

# Call Accounting solutions





# Optimize and Monitor your business to success

Are you being overcharged by your telephone carrier? Do you know who your employees are calling? Are you using your ingoing and outgoing trunks efficiently? Mitel® Call Accounting provides you with a true picture of your telecom activity and expenses. Without it, you're flying blind. Use Call Accounting to better manage your telecom system and ensure it is set up for optimal performance.

## Challenge

Ensure your business is a success by reducing costs...

## Solution

Telecom expenses make up a large part of your total communications expenses. Effective call management software can help reduce telecom expenses and provide valuable information on how it is used—or misused. To find that information, Call Accounting provides businesses with a comprehensive suite of cost management reports. These powerful historical drill-down reports help businesses pinpoint problems and identify important network trends.

## Challenge

...monitoring employee call activity...

## Solution

Businesses can use data provided by Call Accounting reports to assist in monitoring, motivating, and compensating employees. Managers want to encourage all employees to communicate efficiently and be aware of costs incurred for daily business operations. By monitoring call data, managers ensure employees focus on working efficiently to keep operation costs to a minimum.

## Challenge

...and optimizing telecom setup

## Solution

Call Accounting can help businesses optimize telecom setup. Using Call Accounting reports, IT specialists can familiarize themselves with call patterns and use that knowledge to identify trunk lines, system infrastructure, and personnel resources that are overwhelmed or underused. By adjusting trunk usage and personnel resources, businesses can even out the peaks and valleys of telecom activity, realize cost efficiencies, and, ultimately, provide better service to customers.

To improve their position in the market place, businesses need to outperform their competitors. A comprehensive call management solution gives businesses the edge they need by increasing employee productivity, reducing costs, and optimizing telecom setup. Call Accounting does just that and more. It provides comprehensive reports that give businesses the information they need to monitor and motivate employees, detect toll fraud, and adjust under- or over-used trunks and personnel resources.

# 1.

## Get the true picture

When businesses need to know who's calling whom, Call Accounting reports provide them with this and other pertinent information. Whether it's an overview of call activity or a specific call record, the reports help businesses track, understand, and predict employee call patterns, so they will notice anything out of the ordinary.

# 2.

## Detect telecom misuse

The FBI and FCC estimate that over U.S. \$4 billion in losses due to toll fraud occurs each year. Call Accounting reports help businesses detect telecom misuse so that it can be stopped before it amounts to significant revenue loss. Reports detail employee call activity to help businesses detect if misuse is occurring.

# 3.

## Locate specific call records

Want to know who made a particular call? Reports and data mining tools aid the search for specific call records. They help businesses determine who called whom, the phone number dialed, and more.



## 4.

### Recover costs

Call Accounting reports enable businesses to identify and determine the cost of calls made by each department, so they can accurately bill back the departments. Using subscriber services, billing options can be included and cost can be easily marked up or discounted either by a percentage or by a flat rate.

## 5.

### Increase profits

Gartner estimates that 10 percent of telecom invoices are incorrect, usually to the advantage of the carrier. A powerful call management package enables businesses to discover billing errors. Improved visibility and control of your telecom use also contributes to the cost savings.

## 6.

### Enjoy continuous service

Even minor, unplanned outages can have a negative impact on business operations. When a controller or network failure occurs, the Mitel Call Accounting Resiliency option gives your business network the ability to maintain calls in progress and handle new incoming and outgoing calls.





# Intelligent Evolution

When you choose a communications solution, you're investing for the long term.  
At Mitel we're committed to protecting the value of your investment.

Intelligent Evolution is Mitel's approach to developing simple, cost-effective business communications solutions. We enable our customers to efficiently and affordably take advantage of the latest technology while preserving their ability to add users, capabilities and applications as their needs and business evolve.

## Total Solutions

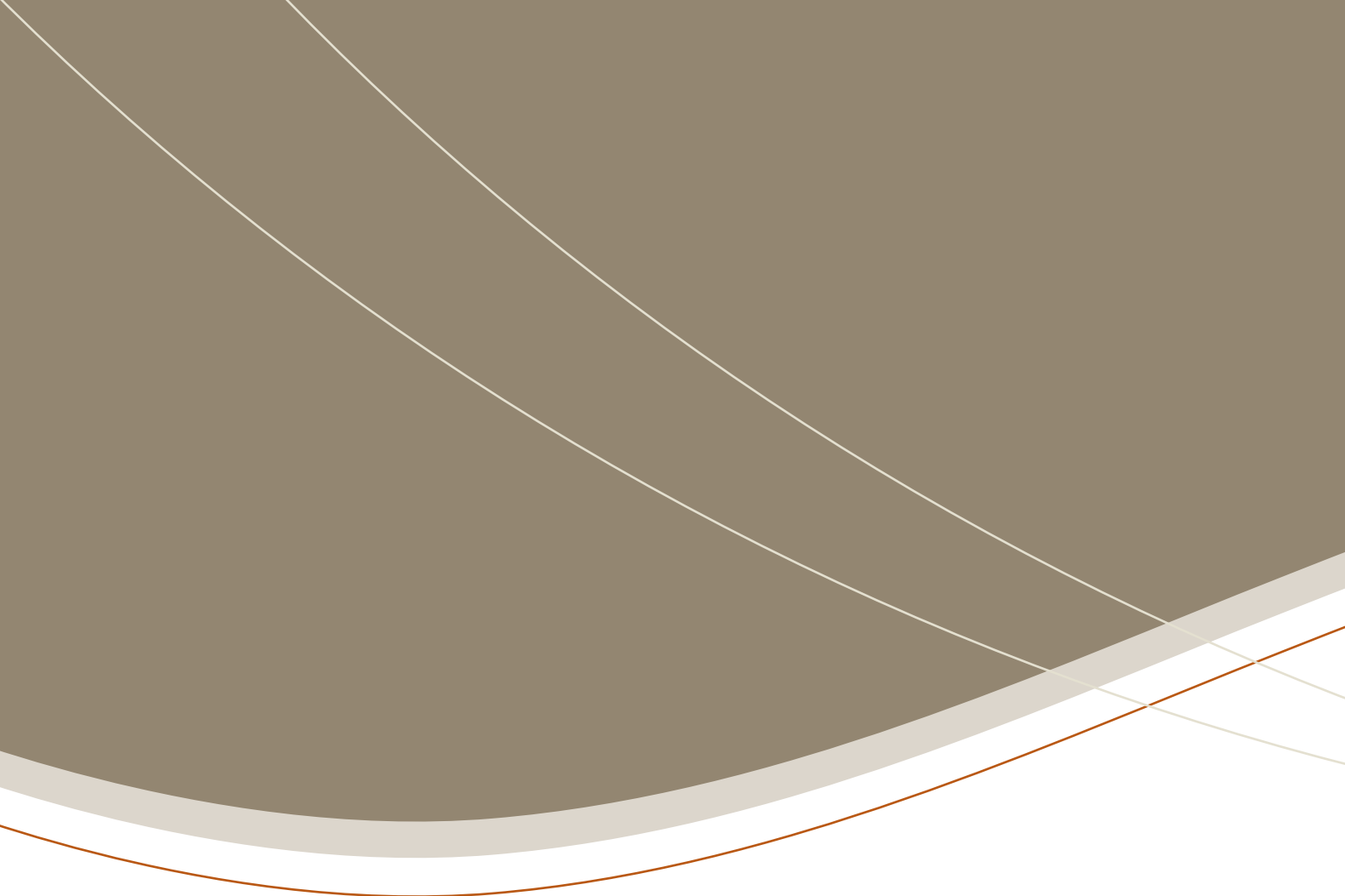
Mitel provides all-in-one solutions that are flexible enough to combine voice, data conferencing, remote working options and much more. We make it possible for you to choose exactly what you need to help grow your business.

## Anticipated Growth

Mitel solutions grow with your business. You can buy what you need now and add additional functionality and applications as your company and requirements evolve. For additional flexibility and ease of migration, our integrated communications platforms support both Internet Protocol (IP) phones and traditional business telephones.

## Investment Protection

Mitel communications systems are proven to be extremely manageable, cost effective and feature-rich solutions for business. Flexible and expandable, Mitel solutions provide customers with a simple, rational and affordable path forward, leveraging their existing technology investments to deliver ongoing, long-term benefits.



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