

Maximizing the value of Convergence

Compelling Applications. Flexible Platforms. Focused Services.

CALLANALYST™

The CallAnalyst Product Suite is an award winning call accounting solution developed by TriVium Systems to allow businesses to easily track calls. With the continued evolution of converged communication platforms such as VoIP, hosted PBXs and hybrid telephone systems, reporting and analysis of call information has become imperative to provide a clear picture of voice and data network activity.

CUSTOMER BENEFITS

Traffic Analysis

- The only solution in the market today that provides traffic analysis and what-if analysis.
- Optimize trunk usage and eliminate unused capacity to maximize efficiency.

Understand and Control Your Costs

- Track and analyze call traffic to gain a clear understanding of how telecom infrastructure is being used.
- Quickly identify problematic areas with graphical reports

Monitor Agent Productivity

- View and analyze call activity for each employee to identify inefficiencies and training needs

Contact Management & Client Matter

- Associate hourly billing rates with contacts
- Provide accurate billing and proof of calls

Account Tracking for Accurate Customer Billing

- Associating call numbers with specific accounts frees up your employees to work on other tasks.
- Link calls to specific accounts for precise customer billing.

Avoid Phone Abuse and Fraud

- With the FraudAlert! module, you will be notified when call patterns and abuse criteria are met.
- Broadcast alerts can be delivered via email or pager.

Increase Return On Investment (ROI)

- Reduce costs and increase revenue by efficiently allocating resources, eliminating excess trunk capacity and increasing productivity.

Accurate Billing to Recover Costs:

Due to inaccurate manual billing processes, three 15-min long distance call to clients are missed per day, affecting 15 accounts.

3 calls/day x 15 minute/call x 15 accounts x \$.05/minute = \$33.75 per day

\$12,319 in recovered costs per year!

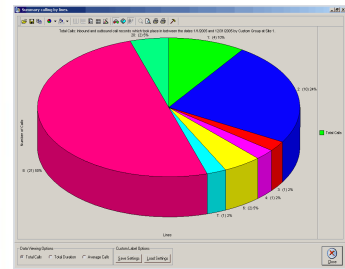
Optimize Trunk Capacity:

Using Traffic Analysis, a company quickly determined that only 70% of their trunk capacity was used per month. By reducing 30% of their trunk capacity, significant savings were achieved

\$800/month x 30% savings = \$240 per month

\$2,880 reduced in telecom costs per year!

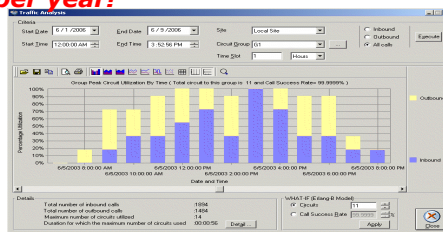
CallAnalyst is the only solution that provides comprehensive call reporting, billing and trunk analysis tools tailored for small and mid-size businesses.



Sample Traffic Analysis Report

What is call accounting?

Phone systems provide call information including details like call direction, date and time and extensions involved, information that is lost without call accounting. Call accounting is the process of tracking and reporting on call traffic from the phone system. CallAnalyst integrates seamlessly with any phone system to provide users with robust call reporting.



CALLANALYST™

SX Pro

Classic Edition

Enterprise Server

25-Extension
Edition

50-Extension
Edition

Platform Compatibility

CallAnalyst products are compatible with most phone systems available. CallAnalyst is certified and recommended by major PBX manufacturers like Avaya, NEC, Nortel, Toshiba, Mitel, Inter-Tel, 3com, Panasonic, ESI, Samsung etc.

Other Products from TriVium

- **SonicView** Digital Call Recording Solution
- **Hotelecom** Call Accounting Application for Hospitality Vertical
- **Realty Edition** Call Accounting Application for Real Estate Vertical
- **AutoAnalyst** Call Accounting Application for Auto Dealerships
- **TeleAssist** Call Accounting Application for Assisted Living facilities

To schedule a demo of **CallAnalyst** or for more information, please contact an account manager at 877-439-9338 or email us at:

sales@triviumsys.com

Visit us on the web at:

www.triviumsys.com



CallAnalyst SX Pro:

Offers 25 and 50 extension editions to meet the specific needs of **small, single-location** businesses.

CallAnalyst SX Pro contains all the functionality of the popular Classic Edition and can be easily upgraded to track unlimited extensions to grow with your business needs.

CallAnalyst Classic Edition (CE):

Offers **single-location** businesses unlimited call tracking, automated report generation and network ability. Classic Edition's tools meet the needs of any business.

CallAnalyst Enterprise Server (ES):

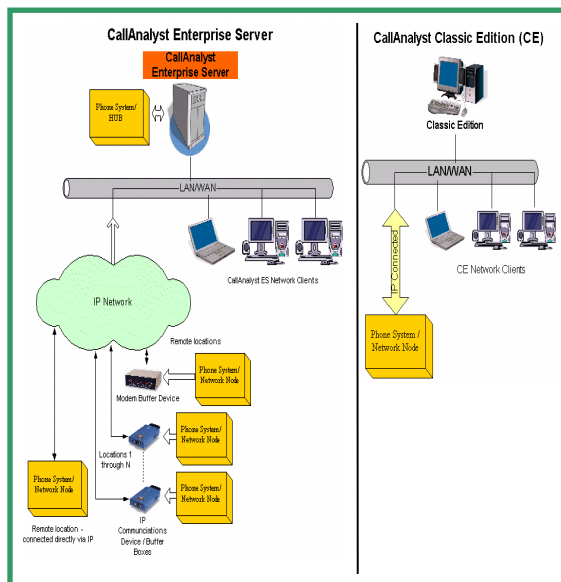
Offers enterprises with **multiple locations** the ability to seamlessly manage telephony activities and costs in real-time, from a central location. Real-time data retrieval eliminates the need for expensive remote location buffers.

CallAnalyst Features and Tools:

- **Traffic Analysis**
 - Analyze, manage and optimize trunk capacity
 - Eliminate excess trunks using What-If Analysis
- **CallAlert! / FraudAlert!**

- Detect defined emergency and/or fraudulent calling patterns and generate alerts

- **Campaign Tracker**
 - Track, measure and associate the performance of campaigns with call traffic
- **Web Reporting**
 - Convenient reporting access from anywhere
- **Property Management System Integration**
 - Integrate with PMS systems to provide accurate guest billing



Sample CallAnalyst Layout