

TeleData Pro G4.5

Call Accounting- and Analysing System for Large Systems and Networks.

TeleData Pro G4.5 is call accounting for enterprises with more than 200 participants. It is fully scalable, offers central analysis and facilitates distributed networked systems from multiple manufacturers.

In addition to the traditional Call Accounting, its allocation of call costs and charging, TeleData Pro G4.5 is also able to provide data to analyse the communication traffic in enterprises.

The software based solution collects all call data delivered by the PBX system and evaluates these data according to defined parameters.

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

The Windows application will be installed on a standard PC and can easily be implemented in the current IT environment.

With its comfortable user interface TeleData Pro G4.5 offers easy to use evaluations for single or multiple users.

Basic Functions

Traditional Accounting

The analysis of communication data with TeleData Pro 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 software. The 'Report options' section includes fields for Data source (set to '<All>'), Period (set to 'From data set'), from/to dates (03.03.14 to 07.03.14), Direction (<All>), Business/Private (<All>), Amount (>= 0,00 EUR), Source (<All>), Duration (>= 00:00:00), Type (<All>), Tariff model (<All>), and Tariff zone (<All>). The 'Presentation options' section includes a 'Grouping' dropdown set to 'Projektbezogen', a 'Layout' dropdown set to 'Detail', and a 'Type' dropdown set to 'Screen'. A list of checkboxes on the left allows for selecting various data categories for grouping, with 'Projects' and 'Subscriber' checked. At the bottom, there are 'Start' and 'Consider report for automatic mode' buttons.

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

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

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

Graphical depiction possible

Variations in Price Settings

When charging customers, clients, projects or employees according to the usage of communication 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 Pro 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 Pro 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:

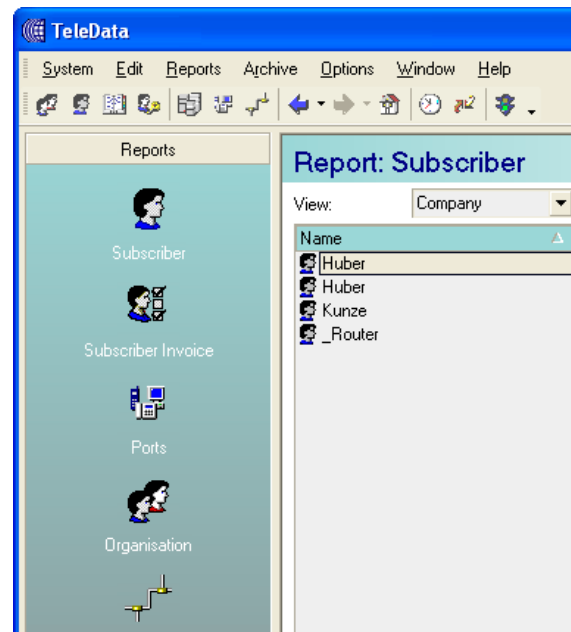
- German
- English
- French
- Italian
- Russian

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.

Prof / Web Functions

TeleData Pro G4.5 offers comfortable and efficient functions. The report generator creates 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.

Graphical representation of data analysis:

Optional Enhancements

Example of analysis via tabulation:

Report: «Contacts»
 Date from 01.07.14 to 31.07.14
 Duration >=0:00:00, Amount >0,00 EUR, Direction «All», Business/Private «All»
 Source «All», Type «All»
 Tariff model «All», Tariff zone «All»
 Apartment 5
 Port 1902
 01.07.14

Source port	Start	Duration	Target port	VAT	Amount	Project	Private	Business	Incoming	Outgoing	Tariff	
1905	01.07.14 00:00	1 x OS20		8,00%	53,00 EUR							
1905	01.07.14 10:39	0:56	0797346727	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	0796723443	8,00%	2,22 EUR				+		+ 4_WTCE	
1905	01.07.14 12:48	0:20	0218034462	8,00%	0,09 EUR				+		+ 2_WTCE	
Sum net:					13,37	57,16 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
12.07.14												
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%	0,58 EUR				+		+ 3_WTCE	
1905	12.07.14 10:53	0:01	0218034462	8,00%	0,09 EUR				+		+ 2_WTCE	
1905	12.07.14 11:28	6:48	0796723443	8,00%	2,04 EUR				+		+ 4_WTCE	
Sum net:					26,59	6,86 EUR			0	4	0	4
VAT (8,00 %):					26,59	0,55 EUR			0	4	0	4
Sum:					26,59	7,41 EUR			0	4	0	4
13.07.14												
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	

System Enhancements (with Prof/Web)

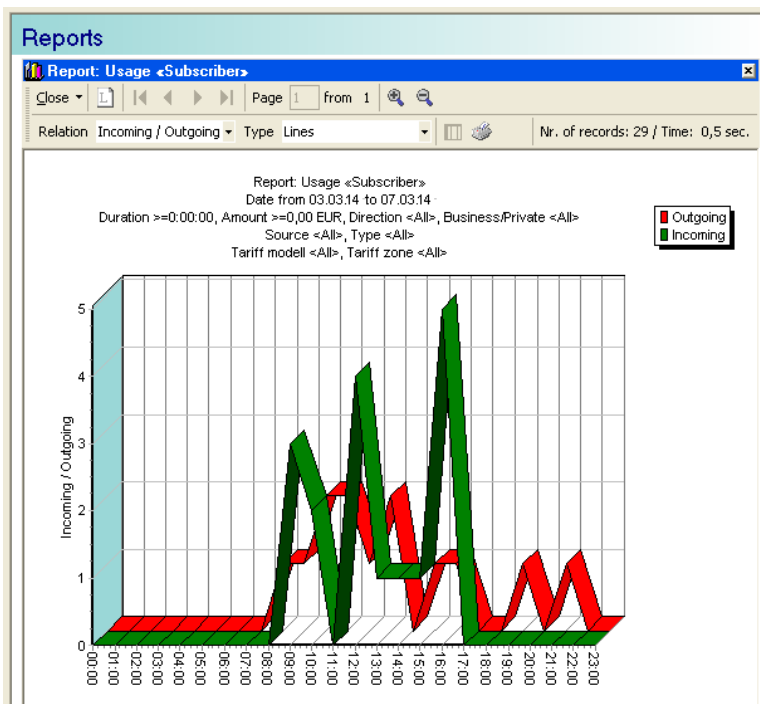
TeleData Pro G4.5 can be extended flexibly according to the capacity of the telephony system and the number of users via additional licenses. Therefore different packages with 50, 100 and 500 extension lines are available.

Enhancement Client-Server

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.

Analysis of communication load:



SEPA Data Exchange

This enhancement is required in order to create export files for SEPA payments.

This way the data are prepared for a comfortable automatic debit transfer, e.g. for monthly fees for telephone and internet use.

HiPath Manager for Data Transfer

In Installations with HiPath 4000 Systems, the organisational structure is reproduced in HiPath Manager. In order to update extensions in TeleData Pro G4.5, data transfer from HiPath Manager can be automated.

Technical Data

PBX System Requirements

PhoneStatG4 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 Pro G4.5

- Virtual machine with VMware or MS Hyper-V
- Software Protection 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

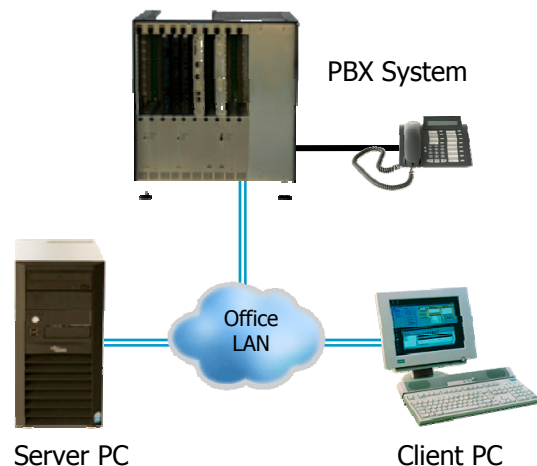
- MS Windows 7 Professional
- MS Windows 8 Pro
- MS Windows 10 Pro
- MS Windows Server 2008
- MS Windows Server 2012

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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