

Product News · January 2002

Version 5.4



ISI is pleased to announce the immediate availability of the newest release of Infotel for Windows (IFW). Version 5.4 enhances the features released in Version 5.0 and includes new reports, pro-rating of fixed charges, the ability to export summary data in new formats and support for new PBX types.

Pro-Rated Fixed Charges – A significant improvement in the tracking of fixed charges allows a user to be charged for services and/or equipment for partial months. This is especially useful in shared tenant environments and for customers using the system for other bill-back routines. This functionality enhances the mid-month reconciliation of user movement between departments. Fixed charges are itemized transactions that can occur on a daily, weekly or monthly basis. Also, this application has the ability to “fix” itself. For example, a new employee starts on February 10 and is to receive a daily charge of \$1.00 for administrative services. The person is not defined in the system until February 22. The system will auto-apply the \$1.00 for the time period of February 10 through February 21.

Summary Data Export – This new feature allows the user to export summarized information in a user-defined comma or tab-delimited format. This is an enhancement to the detailed export routines available in the Time-and-Billing interface, but it is included in the base system at no additional charge. This export routine provides another manner of sending call accounting information to billing systems as well as allowing spreadsheet analysis.

New Quality of Service (QoS) Reports – Important information is now available for IP-based calls in hourly, summary and detailed reports. IP calls are sent in packets, routed over the network and re-assembled at the destination point. The new reports indicate latency, which is delay in receiving packets, as well as jitter, which indicates how many packets were out of order. Evidence of latency and jitter point to poor voice quality. Also reported on is the number of times packets are lost, as indicated by number of packets sent and received in the detail report and percentage of lost packets in the summary report. Examples of QoS detail and summary reports are below.

ISI, Inc.											
Quality Of Service Detail Report											
IFW Quality of Service Detail Report by Site					From 10/15/2001 at 12:00 AM through 11/9/2001 at 11:59 PM						
					Packets						
Extension	Call Date and Time	Duration	Gateway	Node	Sent	Recv'd	% Lost	Latency	Jitter	Call Type	
Site: Chicago (2)											
5009	10/18/2001 4:35:00PM	0:12:29	999.999.99	1	242	242	0	0	0	Inte	
5009	10/18/2001 4:59:00PM	0:12:29	999.999.99	1	209	210	0	0	0	Inte	
5009	10/18/2001 4:59:00PM	0:12:29	999.999.99	1	186	187	0	0	0	Inte	
5009	10/18/2001 6:12:00PM	0:12:29	999.999.99	1	177	177	0	0	0	Inte	
5009	10/18/2001 7:51:00PM	0:12:29	12.41.21.1	1	335	341	0	0	0	Inbo	
5009	10/18/2001 8:00:00PM	0:12:29	12.41.21.1	1	875	880	0	0	0	Loca	
5009	10/19/2001 10:10:00AM	0:12:29	999.999.99	1	88	89	0	0	0	Inte	
5009	10/19/2001 11:09:00AM	0:12:29	12.41.21.1	1	148	150	0	0	0	Loca	

ISI, Inc.						
Quality Of Service Summary Report						
IFW Quality of Service Summary Report			From 10/15/2001 at 12:00 AM through 11/9/2001 at 11:59 PM			
			Average			
	Count		Latency	Jitter	% Packets Lost	Duration
Site: Chicago						
Node: <unknown>						
Extension	4000	588	0	0	0.0	0:00:01
Extension	5000	139	0	0	0.0	0:00:01
Extension	5030	183	0	0	0.0	0:00:01
Extension	5032	584	0	0	0.0	0:00:01
Extension	5034	122	0	0	0.0	0:00:01
Extension	5037	569	0	0	0.0	0:00:01
Extension	5039	133	0	0	0.0	0:00:01
Extension	5041	637	0	0	0.0	0:00:01
Extension	5043	659	0	0	0.0	0:00:01
Extension	5045	599	0	0	0.0	0:00:01
Extension	5048	14	0	0	0.0	0:00:01
Extension	5103	196	0	0	0.0	0:00:01
Node:	<unknown>	4,423	0	0	0.0	0:00:01
Site: Chicago						
Node: 1						
Extension	4000	383	0	0	0.0	0:00:01
Extension	5000	25	0	0	0.0	0:00:01
Extension	5009	21	4	3	0.6	0:00:35
Extension	5030	35	0	0	0.0	0:00:01
Extension	5032	358	0	0	0.0	0:00:01
Extension	5034	15	0	0	0.0	0:00:01
Extension	5037	372	0	0	0.0	0:00:01
Extension	5039	36	0	0	0.0	0:00:01
Extension	5041	412	0	0	0.0	0:00:01
Extension	5043	380	0	0	0.0	0:00:01
Extension	5045	360	0	0	0.0	0:00:01
Extension	5048	1	0	0	0.0	0:00:01
Extension	5098	10	0	0	1,118.1	0:02:18
Extension	5103	16	0	0	0.0	0:00:39
Node:	1	2,424	0	0	4.6	0:00:02
Chicago		6,847	0	0	1.6	0:00:01

New Facility Management Audit Report – Of interest in the hospitality industry, this new report improves on the current Facility Management report as it indicates total calls, base and billed costs, as well as profit by call jurisdiction with further breakdown by billing class. This report also indicates taxes, as well. This report further allows the user to analyze call type distribution by facility, to ensure calls are being routed properly. An example of the Facility Management by Jurisdiction Report is shown below.

Facility Management Audit Report by Jurisdiction						
Created: 12/18/2001 at 4:37:50PM						
	Total Calls	Duration	Base Cost	Profit	Taxes	Billed Charges
Country: United States						
Default Billing						
Local						
Central Office	12,361	17,535:29:19	59,429.82	3,166.82	3,166.82	62,596.64
Other	2	0:01:14	0.00	0.00	0.00	0.00
ATT LD	7,419	10,878:41:20	36,904.47	1,961.10	1,961.10	38,865.57
	19,782	28414:11:53	96,334.29	5,127.92	5,127.92	101,462.21
Intrastate/IntraLATA						
ATT LD	2	1:01:59	10.49	0.56	0.56	11.05
Central Office	1	0:37:42	6.38	0.34	0.34	6.72
	3	1:39:41	16.87	0.90	0.90	17.77
Interstate/InterLATA						
ATT LD	1,872	3,071:59:24	53,531.31	2,704.10	2,704.10	56,235.41
Central Office	2,962	4,428:18:08	77,373.20	3,912.87	3,912.87	81,286.07
Other	2	0:03:18	1.48	0.00	0.00	1.48
	4,836	7500:20:50	130,905.99	6,616.97	6,616.97	137,522.96
Interstate/IntraLATA						
Central Office	1	1:57:45	27.17	1.38	1.38	28.55
	1	1:57:45	27.17	1.38	1.38	28.55
Intrastate/InterLATA						
ATT LD	29	17:46:40	157.55	8.32	8.32	165.87
Central Office	41	97:12:20	910.00	46.11	46.11	956.11
	70	114:59:00	1,067.55	54.43	54.43	1,121.98

Support of Additional E-mail Systems – Infortel for Windows’ e-mail support has been improved to accommodate more types of e-mail systems and support changes in current e-mail systems that are designed as security measures using Windows NT 4 security package. New e-mail system support includes Outlook XP and Lotus Notes.

Version 5.4 also includes other improvements, such as **PIN number digit length increase** from 8 to 11 to accommodate customers’ larger PIN numbers that are needed in the alarm module. This version also provides **support of the Western Telematic Netlink Jr**, a 512K FTP pollable buffer box, which can be used as a traditional dial up buffer, as well. **Matter code search routines** have been incorporated in the PSP package and **new PBX filters** were created for the Millennium, Nitsuko 384i, Intecom F80 and NEC Electra Professional key systems.