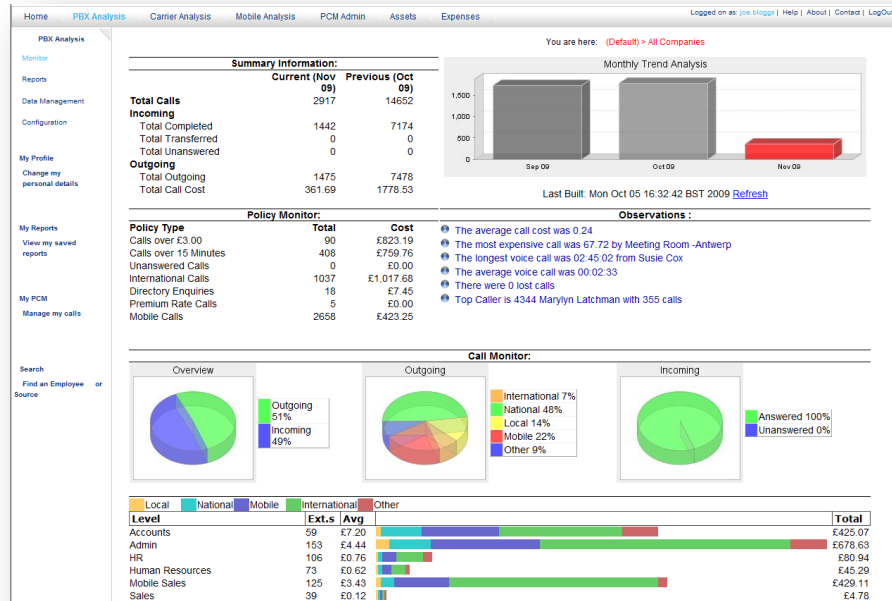


# Tollring Hosted Call Logging



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## What is Tollring Hosted Call Management?

- A module in Tollring Resource Manager
- Hosted Call Reporting
  - multiple telephone systems
  - across multiple sites
  - across multiple countries
- Shares the same inventory as Tollring Fixed Carrier and Mobile Manager
- Fully hosted SaaS based service
- Powerful telephone performance management

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## **A true business Intelligence utility that will help you:**

- Log every single call
- Apply policies
- Provide alerts and notifications of policy breaches
- Create Extension / cost centre invoices
- Report on all aspects of your telephone system
- Drive responsible use
- Automate carrier bill charging-on

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## What does Tollring Call Manager do?

- **Greater control** of mobile assets, users and expense
- **Better visualisation** of users/location in the Corporate hierarchy
- **Empowers** Budget Holders and Cost Centre Managers
- **Understand** where the money is being spent and by whom
- **Visibility** to inbound call traffic and your performance metrics
- **Effective** tools to help manage user policies
- **Automates** F&A monthly routines
- **Stop** abuse, ensure VAT Compliance
- **Save** money – Immediately & ongoing

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## How is it unique?

- Accessible to **all staff** including Line Managers & end users
- Fixed line Personal Call Management for **cost recovery**
- Comprehensive Inventory **and Asset** Management
- Re-rates - **Reinstatement of actual costs**
- Dashboard for **every** user
- Enhanced **access & reporting** for every user
- Multiple reporting outputs – CSV, HTML, Excel, PDF
- All reports can be tailored and **scheduled** to run automatically
- Unprecedented levels of **control**, reporting and analysis

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Home **PBX Analysis** Carrier Analysis Mobile A

**PBX Analysis**

Monitor

Reports

Data Management

Configuration

My Profile

Change my personal details

My Reports

View my saved reports

My PCM

Manage my calls

Search

Find an Employee or Source

Home **PBX Analysis** Carrier Analysis Mobile Analysis PCM Admin Assets Expenses

Logged on as: joe.bloggs | Help | About | Contact | LogOut

You are here: (Default) > All Companies

**Summary Information:**

	Current (Nov 09)	Previous (Oct 09)
<b>Total Calls</b>	2917	14652
<b>Incoming</b>		
Total Completed	1442	7174
Total Transferred	0	0
Total Unanswered	0	0
<b>Outgoing</b>		
Total Outgoing	1475	7478
Total Call Cost	361.69	1778.53

**Policy Monitor:**

Policy Type	Total	Cost
Calls over £3.00	90	£823.19
Calls over 15 Minutes	408	£759.76
Unanswered Calls	0	£0.00
International Calls	1037	£1,017.68
Directory Enquiries	18	£7.45
Premium Rate Calls	5	£0.00
Mobile Calls	2658	£423.25

**Monthly Trend Analysis**

Last Built: Mon Oct 05 16:32:42 BST 2009 [Refresh](#)

**Observations :**

- The average call cost was 0.24
- The most expensive call was 67.72 by Meeting Room -Antwerp
- The longest voice call was 02:45:02 from Susie Cox
- The average voice call was 00:02:33
- There were 0 lost calls
- Top Caller is 4344 Marylyn Latchman with 355 calls

**Call Monitor:**

Overview

Outgoing 51%  
Incoming 49%

Outgoing

International 7%  
National 48%  
Local 14%  
Mobile 22%  
Other 9%

Incoming

Answered 100%  
Unanswered 0%

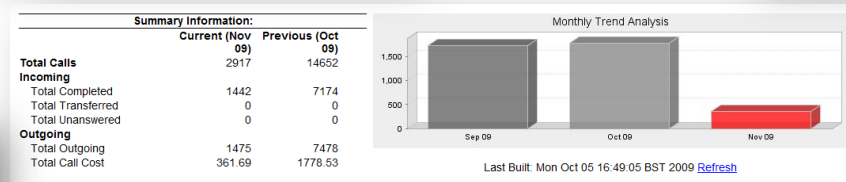
Level	Ext.s	Avg	Total
Accounts	59	£7.20	£425.07
Admin	153	£4.44	£678.63
HR	106	£0.76	£80.94
Human Resources	73	£0.62	£45.29
Mobile Sales	125	£3.43	£429.11
Sales	39	£0.12	£4.78

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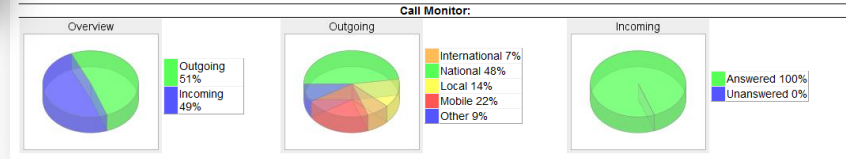
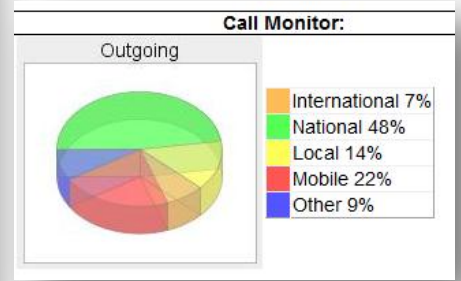
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Level	Category					Total
	Local	National	Mobile	International	Other	
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HR	106	£0.76				£80.94
Human Resources	73	£0.62				£45.29
Mobile Sales	125	£3.43				£429.11
Sales	39	£0.12				£4.78
Undefined	9	£12.75				£114.71

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The screenshot displays the T:LLRING PBX Analysis web application interface. The main navigation bar includes Home, PBX Analysis, Carrier Analysis, Mobile Analysis, PCM Admin, Assets, and Expenses. The left sidebar contains sections for PBX Analysis, Monitor, Reports, Data Management, Configuration, My Profile, My Reports, My PCM, and Search.

The main content area is titled "Please choose a report from the following categories:" and lists several report categories:

- Activity Reports**
  - Business Directory
  - Call Detail
  - Call Detail by Level
  - Chronological
  - Extension Call Summary
  - Call Summary by Level
  - Summary By Level
  - Summary By Time
- Performance Reports**
- Network Reports**
- Billing Reports**
- Comparison Reports**
- Directory Reports**
- Graphs**
- Tailored Reports**

The right sidebar shows a "Call Detail" section with options for Report Level, Report Period, and Extensions. The "Extensions" section includes radio buttons for "All Extensions", "Only Selected Extensions", and "Exclude Selected Extensions", along with a filter input and an "apply" button. Below this is a list of extensions with a search and filter interface.

The bottom section of the interface shows the "Outgoing Call Profile" configuration, including a tree view for "Report Level" (All Nodes, All Companies, Accounts, Admin, Business Development, Callcentre, Connectivity Engineers-HWE, Connectivity Project Managers / Co-ordinators-HWE, Consultancy, Contract Sales, Corporate) and a "Report Period" section with options for month/year, date range, today, yesterday, and call time between.

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## Key Benefits

- **Centralised** management – Company wide access
- **On-demand**, self-serve reports and analysis
- Quickly identify and **recover** misuse, abuse and waste
- Make end-users **accountable**
- VAT **Compliance** on personal use
- Deploy, manage and **enforce** user policies
- Simple dashboard view with **trend analysis**
- Powerful **reporting** for all aspects of the telecoms infrastructure
- Report **automation** through scheduling and email delivery
- Solution for end-users to pay for **personal calls**
- Increase awareness of expenditure **throughout** the business
- **Empower** cost centre managers and budget holders
- Accelerate the process of **identification** and recovery

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## Summary – 4 Key Areas of Benefit

- Ongoing cost reduction
  - awareness, policy enforcement and accountability
- Improve operational efficiency
  - Automate routine F&A reports
  - Joint ownership through centralised administration
  - Accessible via any internet browser
- Contribution to environmental policy and carbon footprint reduction
  - No impact on IT
  - ISO 14001 / Paperless environment
  - Hosted SaaS
- Corporate Responsibility
  - Auditable
  - Compliant
  - Accountable

**Maximum Awareness - Maximum Control - Minimum Effort**

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