



ISI Telemanagement Solutions Inc. announces the release of Infortel® Select 8.0

Infortel® Select 8.0.4 – Released 4/17/2009,

ISI Telemanagement Solutions, Inc. is pleased to announce the immediate availability of our newest software release, **Infortel® Select Version 8.0**. A number of new enhancements and reporting capabilities are included in this release which adds to our already robust report offerings and functionality.

ISI now supports **Tandem Call Matching**. This assists our customers who wish to be able to track calls that originate in one PBX, go through a network cloud, and then exit another PBX to the PSTN. The purpose is to correctly rate calls, assign the costs to the originator of the call, and analyze savings realized for calls routed over the network. Tandem Call Matching also eliminates

continued on page 2

INSIDE THIS ISSUE

- 1 Infortel Select Version 8.0
- 1 TAC Starting Newsletter.
- 3 Did you know
- 4 Cisco Video Reporting
- 7 Q&A

ISI Telemanagement Solutions Inc. TAC department starting Infortel® Select newsletter.

Details on what you will find in the newsletter

To keep our customers up-to-date on what is new with our Infortel Select product, our TAC (Technical Assistance Center) is announcing the start of the **Infortel® Select Newsletter**.

If you have any suggestions regarding this newsletter and what you would like to see in it, please e-mail them to select-news@isi-info.com.

What you will find in the newsletter

- Any updates that have been released in our SP (Service Packs).
- Q&A that you can also find on our web site.
- We will also include a DID YOU KNOW section, where we will be going into more detail about different aspects of Infortel Select.



the possibility of duplicate records as calls traverse the network, and multiple call legs are combined. Tandem Call Matching is supported across all platforms, as well as in mixed environments. New reports include detail and summary reports by origination and destination. Reports will show actual savings incurred by sending calls over your network instead of directly through the PSTN.

Many of our customers, especially in the hosted environment, have expressed an interest in being able to compare their telephone invoices to PBX call detail records to provide insight into the accuracy of carrier bills. A new utility, **Carrier Call Matching**, is designed to provide that ability by comparing carrier data to Infortel® Select's call records by facility. Carrier data is imported to Infortel® Select's database and is treated as an additional data source. Following the launch of the utility, summary reports will compare the total matched call count, the duration of calls and the cost of the calls between the carrier bill and the Select database. A detail report is also available.

Reports now include **Mobile Termination** filters. In previous versions, information was not available regarding calls with international mobile terminations. These filters can be used to produce call information for U.S. to International Mobile termination points.

A new **Favorites** tree is now available in Call Accounting Reports allowing users to define their own favorite reports and deposit them into a personal folder. This enables a user to organize and quickly find a frequently used report.

Version 8.0 also includes improvements to some of ISI's **Business Intelligence** reports by reflecting new filtering capabilities and new report columns in the Abandoned and Ring Time report offerings.

Miscellaneous Improvements with version 8.0 include:

- Coding to accommodate the new CDR format of Unified Communications Manager Express. **MeetingPlace 5.4** is now supported.
- **SQL 2008** is supported.
- A new application to **move multiple users** concurrently.

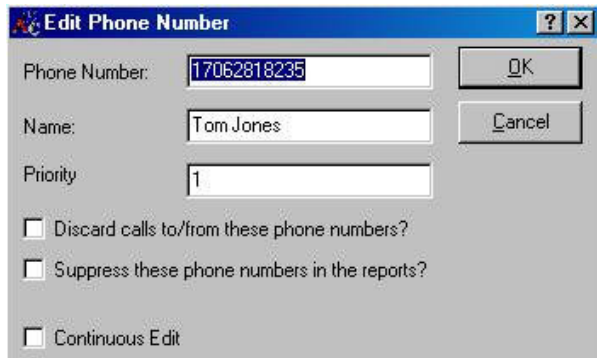
- New functionality was also introduced allowing a user's entire **call history** to be transferred when a user is moved to a new department rather than taking advantage of mid-month data transfer.
- Major changes to increase **security in passwords**.

Did you know?

When adding a phone number to the PhoneNumberID Database, you have the option to add the number with and without a leading one.

In most PBX's, an outbound call begins with a leading 1 (1-800-326-6183) and an inbound call does not (800-326-6183).

Rather than having two numbers in the PhoneNumberID Database (one for inbound and one for outbound), add just the number with a leading 1. Infotel will recognize it as either Inbound or Outbound regardless of whether there is a leading 1 in the CDR.



The screenshot shows a dialog box titled "Edit Phone Number" with a blue header bar containing a question mark and a close button. The dialog has a light gray background and contains the following elements:

- Phone Number:** A text input field containing "17062818235".
- Name:** A text input field containing "Tom Jones".
- Priority:** A text input field containing "1".
- Buttons:** "OK" and "Cancel" buttons are located to the right of the input fields.
- Checkboxes:** Three unchecked checkboxes are listed at the bottom:
 - Discard calls to/from these phone numbers?
 - Suppress these phone numbers in the reports?
 - Continuous Edit



INFORTEL SELECT APPLICATION NOTE

VIDEO REPORTING

MARCH 2009

Introduction

Cisco Unified Video Advantage (formerly Cisco VT Advantage) adds video to your communications experience by providing video telephony functionality to Cisco Unified IP phones (7900 series, and Cisco IP Communicator softphone application). With Cisco Unified Video Advantage, video telephony is now just a phone call.

This solution comprises Cisco Unified Video Advantage software and Cisco VT Camera II, a video telephony USB camera. With Cisco Unified Video Advantage you can use the familiar phone interface to make and receive video calls on your Cisco Unified IP phone with the video component displayed on your PC. Enterprise organizations can take advantage of their existing IP networks to extend video to everyone in their organization.

Cisco Unified Video Advantage delivers:

- Easy access to face-to-face communications
- Greater opportunities to enhance interactions, build relationships, and speed decision making
- A better way to scale resources with limited availability, such as subject matter experts and executives
- Significant savings in time and travel costs
- Simplified deployment and management--administrators provision this solution as they would any other Cisco Unified IP phone
- A cost-effective, scalable, and visually interactive unified communications solution

As the use of video increases, enterprises are increasingly finding it important to report on video calls. Additionally, enterprises want to allocate the cost of bandwidth on video calls to the originator of the calls. Infotel Select provides you with the mechanism to report and charge for video calls.

Cisco Unified Video Advantage and Infotel Select

Each video call initiated by Cisco Unified Communications Manager (CUCM) contains attributes that designate these calls as video calls. Additionally, information is provided on the codec used, bandwidth consumed, and other elements of the call. Infotel Select processes this information into its database and provides a series of reports on video calls.

Video Detail Report

The Video Detail Report is designed primarily as a diagnostic report. It provides a complete detail of all pertinent attributes on the call. It can be used to troubleshoot video issues. It can be run on-demand or on a scheduled basis. The example below shows a Video Detail Report.

Video Detail Report										
Video Detail Report										
From 03/02/2009 through 03/03/2009										
Date	Time	Duration	Video Type	Phone Number	Leg	Codec	Bandwidth (kbps)	Resolution		
Department: Atlantic										
Person: BANKS, PIEDAD										
03/02/2009	15:17	0:01:18	Inbound Video	847-791-2274	Orig -> Dest ->	H.264 H.264	247 247	Media Not Est Media Not Est		
Person Total		0:01:18								Call Count: 1
Person: BARBER, MARLA										
03/02/2009	17:16	0:03:19	Internal Video	847-723-6154	Orig -> Dest ->	H.264 H.264	320 320	Media Not Est Media Not Est		
Person Total		0:03:19								Call Count: 1
Person: BERGER, NIKITA										
03/02/2009	16:04	1:35:30	Inbound Video	847-752-7205	Orig -> Dest ->	H.264 H.264	320 320	Media Not Est Media Not Est		
Person Total		1:35:30								Call Count: 1

Video Summary Report

The Video Summary Report provides a summary of who is using video within your organization, the types of calls being made, and the cost of the calls. With the Video Summary Report, administrators, department managers, and end-users can receive a clear, concise report on all their video activity. The example below shows a Video Summary Report rolled up to the user level.

Video Summary Report													
Video Summary Report													
From 02/23/2009 through 03/22/2009													
Person	Count	Total			Inbound			Outbound			Internal		
		Dur. (HH:MM)	Cost	Count	Dur. (HH:MM)	Cost	Count	Dur. (HH:MM)	Cost	Count	Dur. (HH:MM)	Cost	
Department: Atlantic													
BANKS, PIEDAD	1	0:02	0.00	1	0:02	0.00	0	0:00	0.00	0	0:00	0.00	
BARBER, MARLA	1	0:04	0.00	0	0:00	0.00	0	0:00	0.00	1	0:04	0.00	
BERGER, NIKITA	1	1:36	0.00	1	1:36	0.00	0	0:00	0.00	0	0:00	0.00	
BRIDGES, LULU	1	0:02	0.00	0	0:00	0.00	0	0:00	0.00	1	0:02	0.00	
CAMPOS, CLARISSA	2	0:02	0.00	0	0:00	0.00	0	0:00	0.00	2	0:02	0.00	
CAMPOS, ROMELIA	2	0:11	2.45	1	0:06	0.00	1	0:06	2.45	0	0:00	0.00	
CAREY, HANG	1	0:18	0.00	1	0:18	0.00	0	0:00	0.00	0	0:00	0.00	
CISNEROS, JESSIKA	1	0:02	0.00	1	0:02	0.00	0	0:00	0.00	0	0:00	0.00	
CROSS, CHRISTIAN	2	0:05	0.00	0	0:00	0.00	0	0:00	0.00	2	0:05	0.00	
EVERETT, SUMIKO	1	0:01	0.00	0	0:00	0.00	0	0:00	0.00	1	0:01	0.00	
Department Total	13	2:17	2.45	5	2:01	0.00	1	0:06	2.45	7	0:11	0.00	

Video Reporting on Other Reports

By default, all reports will include video calls. Thus, the costs of video calls can be allocated to the end users and their departments. Additionally, it is possible to filter on the video call types. Thus, you can run reports that include all calls, reports that just include video calls, or eliminate video calls from reports. The example below shows an organizational detail report that just show video calls

Organizational Summary Report
Video Calls

Organizational Detail Report (Call Traffic Only)

Department: California
Person: BRAY, ASHLY

From 02/23/2009 through 03/22/2009

Date	Time	Duration	Cost	Call Type	Facility	Phone Number	Location	Ext.	Account/Matter
03/02/2009	14:43	0:00:57	0.00	VD	DEFAULT	847-723-6327	INTERNAL	8477236379	
03/02/2009	14:48	0:00:06	0.00	VD	DEFAULT	847-723-6327	INTERNAL	8477236379	
03/02/2009	15:34	0:02:14	0.00	VD	DEFAULT	847-723-6327	INTERNAL	8477236379	
03/02/2009	15:48	0:01:16	0.00	VD	DEFAULT	847-723-6590	INTERNAL	8477236379	
03/03/2009	08:38	0:00:14	0.00	VD	DEFAULT	847-723-6327	INTERNAL	8477236379	
03/03/2009	10:30	0:02:28	0.00	VD	DEFAULT	847-723-6528	INTERNAL	8477236379	
Person Total		0:07:15	0.00			Call Count: 6			

ISI and Cisco

ISI is a leader in providing call accounting and billing for IP Telephony as well as traditional voice systems. Founded in 1977, ISI has provided well over 10,000 customers with systems to track their voice telecom expenses. As a leader in new technologies, ISI was one of the first vendors to work with Cisco Systems new CallManager product. As an early participant in the Cisco Technology Developer Partner program, ISI was the first vendor of any kind to pass Cisco's stringent independent Verification Testing and earn the Cisco Systems Compatible logo.

ISI's commitment to Cisco continued with the release of Cisco Unified Communications Manager (CUCM) versions 5, 6, and 7. ISI receives beta copies of all new versions many months before release. As a result, ISI is able to develop interfaces prior to General Availability the new versions.

The Cisco Technology Development Partner program provides a number of key benefits for ISI customers:

- **Interoperability Testing** -- ISI has continually passed Cisco's stringent Interoperability Testing using approved Cisco test plans and procedures. These stringent tests were conducted by an independent third party. The Cisco Compatible logo ensures that Infotel is fully interoperable with CUCM.
- **Coordinated Support** -- As part of our Cisco Technology Development Program membership, ISI has developed a coordinated support plan with Cisco's Technical Assistance Center. This relationship provides seamless support with clearly defined roles and responsibilities in both organizations. With coordinated support, a customer can call either TAC center (ISI's or Cisco) on any problems related to the interface between ISI and CUCM. Both organizations have the ability to escalate support calls to each other, and to work jointly on any issues.

Testing Facilities – ISI maintains an extensive lab of Cisco IP Telephony hardware and software for use in development and testing of our products. With ISI, compatibility is assured.

Question and Answers

Q.What is the proper procedure for powering down or restarting the Select system?

A. This procedure can be used to restart the Select System:

Restarting the PC/Server

Background:

Infortel Select stores all of the call information in a SQL Server database. SQL Server is installed on your Infortel Select PC/Server and automatically starts each time the PC is restarted (Ctrl-Alt-Del or powering down/up). Infortel Select uses services to collect and process call records. These services MUST be inactive and stopped prior to restarting your PC. If Infortel Select is collecting or processing calls at the time the PC is restarted, the SQL Server database will not shutdown correctly, as it may be stopped while updating the database.

When your PC/Server is rebooted, the SQL Server database is automatically started. The Infortel Select services are also automatically started, but it is imperative they start AFTER SQL Server. As mentioned above, if your PC/Server is shutdown without stopping the Select services, SQL Server may be stopped while updating the database. Therefore, when your PC is restarted, it takes SQL Server longer to start, because it is trying to recover from being stopped without being shutdown correctly. This, in turn, causes the Infortel Select services to attempt to start before the SQL database is up and running. The services are not started because the database is not running and the system does not collect or process calls.

The isvProcess service generates the following error: **"An error occurred while attempting to verify the database connection(s) for this service: Making initial connection: SQL Server does not exist or access denied. Service timers will not be started; this application is essentially dead."**

Corrective Action:

If you believe your system has been incorrectly restarted, please follow these procedures to restart call processing:

1. From the Start Menu, choose Programs, Infortel Select.
2. Click on Manage Background Service.
3. Highlight isvProcess.
4. You will see the error message noted above.
5. To the right, click on Start to start the service.
6. Information will scroll in bottom section of Manage Background Service window, if the system is processing calls.
7. Shutdown Manage Background Service.
8. Later in the day, check Control Center to verify the call graphs are updating as expected. If not, please contact the ISI Technical Assistance Center at 1-800-326-6183.

Preventive Action:

Please follow these procedures to restart (Ctrl-Alt-Del or powering down/up) your PC/Server:

1. From the Start Menu, choose Programs, Infortel Select.
2. Click on Manage Background Service.
3. Highlight isvCollect.
4. If the system is collecting calls wait for it to finish. Entries will scroll in the bottom section of the Manage Background Service window, if the system is collecting calls.
5. When there is no activity in isvCollect, click on Stop to stop the service.

Continue on page 8

6. Highlight isvProcess
7. If the system is processing calls wait for it to finish.
Entries will scroll in bottom section of Manage Background Service window, if the system is processing calls.
8. When there is no activity in isvProcess, click on Stop to stop the service.
9. Next, click on Stop All to stop the remaining Select services.
10. Verify all of the services display Stopped in the status screen.
11. If isvHost is still running, highlight the service and click Stop to stop the service.
12. Shutdown Manage Background Service.
13. Double Click on the Autoreports icon in the PC system tray. Shutdown the Autoreports application.
14. Double Click on the CASched icon in the PC system tray. Shutdown the CASched application.
15. Logout of Control Center and all other Select applications.
16. Proceed with restarting (Ctrl-Alt-Del or powering down/up) your PC/Server.

Q. We track internal calls (also known as station-to-station or extension-to-extension). On reports, I notice that the initiating extension gets credit for the call. Is there a way to change this so I see the call show up on reports on the terminating extension?

A. Yes. At the Control Center, under Administration, click on System Configuration options. Double-click on Other Options. Check the box to post internal calls on the terminating extensions. Note: this parameter is Data Source specific.

Q. Please explain the Automatic Tariff Update option under the Tariff Management Tool.

A. This feature is new starting with Infortel® Select 7; this will allow Customers to choose to receive the rate tables on disk or by FTP. The system will check for rate tables nightly and picks them up if present. You can choose to have the rate tables updates automatically or manually and will receive email notification.