

# SmallTalk Call Accounting

## Big benefits for small and midsize businesses.

When it comes to telecom, you don't have to be a big business to have big bills—and big headaches. Comview's SmallTalk Call Accounting is the right-sized solution for small and midsized organizations (up to three locations and 400 extensions). With SmallTalk, you get all the benefits of an always state-of-the-art system without any of the management and maintenance headaches. And you get it all—including proven cost savings—at a price that fits your budget.

When the need arises, SmallTalk also makes it easy for you to seamlessly upgrade to our Total Talk Management product, which covers all voice and data usage from any device.

### WHAT WE DO

- Collect and validate all data daily
- Perform nightly backups and rate table updates
- Provide anytime Internet access
- Provide software upgrades and enhancements

### WHAT YOU GET

- The latest technology
- Very low administration costs
- High reliability
- Easy-to-access reports



### RELIABILITY: Daily data collection and processing.

Every day, our data center downloads and validates call data. Any data problems are immediately identified, reported and corrected. So you get guaranteed reliability—instead of finding out at month's end that your system wasn't collecting data.

### ACCESSIBILITY: Immediate Web-based access.

After processing, data is immediately posted to your file and made accessible via our secure Website. A standard Web browser puts all your information at your fingertips. With our real-time option, data is posted continuously throughout the day.

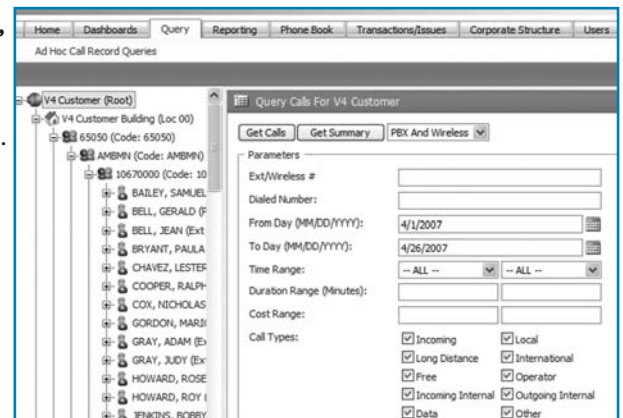
### CONVENIENCE: Internet-based reporting.

Using any standard Web browser, you can generate reports at any time, for any individual or group—or the entire organization. Available reports include: Detail and Summary Reports for all monitored devices, Chargeback, Network Utilization and Destination, Trending, Dashboards, an array of management reports (longest calls, most expensive calls, most active extensions, most frequently called numbers) and all exception reports. Custom queries let you create virtually any report.

### EASE OF USE: Full-featured, easy-to-learn application.

Search and email reports. Run queries. Cut and paste. Perform updates. The familiar, IE-type interface makes Comview Call Accounting software so easy to use, you'll be up and running in minutes. And because it's an AJAX (Asynchronous JavaScript + XML) style application,

Comview Call Accounting is as fast and responsive as a desktop program.



The familiar, Internet Explorer-style interface makes SmallTalk Call Accounting easy to learn and use.

### AFFORDABILITY AND MORE: Fully hosted solution.

SmallTalk Call Accounting is based on a traditional service bureau/ASP system. You purchase neither hardware nor software. The only on-site hardware is a small, solid-state call buffer. All other hardware and software reside at our data center. All maintenance and management is Comview's responsibility. With SmallTalk, there's no capital investment and upfront costs are lower. And low maintenance fees become a predictable part of your expense budget.



## A BUNCH MORE BENEFITS

In addition to the benefits already listed, here's a quick rundown of some of the additional advantages you'll enjoy with SmallTalk Call Accounting:

- Fewer personal calls
- Reduced average call duration
- Improved employee productivity
- Monitor telephone system efficiency, least cost routing and unauthorized Web usage via dial-up lines
- Manage and eliminate unused phones and PBX ports
- Manage expensive Directory Assistance calls
- Show if all trunks are operational

## And, at no extra charge...

Here's a list of features and services that other call accounting companies either charge extra for, or don't offer at all. With SmallTalk, you get them all free of charge.

### CDR PBX Format Changes

CDR output changes any time your PBX gets a software upgrade. That necessitates a programming change to read the output properly. Unlike our competitors, Comview does it—including any necessary data reprocessing—free of charge.

### Software Upgrades

Comview's software upgrades—full upgrades, not just maintenance releases—are free for as long as you remain on contract.

### Server Administration

Comview performs all SQL server database administration, nightly backups and archiving. We'll even provide hot-swap servers in the unlikely event of a hardware failure.

### Monthly V&H Table Updates

Others offer updates, but only Comview loads them for you. Like other system maintenance tasks, this is something that often gets overlooked.

**COMVIEW**  
TOTAL TALK MANAGEMENT

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