

Comview Total Talk Call Accounting



Real savings that come from...

- Fewer personal calls and reduced average call duration
- Monitoring system efficiency, least cost routing and VoIP bandwidth utilization
- Knowing all trunks and gateways are operational
- Elimination of unused devices and ports
- Lowering costly directory assistance calls
- Improved employee productivity
- Real-time alerts

Comview does everything for you, including...

- Continually monitor all data collection
- Collect and validate all data in real-time
- Perform nightly backups and rate table updates
- Provide immediate web role-based access
- Provide free software upgrades and enhancements
- A host of additional features at no extra charge

And with Comview's managed service, you're always assured of...

- Low administration time and cost
- The highest reliability
- The most advanced technology
- Easy to access and use reporting
- Integrated platform so you can add services seamlessly over time
- Professional and knowledgeable staff always ready to help
- Responsive service and support
- Customization to fit the way you conduct business

Voice services have become more complex to manage.

Today's voice networks are a complex mix of Voice over IP (VoIP) and legacy systems. Built from disparate systems, they don't always work as one. Gathering information across the enterprise to gain control over expenses in a meaningful way can be challenging — especially for larger enterprises.

Reducing overall costs and gaining greater visibility remain a major challenge.

When you consider the cost, addressing it should be your top priority. While most Call Accounting systems give you the tools to manage these challenges, even the best system will not live up to its cost-saving potential if it doesn't serve up real-time information in a way that's meaningful to you and your company.

Save time and money with the market's most complete and easy to use solution.

You need a solution that is easy to use and manage, yet is powerful enough to leverage captured information and transform it into powerful management decisions. Comview's Total Talk Call Accounting saves you both money and time, increases employee productivity, provides valuable security information and keeps tabs on your entire communications infrastructure.

Enter data in real-time to assure all security requirements are met. Have instant access to 911 calls as well as harassment and threatening calls upon HR request.

With a suite of modules including...

- Reporting
- Business Intelligence and Network Utilization
- Human Resources (HR) Interface
- General Ledger (GL) Interface

Total Talk Call Accounting gives you the most complete solution available, day one.

Comview is rated highest for overall customer satisfaction for Telecom Expense Management based on our platform, completeness of offerings, ease of use, knowledgeable staff and superior service.

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Comview Ranked #1

for TEM customer satisfaction in the recent AOTMP State of the Industry Report. Visit comviewcorp.com to download the PDF.



CALL ACCOUNTING works seamlessly with all of our other **Total Talk** offerings, including: **Invoice Management, Wireless Management, Audit & Optimization, Asset Management, and Procurement.** Following is an example of a Comview **Call Accounting** online report.

Easy to Use Explore-Type Interface

Home Business Intelligence Query Expense Management Reporting Phone Book Asset Mgmt Corporate Structure Users Accounts Change History My Pa

Run Or View Reports

View Help Configure Saved Reports

DemoCustomer (Root)

- International
- North America
 - Albany HQ (Loc 0)
 - Accounting (Code: Accounting)
 - 000001Demo (Code: 000001Demo)
 - Carney, Lauri (Ext 5585)
 - Dennis, Kristy (Ext 6926)
 - 5585-a
 - 6926
 - 7917625391
 - WebEx
 - Hunt, Eleanor (Ext 5816)
 - Mcallister, Taryn (Ext 5865)
 - Merrill, Arline (Ext 5935)
 - Walsh, Iris (Ext 6635)

Reports available for Entire Customer DemoCustomer:

Asset Management Expense Mgmt International PBX - Detail PBX - Summary System Trunks

Reports that show summary information on PBX based calls

Report Name	Description
100 Most Active Extensions by Calls	100 Most Active Extensions by the Number of Calls
100 Most Active Extensions by Duration	100 Most Active Extensions by Total Duration
100 Most Freq Calls	100 Most Frequently dialed numbers
Area Code	Summary of calls sorted by area code
Call Type Summary	A summary of duration and cost by call type.
Client Code Summary	Summary of calls by client code
Cost Center Summary	A breakdown of costs by cost center with a percentage
Department Usage Summary 1	Departmental usage summary for database level 1
Department Usage Summary 2	Departmental usage summary for database level 2
Department Usage Summary 3	Departmental usage summary for database level 3

Call Accounting Trunk Group Summary Report

For Period 1/1/2011 To 1/31/2011

Location >> Trunk Group	12-5	6	7	8	9	10	11	12	1	2	3	4	5	6	7-12	Total
Albany HQ >> TG1 Verizon																
Total Calls	686	143	163	237	434	459	465	329	353	444	446	387	190	125	740	5601
Average Trunks in Use	2.51	2.75	3.18	7.65	13.78	16.83	16.23	12.23	14.22	15.82	14.22	14.22	6.73	2.95	2.64	
Min Trunks in Use	1	1	1	1	4	6	7	6	7	6	8	4	2	1	1	
Max Trunks in Use	7	5	8	14	18	22	22	17	21	21	18	20	12	6	7	

Comview Total Talk Management is the Most Comprehensive Integrated TEM Platform

With **Total Talk Management** you're assured of the market's most complete and easy to use solution. Total Talk lets you manage all telecom usage from one place. No more going from system to system. Invoice Management, Wireless Management, Audit & Optimization, Call Accounting, Asset Management and Procurement are all integrated into a single view.

- Instantly see any employee and all services they use
- Drill down to any device or view all usage across devices
- Know instantly what employees are spending across all services
- Easily locate anything in your organization from one screen
- Optimization reduces your spend across all services

