



Get the complete call visibility financial firms need to reduce net telecom expenses

Infotel Select's powerful CDR reporting and analytics solution delivers ongoing value by identifying hidden costs



Problem:

- Financial services organizations need visibility into telecom spend by department, branch, and cost center.
- Carrier-generated invoices do not provide the required breakdown of costs by department or users.
- Branch managers need easy access to reports most relevant to their workflows and KPIs



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Solution Overview:

Infotel Select's powerful cost allocation and chargeback features serve up valuable call information quickly and easily. Financial services organizations get the complete call visibility they need to reduce net telecom expenses, provide managers self-serve report generation access, and provide valuable telecom service chargebacks. Organizations gain added value by reducing dependency on IT for reporting, adding to more efficient and effective operations, and happier, better-served customers.

Key Infotel Select Benefits

- Accurate rating of call events based upon standard tariff rates or customer-defined custom call rate plans
- Associate each call event down to the individual employee and department for accurate organizational roll-up
- Allocation of telecom usage expenses to users, departments, and locations

- Isolate underutilized resources, such as individuals with no call activity
- Assign recurring fixed equipment or service fees to each user, as well as one-time charges like activation or MAC work
- Export allocation or billing files to a general ledger or time and billing system to facilitate automated chargeback

Connect with us for a demo today and see how to gain total visibility into your calling activity.