



## Feature & Benefit Analysis, Version 5.4

Feature	Function	Benefit
<b>System Architecture</b>		
Choice of Database	Microsoft Database Engine (MSDE) royalty-free version of SQL Server or full version of SQL Server.	Lower cost MSDE version of SQL Server provides economical option while full version of SQL server provides the power and scalability of a true enterprise database.
Power and Simplicity	Enterprise level reporting options for all system sizes.	No need to sacrifice power for ease of use.
True 32-bit Architecture	All software using 32-bit technology.	Speed of operation, multi-tasking capabilities. Meet corporate Information Technology standards.
Drag-and-Drop Functionality	Uses the familiar Windows Explorer interface to maintain directory, trunk, account code and other databases. Allows you to move individual extensions or entire departments with just a few mouse clicks.	Saves training time and costs by using a familiar user interface. Saves time when making changes.
Multi-site Polling	Ability to monitor an unlimited number of PBXs from a single system.	Saves money by allowing you to administer additional sites from a single PC. Allows for centralized reporting and cross-site reporting so that you can have a single report showing your entire company.
Networked PBX Support	Processes calls that originate in one PBX but are routed through another PBX on the network.	Properly allocates charges for calls routed over networked PBXs to obtain the lowest cost routing.
Optional feature interfaces with vendors of IP Telephony, such as Cisco and Alcatel	Collects, processes, stores and reports on call information produced in IP telephony.	Provides same reporting capabilities for calls traveling over IP, such as cost and billing expense allocation, abuse/misuse control and management of system resources.
Near Real-time Data Collection	Instant costing and storage of call accounting data provides for immediate reporting of calls along with real-time fraud detection.	Saves money by eliminating potential fraud. Allows you to report on calls moments after they are completed.
Optional Call Storage Buffer	Solid-state buffer with battery backup will collect and hold calls when there is a power outage or the PC is turned off.	Ensures the integrity of your data by preventing lost calls. Provides cost effective alternative in cases where buffer is not required.
Improved management of undefined stations and trunks.	Undefined stations are automatically defined upon call record receipt and calls with undefined trunk members are now processed and stored.	Improves management of the user database and prevents call loss due to non-definition of items.

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Abandoned call support	Abandoned calls are now supported for all PBXs that produce this information in CDR output.	Indicates number of calls disconnected before answer to assist in ensuring enough trunk lines are available and attendants are performing optimally.
Real-time Statistics Monitor	Graphical statistics monitor provides real-time graph of call statistics.	Saves money by allowing you to detect potential problems with your phone or call accounting system early.
Cost-a-Call Utility	Allows the user to request the cost of a call to a specified phone number with a specified duration.	This provides a useful check of call pricing and is also useful in conducting "what if" pricing analysis.
Password Protection	Up to five security levels are offered allowing various access to the system.	Ensures only authorized users view or edit the system and call accounting information providing data integrity.
Backup and Restore Utilities	Easy backup of system parameters and call records for archive or disaster recovery purposes.	Ensures your data integrity. Allows you to create reports on historical data when required.
<b>Fraud Detection</b>		
Built-in Alarms and Detection	Included with all systems.	No extra costs.
More Complex Alarm Definitions	Extremely detailed and granular alarms.	Be as specific (i.e. extension number, number of calls, duration of calls, etc.) as needed to protect your company.
Alarm Delivery Options	Send alarms to numeric pager, alphanumeric pager, e-mail, on-screen and printer, in any number or combination.	Make sure the right person or persons know exactly when fraud is occurring.
User-defined Message	A different alarm message for each alarm sent.	Make sure alarm message is clear and concise to each recipient.
Real-time Fraud Alert	Real-time alarms indicating potential fraud conditions, which indicate hackers in your PBX.	Saves you money by detecting fraud early.
Business vs. Off-hour Alarms	Maintain different fraud parameters for business and off-hours. Allows you to define business and off-hour periods.	Allows you to narrow in on costly off-hour fraud while not over-alarms during regular business hours.
Peg Count or Cost Alarms	Set alarms based on the number of calls or the cost of the calls. Allows you to alarm for very expensive calls or a large number of calls which may indicate fraud.	Saves you money by detecting fraud early.
Short Duration Call Alarms	Sounds an alarm when there are a large number of short duration calls. Short duration calls may indicate someone dialing in and attempting to break password protection on your PBX or modems.	Saves you money by detecting fraud early.

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Trunk-to-Trunk Call Alarms	Sounds an alarm when an unusually high number of trunk-to-trunk calls are seen, which may indicate someone has broken in through your equipment and is using your system to place outbound calls.	Saves you money by detecting fraud early.
Undefined Trunk Group, Extension and Authorization Code Alarm	Creates an alarm when calls contain an undefined trunk, extension number or authorization code.	Provides immediate notification of undefined items rather than relying on reports.
Individual Extensions and Departmental Alarms	Set alarms whenever calls are placed from or received by specified extensions or department.	Track exactly the extensions you want for each fraud condition.
Alert Numbers	Lets the system alarm whenever calls to or from a certain phone number are placed. For example, you could sound an alarm any time a competitor called your call center.	Saves money by eliminating abuse of the phone system.
Out of Disk Space Alarm	Alerts you to a low disk-space condition.	Increase up time and reduce failures due to lack of storage capacity.
Other Common Carrier (OCC) Alarm	Alerts if anyone accesses a long distance carrier via 1010xxx digits.	Increases control over long distance dollars spent.
Lack-of-CDR Alarms	Alarms when you have not received call records for a pre-defined period. This can either indicate a problem with the hardware of your PBX or a potential hacker who has turned off the CDR port to prevent detection by fraud software.	Ensures data integrity by alarming you of potential phone problems. Saves you money by detecting fraud early.
<b>Reporting Features</b>		
Reports When and Where You Want Them	Easy-to-use range of reporting options to make reporting easy.	Schedule and run reports to best meet your needs.
IFW Client Software Reporting	User can run and schedule reports on demand.	Share the workload; desktops with client software can generate reports
HTML Reporting	Schedule and save reports to an HTML file.	Post reports to an Intranet for company-wide viewing.
Graphical Reports	Present graphical representations of organizational and trunk reports.	View trends and comparisons at a glance.
<b>NEW!</b> Audit Report for Facilities Management	Tracks facility usage for various call jurisdictions with further breakdown by billing class.	Ideal for monitoring facility usage by call type. Also indicates profit and taxes and allows call distribution analysis to ensure calls are being routed properly.
Allocation Report	Indicates organizational and user percentage usage of call activity.	Reconcile the actual telephone bill by applying the percentages produced.
After Hours Reporting	Indicate calls made after business hours.	Easily check on potential abuse or misuse in one report.
No Calls Report	Shows users with no call activity.	Keep track of stations that can be re-used or removed from service.
E-mail Reporting	Schedule and run reports to e-mail.	Send reports easily and quickly to a user's e-mail account.

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E-mail Merge Reporting	Schedule a single report that is automatically e-mailed to specific users, like department managers, all employees, etc. on just the level of reporting you decide.	No more running multiple reports on different levels for different people.
Standard Printed Reports	Schedule and run reports to a local or network printer or a file.	Hard-copy reporting.
<b>NEW!</b> Quality of Service Reports	QoS Reports indicate call integrity in IP Telephony solutions.	Invaluable information on jitter, lost packets and latency indicates voice quality. Hourly, summary and detail reports are provided.
Flexible Summary Styles	You customize columns; pick the sort order, what fields are included, using an easy-to-use "wizard."	No need to be a programmer to customize reports, no code to learn, minimum training required.
Mid-month Transfer	Correct departmental billing for new, terminated or transferred employees.	Accurately reflects all charges regardless of when moves, adds and changes took place
Significantly Enhanced Trunk Analysis	Easy-to-use tool that lets you do sophisticated Erlang-B analysis to determine the best number of trunks for your organization.	Optimize your telephone system by eliminating unneeded trunks while ensuring that your users receive a high grade of service.
Support for a Reports Server	Scheduled reports can be run on a report server on your network.	Take the load off your server and increase overall system performance.
Equipment Charges	Issue recurring and one-time charges and credits for telephone equipment and services.	Charge back departments for time and facilities within your telecom department.
Web Reporting Option	Infotel for Windows Enterprise offers access over the Internet and/or Intranet.	Allows multiple access to reports and eliminates the need and cost of client software.
Report Headers and Footers	Define unique headers, footers and comments to reports.	Label reports with the exact desired information. Define comments to convey additional information.
Phone Number Reporting	Print the name of the person called or the caller in addition to the phone number.	Makes reports easy to read and provides additional information so that managers can act upon the data.
Multi-level Organization Structure	Four levels of organizational hierarchy allow you model your organization with full reporting at any level.	Allows you to match your accounting structure which makes entry into accounting systems easy.
User-Defined Names	Label reports with the user's own nomenclature. For example, "Divisions" could be used instead of "Sections."	Eliminates confusion among those reading the call accounting reports.
Call Filters	Report only relevant data. For any report, you can exclude calls based on call type. For example, you can suppress local calls from printing.	Allows you to get the data you want. Allows you to run reports which mirror your business practices.
Cost/Duration Filter	Filters calls based on the cost. For example, you could exclude all calls under \$1.00 from appearing on reports.	Allows you to get the data you want. Allows you to run reports which mirror your business practices.

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User-definable Report Totaling	Format the report with the sub-totals and breaks you desire.	Allows you to get the data you want. Allows you to run reports which mirror your business practices.
Auto-report Scheduler	Design and save a report to be run automatically on a scheduled basis. Reports can be saved to disk or automatically emailed or printed.	Saves time by eliminating user intervention when running reports.
Continuous or Interval Report Time Selection	Print reports based on the time of day. For example, you could print reports showing between 5:00PM and 8:00 AM each day to detect possible phone abuse during non-working hours.	Allows you to get the data you want. Allows you to run reports which mirror your business practices.
Automatic Number Identification (ANI) and Caller ID (CLID) Tracking	Display the phone number of the calling party on your reports. With optional software, you can also display the name and address of the caller.	Detect abuse and misuse of your phone system. Makes reports more useful by showing additional information. Allows you to run surveys on the locations of callers into your call center.
Reports Export	Export report in Excel Format (XLS), HTML format, Rich Text Format (RTF), Crystal Reports Format (CRF) and ASCII.	Read the report data into any number of programs for further analysis. Publish any report on a Web server on the corporate Intranet or the Internet.
<b>Costing Flexibility</b>		
Equipment Charges and Credits	Bill for fixed and one-time equipment charges and credits, for anything you need to.	Makes bill back for a variety of equipment and services, like voice mail, installation, PC, headsets, pagers, etc, easy.
<b>NEW!</b> Pro-rating of Equipment Charges and Credits	Charge the appropriate amount for services and equipment for partial months.	Enhances reconciliation of mid-month movement of personnel or adding/deleting personnel mid-month. Especially useful in shared-tenant environments.
V&H Rate Table Pricing	Support for more than 100 tariffs.	Accurate pricing of calls.
Local and Local Extended Support	Accommodates extended local calling areas.	Mirrors many phone service providers' local rate steps to provide more accurate costing.
International Point of Origin Call Costing	Rate tables are available for overseas locations.	Accommodates multiple currencies and includes Value Added Tax functionality.
Call Pricing by Call Category	Create a customized costing methodology based on the type of call – local, long distance, international, etc.	Allows you to bill in a way that matches your phone vendor tariff or modify your markups to meet your business practices.
Variable Tax Calculations	Configure up to four levels of taxes for each type of call.	Increased accuracy of reports ensures that you are acting on the most valid data.
Free Days	Define "Free" days for any type of call. Ideal for those carriers who are providing free calling on certain days.	Increased accuracy of reports ensures that you are acting on the most valid data.
User-defined Flat-rate and Mark-up Tables	Create custom rating algorithms for certain extensions or account codes. Ideal for tenant billing or professional services applications.	Allows you to increase the revenue from your phone system.

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Special Call Costing	Assign specific telephone numbers or groups of telephone numbers to a user-defined cost. For example, all calls to 900 numbers could be rated at \$10.00 per minute.	Increased accuracy of reports ensures that you are acting on the most valid data.
User-definable Grace Periods by Call Type	Deduct a pre-defined call setup time for each type of call to more accurately price calls. Ideal for those telephone systems that do not provide answer supervision.	Increased accuracy of reports ensures that you are acting on the most valid data.