TeleData Office G4.5

Call Accounting System for Analysis of Communications Data.

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

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

TeleData Office G4.5 is a software based solution which collects all 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 communication data with TeleData Office 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

Each analysis can be depicted as detail-, summary or graphic design (optional 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

TeleData Office G4.5 delivers data to analyse the communication traffic and gives 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

■ Maximum of hotline stressing

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 is 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 TeleData Office G4.5 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 or directly via application. The tariff tables may be downloaded on our website or directly via application.

Language Setting of User Interface

TeleData Office G4.5 offers a comfortable user interface 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:
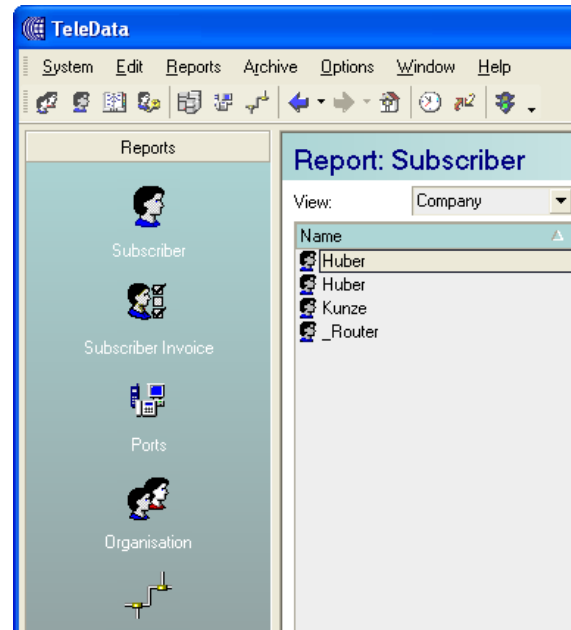
- German
- English
- French
- Italian

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 arranged interface also provides a quick access toolbar.

System Enhancements

TeleData Office 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

TeleData Office G4.5 becomes even more comfortable and efficient with these enhancements.

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 automatical analysis may be defined (e.g. monthly)

- **Mail-delivery** of analysis as an easy to manage allocation of reports

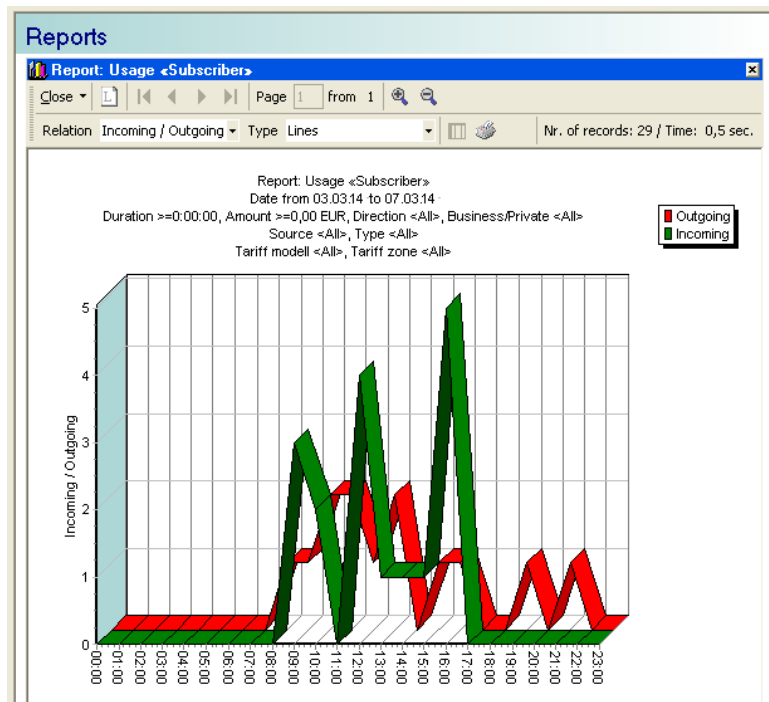- **5 levels** may be implemented to illustrate complex organisational structures

- **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 number of necessary Prof / Web / Client-Server licenses depends on the number of extensions in the PBX system.

Analysis of communication data of multiple workplaces in the network 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:

Analysis of communication load:

Technical Data

PBX System Requirements

TeleData Office 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

Server Requirements for Software Installation of TeleData Office G4.5

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

or

- Server ≥ 2 GHz // ≥ 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
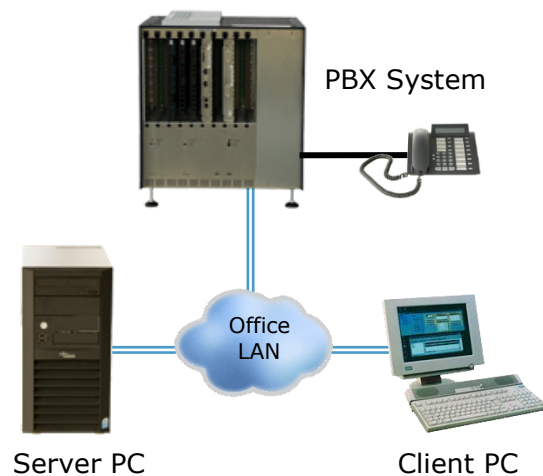
Operating Systems

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

Configuration

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