



## **General Information**

ISI offers total telecommunications solutions including the newest addition to the product line, Infotel for Windows. Infotel for Windows is a user-friendly call accounting system, which runs under the popular Windows 98, Windows XP, Windows NT and Windows 2000 operating systems. The application has the look and feel of Windows along with ease of use. Infotel for Windows utilizes true 32-bit architecture and Microsoft's SQL Server databases which provide data access from a wide variety of third party applications. Two versions are available:

**Infotel for Windows Desktop** uses the MSDE database, which is a royalty-free version of SQL Server. The lower cost of MSDE provides a more economical option and is ideal for small to mid-range companies that require a single user or up to five concurrent users of the system and call storage volumes below two million calls. MSDE uses 32-bit technology to provide multi-tasking capabilities and superior speed of operation. The system runs on Windows 98, Windows XP, Windows NT and Windows 2000 operating systems.

**Infotel for Windows Enterprise** uses the full version of Microsoft SQL Server and provides the power and scalability of a true enterprise database. Infotel for Windows Enterprise can handle a virtually unlimited number of clients and accommodate over 30,000 stations and a virtually unlimited number of calls based upon server disk space. Infotel for Windows Enterprise runs on Windows NT Advanced Server 4.0 and Windows 2000 Server operating systems. This system is geared toward larger companies with a higher number of sites, stations or users. Infotel for Windows Enterprise is also ideal for those companies who desire a platform that provides for future growth.

Infotel for Windows utilizes the familiar Windows Explorer interface and drag and drop functionality to maintain extension, trunk, account code, and other database information, providing cost savings and minimal training time when making changes.

ISI offers call storage buffer boxes for call detail collection. These solid-state buffers come equipped with battery backup and will hold calls for up to five days in the event of a power outage. Infotel for Windows can also be installed to collect and process call records via direct connection to the PC's serial port or over a wide area TCP/IP network. Instant costing and storage of call accounting data provides for immediate reporting as well as immediate toll-fraud protection. Infotel for Windows real-time graphical statistics monitor provides up-to-the-minute information on call statistics including number of inbound, outbound, internal, and attendant calls.

Infotel for Windows incorporates up to 99 separate billing methods, if desired. Calls can be priced via traditional V&H coordinates including a markup or markdown, or a multitude of other pricing criteria. Particular call types, such as interstate calls, can be priced a specific, user-defined amount. Particular extension ranges, authorization codes or account codes can also be defined to a specific rate structure.

Report generation is a snap with an automatic report scheduler allowing reports to be defined and generated at a pre-specified date and time. Reports can be exported to a variety of popular formats, such as Excel, RTF, HTML, Crystal and ASCII text. Multi-level hierarchical structure can mirror your company's organizational configuration up to four levels with full reporting at any level. User defined parameters such as call filters, report totaling, file format, and destination of the report, whether via e-mail or any printer defined in the network, makes the Infotel for Windows solution the best approach to meet today's busy telecommunications professional.

## ***Infotel for Windows Features***

- Near real time data collection provides instant costing and storage of call records
- FTP polling capabilities
- Buffer boxes produce alarm conditions for percentage full
- Real-time statistics monitor for graphical representation of calling trends
- Up to five levels of username/password protection ensuring only authorized users view the system
- Cost-a-call utility providing call pricing and “what-if” pricing analyses
- Over 100 tariffs to choose from for call rating
- Local and local extended call type support
- Built-in automatic backup and restore utilities for call data and station databases
- Near real-time toll fraud protection
- E-mail enabled reporting
- E-mail merge function allowing one report to be automatically distributed to appropriate department heads and users
- Generic import utility to populate the system's user database easily and efficiently
- Automatic *and* manual purge routines
- Call data export
- Detailed on-line help
- Multiple PBXs of varying types can be accommodated
- Networked PBX support
- Voice over IP support
- ANI/CLID and DNIS digit tracking and reporting
- Interfaces with PBX Administration packages
- An unlimited amount of fixed costs can be assigned to users to “bill” for services
- Support for pro-rated fixed charges
- Credits can be assigned to users
- User-definable column headings in summary reports

## ***System Architecture and Capacities – Infotel for Windows Desktop***

- Windows NT, 2000, XP or Windows 98 operating systems
- MSDE database
- ODBC compliant
- True 32-bit architecture providing multi-tasking capabilities and speed of operation
- Drag and Drop Functionality familiar to Windows users
- Written in Visual Basic
- E-mail compatible, allowing reports to be distributed via 32-bit MAPI e-mail systems
- Recovery from power interruptions automatically
- The system has the ability to collect and store PBX call detail data when the hard drive is unavailable
- Remote diagnostics capability allows the vendor to remotely make software changes and upload upgrades when necessary
- Graphical User Interface
- TCP/IP compatible
- Call detail storage can be configured to 2 million if necessary
- Up to 7,500 stations can be tracked
- Up to four hierarchical organizational levels can be tracked
- Up to 10-digit extension codes can be utilized
- Multi-site CDR in one data stream is supported
- Up to 99 multiple sites can be accommodated
- Collects data automatically via direct connection with or without a buffer box and FTP or dial-up polling routines to remote buffer boxes
- Up to 7,500 authorization codes can be tracked
- Authorization code digit length of 20
- Unlimited account code handling and reporting

## **System Architecture and Capacities – Infortel for Windows Enterprise**

- Windows NT Advanced or 2000 Server Operating Systems
- SQL Server database
- True Client/Server architecture
- ODBC compliant
- Drag and Drop Functionality familiar to Windows users
- Written in Visual Basic
- E-mail compatible, allowing reports to be distributed via 32-bit MAPI e-mail systems
- Recovery from power interruptions automatically
- The system has the ability to collect and store PBX call detail data when the hard drive is unavailable
- Remote diagnostics capability allows the vendor to remotely make software changes and upload upgrades when necessary
- Graphical User Interface
- TCP/IP compatible
- Call detail storage is limited only by disk space
- Over 30,000 stations can be tracked
- Up to four hierarchical organizational levels can be tracked
- Up to 10-digit extension codes can be utilized
- Multi-site CDR in one data stream is supported
- Up to 99 multiple sites can be accommodated
- Collects data automatically via direct connection with or without a buffer box and FTP or dial-up polling routines to remote buffer boxes
- Over 30,000 authorization codes can be tracked
- Authorization code digit length of 20
- Unlimited account code handling and reporting
- Web Reporting application is supported

## **Call Costing**

- Calls can be costed by various rate methods, by call type, including:
  - SDN tariff costing
  - AT&T Uniplan
  - Worldcom
- More rate plans offered than any competitor
- Rate tables follow standard V&H grid coordinates
- International point of origin rate tables are available with Value Added Tax functionality and currency conversion
- Rate tables can be adjusted via a percentage markup or markdown
- A fixed cost-per-call and/or a fixed cost-per-time interval can be assigned
- Up to 99 billing methods
- Up to 10 separate billing classes
- User-definable billing methods by call category
- Up to 20 call categories are provided
- User-definable billing intervals, allowing rating to the second
- Various rounding methods are offered, such as rounding up to the next penny or rounding down
- User-definable grace periods and minimum duration
- User-definable holiday periods with appropriate rating assigned
- Operator-assisted rates can be defined
- Variable tax calculations of up to four levels for each type of call
- Special costing by definable telephone number
- Station-to-Station calls are tracked and priced, if desired
- Enhanced rating and handling of SDN calls, providing rating for abbreviated dial plans
- Recosting routines are available to re-price calls if necessary

## **System Reports**

### ***Infotel for Windows offers more than 40 pre-defined system reports including:***

- Frequently Dialed Number by Station and Organization
- User Summary
- Organizational Summary
- Duration Summary
- Tenant Bills by User and Group
- Profit Detail Report
- Call Type Summary
- Ranking Summary (by cost, calls and duration)
- Call Count by User and Hour
- DNIS Detail and Summary
- User Detail
- Organizational Detail
- Area Code Detail and Summary
- Exchange Detail and Summary
- Trunk Summary
- Trunk Detail
- Trunk Analysis indicating busy hours, percentage utilization and allowing “what if” entries
- Account Code Detail
- Account Code Summary
- Phone Number Identification
- Number Search
- Unassigned Extension
- Allocation by User and Organization
- Graphic Reports including Call Contribution by Volume, Cost and Duration, Call Type, Call Traffic, Call Utilization and Busy Hour Analysis
- Directory Listings – including alphabetical and numeric sorts and detailed listings

### ***Variable Report Generation Options:***

- Ad-hoc or pre-scheduled at any designated time
- Foreground or background generation and distributed to any printer on the network or via e-mail
- Automatically on a periodic basis, including hourly, daily, weekly, monthly and annually

### ***Various Report Output Selections:***

- MS Excel
- RTF
- HTML
- ASCII text
- Seagate Crystal

## ***Additional Enhancements***

### ***Fraud Detection***

Infortel for Windows contains a built-in toll fraud alarm and detection application that provides notification for a multitude of user-defined conditions, which can save the company money by providing early notification of suspect activity. The alarm conditions include:

- Calls over a specified duration
- Calls over a specific cost
- Calls made to user-defined telephone numbers (and from with Automatic Number Identification enabled)
- Calls made to and from user-defined extensions or departments
- Calls made to specific long distance carriers through use of an equal access number, i.e. 1010xxx
- Calls made over specific trunk groups and/or trunk lines/members
- Calls made using specific account and matter codes
- Short calls with user-defined definition of "short"
- Long duration calls with user defined definition of "long"
- Calls made over undefined trunks
- Calls made or received by undefined extensions
- No calls alarm – presents alarm if Infortel for Windows hasn't received call records in a specific timeframe
- Out-of-disk space alarm alerts to a low disk space condition on the Infortel for Windows workstation

The toll fraud application also includes complex alarm definitions allowing alarms to be as specific as needed to protect your company against fraudulent conditions. As an example, an alert can be produced if a specific telephone number is dialed more than four times in a one-hour period. The user can also define business vs. non-business hours. This is especially useful, as what constitutes a fraud condition during the evening hours isn't necessarily a fraudulent condition during regular business hours.

Toll fraud alerts can be sent to numerous destinations including e-mail addresses, alphanumeric pagers, printers and on-screen, in any number or combination. A different alarm message for each separate condition can also be defined to ensure concise information is presented to each recipient.

## ***Additional Modules***

### **VoIP View**

**VoIP View** is an optional software package designed specifically to accommodate Call Detail Records for Cisco's CallManager IP telephony system. In addition to tracking standard call detail records, **VoIP View** tracks what is known as CMR – Call Management Records. CMR information provides statistics on various items, which let a network manager pinpoint Quality of Service (QoS) issues in their network.

Cisco's CallManager is the intelligent call-processing software component of Cisco AVVID (Architecture for Voice, Video and Integrated Data). **VoIP View** collects the Call Detail Records from the CallManager by querying the SQL Server database and transmitting the data to the Infortel for Windows workstation. The call data (which contains station number, number dialed, date, time, duration, etc.) is then reformatted and processed, providing the same call accounting capabilities available for traditional PBX call detail records.

**VoIP View** can also provide call accounting for traditional voice networks and combinations of traditional voice and Cisco's IP networks. **VoIP View** can be used to allocate IP telephony costs within an organization, provide productivity reporting and fraud control, and bill-back to tenants.

Some key tools and reports:

- **A modeling tool** assists in determining the optimum number of circuits per gateway required to meet current and future call volumes. This modeling tool allows the user to input expected grade of service and anticipated increases or decreases in traffic.
- **Trunk Analysis** reports indicating grade of service degradation, if any, with the addition of new circuits as well as percentage utilization, averages, total calls, total duration, hourly counts, hourly averages and busy hour information.
- **Quality of Service Reports** in summary, detail and hourly formats indicating jitter, latency and packet loss that indicate voice quality.
- **Improve allocation of IP Telephony costs** by analyzing true traffic and allocate costs based on that data.
- **Optimize gateway locations** by analyzing calling patterns.

### **Infortel for Windows Professional Services Package**

The **Professional Services Package** is a telemanagement system designed specifically for professional service firms such as law firms, accounting firms, architectural firms, advertising agencies, and contract engineers. The common thread in all these customers is the desire to bill back telephone calls to clients.

The module consists of two major components, the Infortel For Windows server, and the call editing Client Software. The Infortel for Windows server is responsible for collecting call records from the PBX, calculating the price for the calls, and storing them in the database. The database is located on any Novell or Windows NT/2000 server. The call editing client software provides end-users throughout the firm with a 32-bit Windows 98/XP/NT/2000 client designed specifically to make the process of editing calls a breeze.

Some key features:

- **Spreadsheet Call Editing** – provides multiple record selection, locked columns, user-defined fields, variable sort order and right mouse functionality. Reallocation of telephone calls to the proper account/matter code combination is a breeze with copy functionality, allowing mass updates.

- **Time and Billing Interface** – This user-definable interface works two ways. It accepts lists of client and matter codes automatically on a pre-scheduled basis and also posts valid calls to a time and billing system automatically.
- **Full On-line Validation** – The system automatically informs the user if the client or matter number input is valid.
- **Alphanumeric Account Codes** may accommodate the existing billing and file systems. The client/matter code can be translated into alphanumeric combinations and exported if desired.
- **Full Client/Matter Lookup** – No need to remember client and matter codes, the system allows the user to look up this information directly from the spreadsheet. Searches can be initiated by the account code, account name or account group. If this information is unknown, the system performs searches based upon a few characters input. Matter code searches can be accomplished in the same manner.
- **Client Specific Billing that Includes Ten Billing Methods** - Clients can be billed at one of ten different rate structures, allowing flexibility in bill back routines to client/matter codes. Billing methods can be defined to accommodate true long distance rates (postalized by call type) with or without a markup or markdown.
- **Security to Department or User Level** – Restricted access is a must in multi-use systems. Security can be defined to a user level, allowing the user to see only his or her own data. If security is defined to the department level, the user can see data for his/her own department. This complements the call editor included in the Professional Service Package, allowing only the calls to show on the screen that are relative to the user; i.e. one administrator will edit call records for a group of attorneys.

### **Infotel for Windows Multi-user System**

This optional package for the Desktop version allows users to create and schedule call accounting reports from multiple desktops. Microsoft's MSDE database allows up to five concurrent users. Up to five levels of security allow certain users to have access to just their own reports, while allowing others to gain access to other database functions, such as user changes or additions.

#### **Architecture:**

A dedicated, single system can function as both the call accounting processing PC and as the file server for other users. A dedicated Windows NT/2000 workstation or server is the application server that polls and processes all data. The database resides on the local hard disk of the application server and users are connected directly to the application server's hard drive via drive mapping or UNC connections. Client PCs, of course, do not need to be dedicated.

### **Infotel for Windows Lodging**

**Infotel for Windows Lodging** is a powerful telemanagement module that includes an array of features that are designed to maximize and protect revenues in the hospitality market. The system interfaces with all Property Management Systems available today. This module consists of the Infotel for Windows workstation or server and multi-use or client software that allow the front desk personnel to assign billing classes and generate quick guest inquiry reports via a Front Desk Applet with virtually no training.

Some key features include:

- **Configurable Property Management Interface** that allows definition of communications protocol, field layouts, which call types to send, which billing classes to include or exclude (exclude sending administrative calls to the PMS, as an example) and call type translation codes that are required by individual Property Management Systems. The PMS interface can easily be changed if needed.
- **Multi-use access** that allows concurrent users to administer the system or run the Front Desk Applet.
- **Easily adjustable and sophisticated rating engine** that prices calls according to more than 100 long distance services and complex metropolitan plans. The rating engine can be defined to assign special pricing to specific numbers and provides the ability to cost by setting a threshold limit, allowing a certain amount of time to be charged a flat rate, then charge by minute thereafter. This type of pricing methodology may prevent guest abuse of the Internet.
- **Up to ten billing methods** that can be used to assign specific rating to classes of extensions. Rooms are assigned a specific rate allowing properties to realize a revenue source, while administrative phones are billed at a different rate to reflect actual local and long distance vendors' billing methodologies.
- **Built in alarms** that alert property personnel or a remote location if the PBX stops producing CDR. These alarms can be sent via numeric or alphanumeric pager, e-mail or printed on screen and can also alert property personnel if the Property Management System is not receiving calls. These calls are automatically stored by the Infortel for Windows system until the malfunction is corrected and are then automatically sent when the PMS again becomes available.
- **Authorization code collection and storage** that posts calls made throughout the property to the proper guest room.

***ISI offers multiple installation options:***

**ISI Installation and Training:** Traditional, full-service installation includes pre-installation coordination, on-site installation and setup, and training. Follow-up remote assistance in conjunction with the installation is also provided within 30 days of installation.

**ISI's Self-Installation Kit** containing the checklists, documents, hardware and software required to enable a PC-support person and PBX technician to properly install and configure the Infortel for Windows system will enable self-installation. The instructions include information necessary to access the ISI National Technical Assistance Center for up to two free hours of installation support.

**Remote Installation Assistance:** A derivation of the Self-Installation process plus expanded help from ISI's National Technical Assistance Center including remote training. All checklists, documents, instructions, hardware and software are included to install and configure the Infortel for Windows System. Also included is the remote diagnostic package including a modem and PCAnywhere communications software. The instructions include necessary information to gain access to up to three hours remote installation assistance, remote basic training and up to two additional hours of post-installation support at no charge.