

## PhoneStat G4.5

### Call Accounting System for Analysis of Communication Data.

PhoneStat G4.5 is a Windows application for Call Accounting in small and medium enterprises of all branches with flexible scalability. In addition to the traditional Call Accounting, its allocation of call costs and charging, PhoneStat G4.5 is also able to provide data to analyse the communication traffic in enterprises.

PhoneStat G4.5 is a flexible controlling instrument supporting economical considerations by offering transparent user defined reports of communication traffic.

PhoneStat G4.5 is a software based solution which collects call data delivered by the PBX system and evaluates these data according to defined parameters. The software solution can easily be implemented in the current IT environment and will be installed on a standard PC.

A comfortable user interface offers easy to use evaluations on single site for multiple locations as well as in multi sites from different users.

### Basic Functions

#### Traditional Accounting

The analysis of communications data with PhoneStat G4.5 can be configured according to different criteria:

- User / extension line
- Organisation (department, cost centre etc.)
- Network access
- Projects
- PINs
- Extension numbers
- Tariff model

The screenshot displays the 'Report options' and 'Presentation options' sections of the PhoneStat G4.5 software. The 'Report options' section includes fields for 'Data source' (set to '<All>'), 'Period' (set to 'From data set'), 'from' (03.03.14), 'to' (07.03.14), 'Direction' (<All>), 'Business/Private' (<All>), 'Amount' (>= 0,00 EUR), 'Duration' (>= 00:00:00), 'Source' (<All>), 'Type' (<All>), 'Tariff model' (<All>), and 'Tariff zone' (<All>). The 'Presentation options' section includes 'Grouping' (Projektbezogen), 'Layout' (Detail), and 'Type' (Screen). A list of options is shown with checkboxes: Projects (checked), Subscriber (checked), Company, Ports, Pins, Tariff model, Tariff Zone, Data sources, Month, and Wochentag. Below the list are buttons for 'Start' and 'Consider report for automatic mode'.

Each analysis can be depicted as detail-, summary or graphic design (optionally with Prof / Web).

The following filters can be chosen:

- Timeframe (month / day / hour / minute)
- Direction (incoming / outgoing)
- Business or private call
- Amount or time barrier

#### Analysis Functions

PhoneStat G4.5 delivers data to analyse the communication traffic and a detailed overview of the communication capacity within the enterprise, as e.g.:

- Average waiting period for callers
- Utilisation of staff intraday
- Time of response
- Lost calls
- Peak load of hotline

graphical depiction possible

#### Variations in Price Settings

When charging customers, clients, projects or employees according to the usage of communications services different parameters can be applied:

- Basic price (e.g. per day / month)
- Extra charge per minute (call)

### User Administration

Different rights can be assigned to individual users or user groups to create reports according to their responsibilities.

- Reading
- Reading / writing

User rights can be activated unlimitedly via individual user name / password combination. Each log-in and -out gets administered in a log file.

### Data Protection

To guarantee data security and privacy, phone numbers respectively fractions may be faded out.

The user rights management of PhoneStat enables individual configuration of user groups. This way, detailed rights may be assigned (e.g. to accounting department) and password protected access is guaranteed.

### Tariff Tables

The basic software includes tariffs of numerous carriers. This enables calculations based on carrier prices. The tariff tables may be updated via web subscription. The tariff tables may be downloaded on our website or directly via application.

### Language Setting of User Interface

PhoneStat G4.5 offers a comfortable user prompting and supports different languages for usage in several countries. The language needs to be set during installation and may be adjusted for each individual work station.

The following languages are currently available:

- German
- English
- French
- Italian

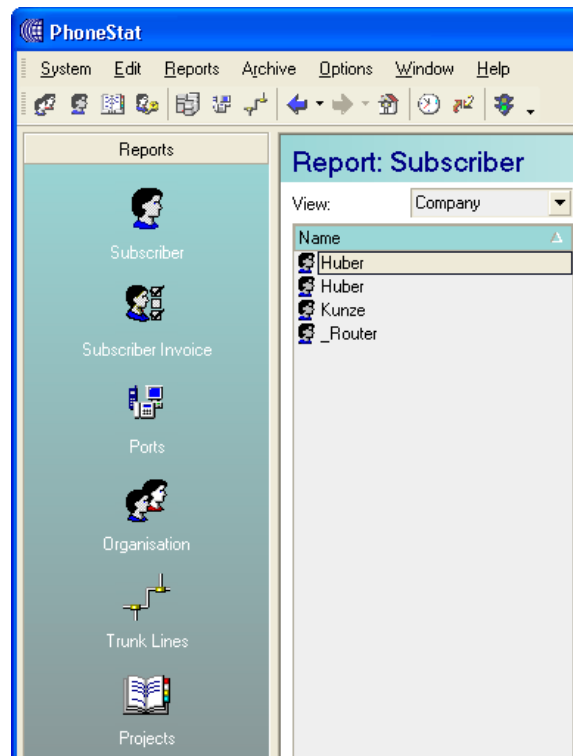
Additional languages may be implemented in cooperation with MSI.

The help files will be shown in the same language.

### User Interface

A drop-down menu ensures the easy-to-use functions, which can be adjusted by individual settings.

The clearly structured user interface also provides a Quick Access Toolbar.



### System Enhancements

PhoneStat G4.5 can be extended flexibly according to the capacity of the telephony system and the number of users via additional licenses. Therefore different packages with 10, 25, 50, 100 and 500 extension lines are available.

For larger stages of expansion, reports on complete networks, data exchange with management systems, SEPA export and import from HiPath Manager we recommend **TeleData Pro**.

**Enhancement Prof / Web / Client-Server**

Due to this enhancement PhoneStat G4.5 becomes even more comfortable and efficient.

The report generator creates the scheduled predefined reports (e.g. monthly) and offers these automatically to the user.

- **Setting of reports** according to individual requests of the user
- **Predefined reports** are visible via Internet
- **Layout** can be defined by the user and is storable in the individual account
- **Time intervals** for the automatic analysis may be defined (e.g. monthly)
- **Mail-delivery** of analysis as an easy to manage allocation of reports
- **5 levels** may be implemented to illustrate complex organisational structures
- **Output formats** e.g. in XML-data

The customised reports are delivered automatically to the individual user via e-mail or filed as a HTML / XML document for further processing.

The required number of Prof / Web / Client-Server licenses is limited by the capacity of extension lines in the PBX system.

Analysis of communication data for multiple workstations is activated with the Client-Server license. The access to data source and options of analysis is provided by SQL server.

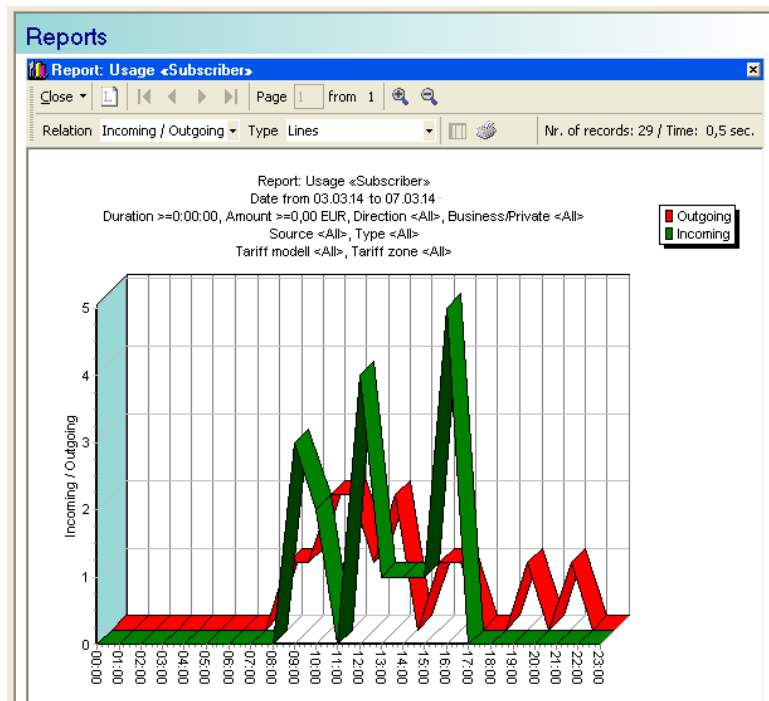
**Graphical representation of data analysis:**

Example of analysis via tabulation:

The screenshot shows a report window with the following data:

Source port	Start	Duration	Target port	VAT	Amount	Project	Private	Business	Incoming	Outgoing	Tariff	
<b>Appartment 5</b>												
<b>Port 1902</b>												
<b>01.07.14</b>												
1905	01.07.14 00:00		1 x OS20	8,00%	53,00 EUR							
1905	01.07.14 10:39	0:56	0797348727	8,00%	0,37 EUR						+ 4_WTCE	
1905	01.07.14 10:57	5:01	0796060531	8,00%	1,48 EUR						+ 4_WTCE	
1905	01.07.14 12:16	7:20	0798723443	8,00%	2,22 EUR						+ 4_WTCE	
1905	01.07.14 12:48	0:20	0218034462	8,00%	0,08 EUR						+ 2_WTCE	
Sum net:					13,37	57,15 EUR			0	4	0	4
VAT (8,00 %):					13,37	4,57 EUR			0	4	0	4
Sum:					13,37	61,73 EUR			0	4	0	4
<b>12.07.14</b>												
1905	12.07.14 10:19	14:29	0793552722	8,00%	4,17 EUR						+ 4_WTCE	
1905	12.07.14 10:41	5:41	0033147959732	8,00%	0,56 EUR						+ 3_WTCE	
1905	12.07.14 10:53	0:01	0218034462	8,00%	0,08 EUR						+ 2_WTCE	
1905	12.07.14 11:28	6:48	0798723443	8,00%	2,04 EUR						+ 4_WTCE	
Sum net:					26,53	6,88 EUR			0	4	0	4
VAT (8,00 %):					26,53	0,55 EUR			0	4	0	4
Sum:					26,53	7,41 EUR			0	4	0	4
<b>13.07.14</b>												
1905	13.07.14 10:03	8:35	0218047826	8,00%	0,56 EUR						+ 2_WTCE	
1905	13.07.14 11:15	0:14	0218034462	8,00%	0,09 EUR						+ 2_WTCE	
1905	13.07.14 11:16	2:37	0792193137	8,00%	0,83 EUR						+ 4_WTCE	
1905	13.07.14 11:24	24:54	0796060531	8,00%	7,22 EUR						+ 4_WTCE	

Example of communication load:



## Technical Data

### PBX System Requirements

PhoneStat G4.5 is approved for PBX systems of multiple vendors with data transfer via LAN interface. The scope of service may vary depending on the PBX system

### PBX Systems Approved for Connectivity via LAN-Interface

- Alcatel-Lucent
- Avaya
- Cisco
- Mitel
- Panasonic
- Swyx
- Unify

See also:

[www.msi-telesolutions.com/en/caconnect.php](http://www.msi-telesolutions.com/en/caconnect.php)

### Server Requirements

- Virtual machine with VMware or MS Hyper-V
- Software protection dongle has to be available at guest system

or

- Server  $\geq 2$  GHz //  $\geq 4$  GB
- Network card, one free USB-port
- Screen resolution 1024 x 768 / 16 Bit

### Software Operating Options

- In LAN with client-server operation
- In WAN with remote access

### Operating Systems

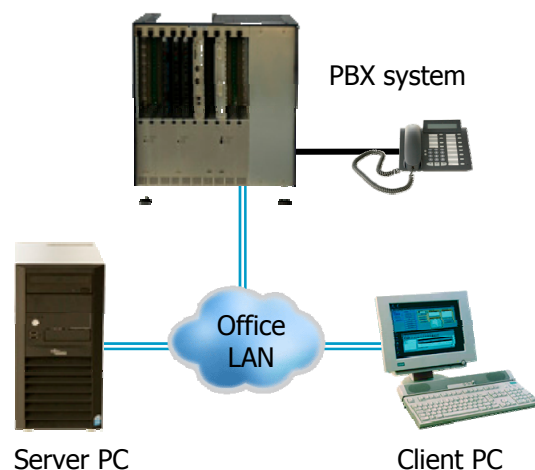
- MS Windows 7 Professional
- MS Windows 8 Pro
- MS Windows 10 Pro
- MS Windows Server 2008
- MS Windows Server 2012

To learn more, visit our website

[www.msi-telesolutions.com](http://www.msi-telesolutions.com).

Or you simply give us a call. We would be happy to advise you.

## Configuration



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