Call Accounting and Reporting on SBCS using Infortel Services

Cisco Small Business Communications System

Partner Application

August 2011

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Infortel (ISI) Services and Products

- 30+ years helping clients manage costs, assets and workflow
  - 12 years as a Cisco TDP
- Currently providing solutions for over 3.5+ million Cisco endpoints
- Financially strong and profitable
- 14,000+ software installations worldwide
- Experience working with SMB's
- Partner led program for delivering applications
- Network of consultants worldwide
- ISI is ISO 9001:2008 certified
- Ability to scale for complex, multi-location, multi-national clients
- Management Applications and Consulting Services matched to Cisco offerings

Solution Benefits

- Infortel® Select UC500 provides valuable call reporting and statistics to Cisco customers. Infortel enables customers to manage telecom expenses by tracking call trends, identifying potential fraud, mis-use or abuse and tracking adherence to telecom budgets for Employees or Departments.

- The Business Intelligence (BI) reporting capabilities of Infortel are of particular interest to small business users of UC500. The BI reports enable companies to track employee productivity, monitor phone interactions with customers and ensure customers are able to contact them through real-time reporting on Trunk Seizure Activity, Abandoned Calls and Time in Queue.

- Infortel® Select UC500 is offered in Basic or Enhanced packages. The Enhanced version offers additional reports, support and training. A comparison of feature functionality between Basic and Enhanced is shown below.
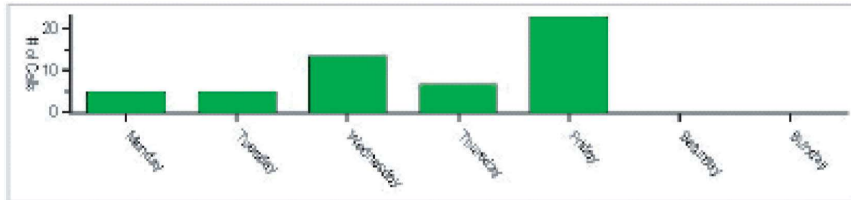
Configuring your UC500

Simple configuration using CCA:

Sample Reports

ABC Corporation
Call Activity Overview Report

Call Activity Overview Report

From 1/1/2003 through 1/31/2003

Cost Center: 660
Department: 660-0508
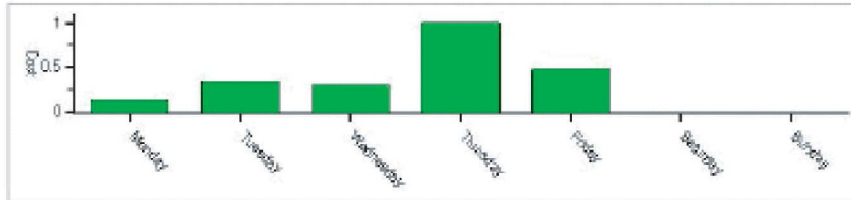
User: MOORE, FRED

Average Volume

Average Duration in Minutes
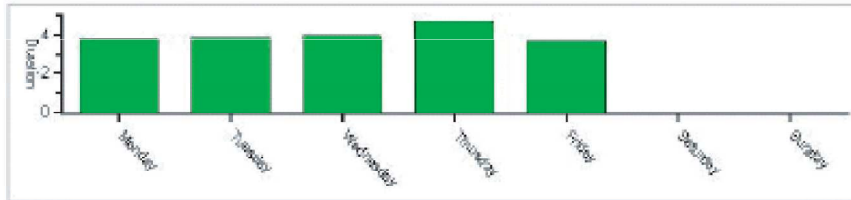
Average Cost

ABC Corporation
Freq. Dialed Number by Data Source / Extension Report

Freq. Dialed Number by Data Source / Extension Report   From 11/15/2002 through 11/25/2002

Phone Number	Location	# Calls	Duration Total (hh:mm)	Avg. (hh:mm)	Cost Total	Per Call	Per Minute
Data Source: Philly (3)							
760-9999	PHILA, PA	5	0:56	0:12	0.19	0.04	0.00
852-9999	PHILA, PA	4	0:49	0:13	0.20	0.05	0.00
208-8888	LANGHORNE, PA	4	0:17	0:05	1.10	0.28	0.07
807-0000	PHILA, PA	4	0:35	0:09	0.20	0.05	0.01
870-8888	PHILA, PA	3	0:21	0:07	0.17	0.06	0.01
548-8888	PHILA, PA	3	0:27	0:09	0.13	0.04	0.00
426-4444	PHILA, PA	3	0:57	0:19	0.09	0.03	0.00
656-6666	PHILA, PA	3	0:20	0:07	0.13	0.04	0.01
713-1111	PHILA, PA	3	0:31	0:11	0.13	0.04	0.00
730-1111	PHILA, PA	3	0:35	0:12	0.13	0.04	0.00
990-8888	PHILA, PA	3	0:29	0:10	0.21	0.07	0.01
472-6666	PHILA, PA	3	0:30	0:10	0.17	0.06	0.01
783-6666	PHILA, PA	3	0:30	0:10	0.17	0.06	0.01
658-2222	WILLOW GRV, PA	3	0:18	0:06	0.48	0.16	0.03
882-8888	WILLOW GRV, PA	3	0:20	0:07	0.68	0.23	0.04
990-1111	PHILA, PA	3	0:24	0:08	0.13	0.04	0.01
800-0000	PHILA, PA	3	0:39	0:13	0.09	0.03	0.00
260-5555	AMBLER, PA	3	0:29	0:10	0.58	0.19	0.02
920-1111	AMBLER, PA	3	0:32	0:11	1.56	0.52	0.05
352-3333	EDDINGTON, PA	3	0:14	0:05	0.58	0.19	0.04
443-8888	HATBORO, PA	3	0:21	0:07	1.31	0.44	0.06
775-3333	AMBLER, PA	3	0:13	0:05	0.43	0.14	0.03
385-9999	HATBORO, PA	3	0:26	0:09	0.83	0.28	0.03
975-5555	HUNTGDNVLY, PA	3	0:40	0:14	1.44	0.48	0.04
556-9999	INFORMATION	3	0:33	0:11	0.00	0.00	0.00
362-2222	LANSDALE, PA	3	0:27	0:09	2.43	0.81	0.09
275-1111	PHILA, PA	3	0:47	0:16	0.13	0.04	0.00
242-7777	PHILA, PA	3	0:12	0:04	0.21	0.07	0.02
383-3333	PHILA, PA	3	0:55	0:19	0.09	0.03	0.00
397-5555	PHILA, PA	3	0:37	0:13	0.13	0.04	0.00
440-6666	PHILA, PA	3	0:54	0:18	0.17	0.06	0.00
477-9999	PHILA, PA	3	0:58	0:20	0.17	0.06	0.00
483-2222	PHILA, PA	3	0:33	0:11	0.13	0.04	0.00
513-8888	HARLEYSVL, PA	3	0:27	0:09	3.75	1.25	0.14
975-2222	HUNTGDNVLY, PA	3	0:43	0:15	1.83	0.61	0.04
257-7777	PERKASIE, PA	3	0:29	0:10	3.90	1.30	0.14
718-4444	AMBLER, PA	3	0:19	0:07	0.96	0.32	0.05
298-0000	PHILA, PA	3	0:40	0:14	0.13	0.04	0.00
944-4444	NEWTOWN, PA	3	0:22	0:08	2.13	0.71	0.10
699-0000	NORTH WALE, PA	3	0:18	0:06	1.53	0.51	0.09
254-2222	PHILA, PA	3	0:28	0:10	0.17	0.06	0.01
577-5555	PHILA, PA	3	0:23	0:08	0.13	0.04	0.01
606-2222	PHILA, PA	3	0:19	0:07	0.13	0.04	0.01
278-5555	PHILA, PA	3	0:29	0:10	0.13	0.04	0.00
698-5555	PHILA, PA	3	0:17	0:06	0.17	0.06	0.01
701-8888	PHILA, PA	3	0:23	0:08	0.21	0.07	0.01
717-3333	PHILA, PA	3	0:19	0:07	0.13	0.04	0.01
763-0000	PHILA, PA	3	0:18	0:06	0.17	0.06	0.01
871-2222	PHILA, PA	3	0:19	0:07	0.09	0.03	0.00
977-0000	PHILA, PA	3	1:10	0:24	0.13	0.04	0.00
659-6666	WILLOW GRV, PA	3	0:37	0:13	0.46	0.15	0.01
708-8888	PHILA, PA	3	0:37	0:13	0.13	0.04	0.00
961-3333	PHILA, PA	3	0:31	0:11	0.21	0.07	0.01
884-5555	JENKINTOWN, PA	3	0:23	0:08	0.58	0.19	0.03
Data Source: Raleigh (2)							
653-1111	CARY, NC	12	1:30	0:08	1.44	0.12	0.02
789-1111	RALEIGH, NC	12	1:59	0:10	1.44	0.12	0.01
320-5555	CLAYTON, NC	11	1:53	0:11	1.32	0.12	0.01
681-1111	DURHAM, NC	11	2:11	0:12	9.56	0.87	0.07

Sample Reports

Detail Report by Extension   From 11/24/2002 through 11/30/2002

Date	Time	Duration	Cost	Facility	Call Type	Phone Number	Location	Account / Matter

Data Source: Philly (3)
Extension: 5344 - HANCOCK, JOE

Date	Time	Duration	Cost	Facility	Call Type	Phone Number	Location	Account / Matter
11/24/2002	01:22	0:13:13	0.03	Main Trunks	LCL	683-1111	PHILA, PA	
11/24/2002	02:12	0:11:23	0.03	Main Trunks	LCL	253-0222	PHILA, PA	
11/24/2002	02:58	0:13:50	0.00	Main Trunks	INB	415-500-0000	SAN FRAN, CA	
11/24/2002	03:54	0:01:42	0.03	Main Trunks	LCL	471-3624	PHILA, PA	
11/24/2002	05:49	0:07:04	0.00	Internal Calls	INT	8389	INTERNAL	
11/24/2002	05:58	0:08:21	0.00	Internal Calls	INT	8330	INTERNAL	
11/24/2002	06:11	0:04:53	0.03	Main Trunks	LCL	548-4149	PHILA, PA	
11/24/2002	07:14	0:05:15	0.00	Main Trunks	LCL	863-0000	AMBLER, PA	
11/24/2002	07:36	0:08:03	0.03	Main Trunks	LCL	270-6785	PHILA, PA	
11/24/2002	07:45	0:01:30	0.03	Main Trunks	LCL	332-7508	PHILA, PA	
11/24/2002	07:45	0:00:10	0.03	Main Trunks	LCL	888-6658	PHILA, PA	
11/24/2002	07:52	0:00:36	0.00	Main Trunks	INB	906-966-7455	GWINN, MI	
11/24/2002	07:56	0:09:32	0.00	Main Trunks	INB	213-720-5555	LOSANGELES, CA	
11/24/2002	08:14	0:06:02	0.03	Main Trunks	LCL	363-8193	PHILA, PA	
11/24/2002	08:20	0:04:53	0.00	Internal Calls	INT	8369	INTERNAL	
11/24/2002	09:00	0:03:22	0.00	Main Trunks	INB		INCOMING	
11/24/2002	09:09	0:02:53	0.00	Internal Calls	INT	8323	INTERNAL	
11/24/2002	09:21	0:13:19	0.00	Internal Calls	INT	8320	INTERNAL	
11/24/2002	09:22	0:08:31	1.60	Main Trunks	LD	1-801-538-4640	SALT LAKE, UT	
11/24/2002	09:31	0:10:03	0.00	Internal Calls	INT	8391	INTERNAL	
11/24/2002	10:26	0:12:31	0.03	Main Trunks	LCL	515-8311	PHILA, PA	
11/24/2002	10:32	0:14:23	0.00	Main Trunks	INB	867-342-5555	YELLOWKNIF, NT	
11/24/2002	10:33	0:02:30	0.00	Main Trunks	INB	540-995-0224	FT BLACKMR, VA	
11/24/2002	11:10	0:09:20	0.13	Main Trunks	LCL	593-9194	AMBLER, PA	
11/24/2002	12:24	0:05:49	0.00	Main Trunks	INB		INCOMING	
11/24/2002	12:43	0:11:32	0.00	Internal Calls	INT	8365	INTERNAL	
11/24/2002	12:46	0:09:18	0.00	Internal Calls	INT	8394	INTERNAL	
11/24/2002	12:55	0:04:37	0.00	Main Trunks	INB	228-362-3333	GULFPORT, MS	
11/24/2002	13:14	0:14:13	0.03	Main Trunks	LCL	569-1367	PHILA, PA	
11/24/2002	13:17	0:13:17	0.03	Main Trunks	LCL	669-7133	PHILA, PA	
11/24/2002	13:48	0:11:04	0.27	Main Trunks	LCL	682-6978	HATBORO, PA	
11/24/2002	14:41	0:13:54	0.31	Main Trunks	LCL	526-6144	FEASTERVL, PA	

12/6/2002 at 11:07 AM   1   ISI - www.isi-info.com
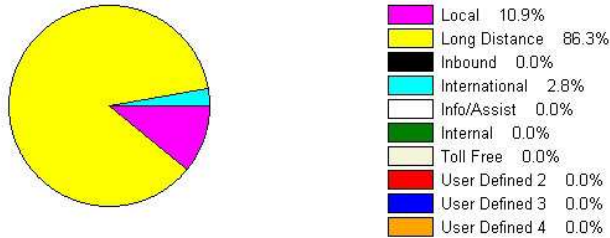
Sample Reports

XYZ Corporation
Executive Summary

Executive Summary   Department: Accounting

From 10/1/2005 through 10/31/2005

Call Type Contribution by Cost

■	Local 10.9%
■	Long Distance 86.3%
■	Inbound 0.0%
■	International 2.8%
□	Info/Assist 0.0%
■	Internal 0.0%
□	Toll Free 0.0%
■	User Defined 2 0.0%
■	User Defined 3 0.0%
■	User Defined 4 0.0%

Current Month Organizational Summary

Call Type	Cost	Count	Duration(HH:MM)
Local	316	876	54:30
Long Distance	2,503	952	80:02
Inbound	0	1,421	92:51
International	81	8	0:12
Info/Assist	0	3	0:03
Internal	0	403	6:12
Toll Free	0	149	18:42
User Defined 2	0	0	0:00
User Defined 3	0	0	0:00
User Defined 4	0	0	0:00
Total	2,900	3,812	252:30

Historical Cost by Call Type

Call Type	10/1 - 10/31	9/1 - 9/30	8/1 - 8/31	7/1 - 7/31	6/1 - 6/30	5/1 - 5/31	Total
Local	316	327	273	225	255	277	1,675
Long Distance	2,503	3,472	2,523	3,225	3,032	2,999	17,754
Inbound	0	0	0	0	0	0	0
International	81	18	8	61	16	245	430
Info/Assist	0	0	0	0	0	0	0
Internal	0	0	0	0	0	0	0
Toll Free	0	0	0	0	0	0	0
User Defined 2	0	0	0	0	0	0	0
User Defined 3	0	0	0	0	0	0	0
User Defined 4	0	0	0	0	0	0	0
Total	2,900	3,818	2,805	3,511	3,303	3,522	19,859

XYZ Corporation
Executive Summary

Executive Summary   Department: Accounting

From 10/1/2005 through 10/31/2005

Top 10 Users by Duration

User	Duration(HH:MM)	Cost	Count
Young, Mark	52:33	1,049	592
Lemki, Delores	40:23	569	386
Garrison, Craig	33:06	328	289
Zagroba, Simon	26:40	274	352
Hamilton, Malinda	15:06	159	492
Wrasse, Glen	13:25	138	182
Furillo, Janet	12:19	162	270
Meadows, Talia	10:44	49	142
Reception, Operator	7:46	25	143
Marotti, Francis	6:13	7	200

10 Longest Duration Domestic Calls

User	Date	Time	Dur. (HH:MM:SS)	Cost	Phone Number
Garrison, Craig	10/10/2005	08:44	2:24:57	0.00	941-387-1251
Meadows, Talia	10/13/2005	09:56	2:07:34	5.16	1-630-693-3335
Wrasse, Glen	10/13/2005	10:17	1:46:20	4.32	1-630-693-3335
Lemki, Delores	10/04/2005	15:16	1:38:40	42.90	1-415-955-3911
Furillo, Janet	10/18/2005	15:10	1:35:52	0.00	
Young, Mark	10/11/2005	08:50	1:25:56	37.27	1-614-752-7442
Young, Mark	10/18/2005	12:11	1:25:28	37.27	1-563-557-2767
Garrison, Craig	10/11/2005	16:08	1:23:15	0.00	808-823-0090
Garrison, Craig	10/18/2005	10:44	1:22:08	9.96	1-773-719-6864
Lemki, Delores	10/11/2005	13:57	1:18:30	0.00	1-800-322-6099

International Calls

Location	Count	Cost	Duration
UAE	4	25.55	0:04
SAUDI ARAB	2	47.91	0:08
MEXICO	1	3.19	0:01
POLAND	1	4.40	0:01

Sample Reports

ABC Company
Abandoned and Ring-time Summary

Abandoned and Ring-time Summary

From 10/05/2008 through 10/11/2008

Person	Total # of Calls	Total Duration	Average Duration	Avg. Ring Time Answered (Secs)	# Abandoned Calls	% Abandoned Calls	Avg. Ring Time Abandoned (Secs)
Company: ABC Corporation Division: Customer Service Cost Center: Help Desk Department: Hardware Support							
Elliott, Arlene	6	0:07:06	0:01:11	1	2	33.3%	91
Butterfill, Pia	18	0:53:20	0:02:57	2	2	11.1%	7
Harrow, Phirehas	28	2:09:01	0:04:36	3	10	35.7%	38
Wood, Lindy	22	0:00:00	0:00:00	49	0	0.0%	0
Department Total	**74**	**3:09:27**	**0:02:33**	**19**	**14**	**18.9%**	**41**

ABC Company
Transferred Calls Detail

Transferred Calls Detail

From 10/10/2008 through 10/10/2008

Date	Time	Owner	Extension/Auth Code	Duration	Cost	Call Type	Phone Number	Location
Data Source: Franklin (2)								
10/10/2008	11:00	Mcfall, Aleesha	2100	0:00:00	0.00	INT		2240 INTERNAL
10/10/2008	11:00	Warren, Brittany	2240	0:00:00	0.00	INB		ABANDONED
10/10/2008	11:14	Warren, Brittany	2240	0:02:22	0.00	INB		INCOMING
10/10/2008	11:14	Mcfall, Aleesha	2100	0:00:00	0.00	INT		2240 INTERNAL

Contact Information/Links

- ISI SBCS Partner Program information

  Email: sbcspartnerinfo@isi-info.com

- Mark McNeill: mmcneill@isi-info.com

  847.592.3278

- ISI Telemanagement Solutions Inc.

  1051 Perimeter Drive, S-200

  Schaumburg, IL 60173   847 995 0002

  www.isi-info.com