

CALLANALYST™

CallAnalyst is the only solution that provides comprehensive billing, trunk analysis and reporting capabilities

Today's telecom solutions are critical to healthcare facilities and provide a variety of reliable, robust features. However, with demanding patients constantly in need of information, healthcare providers need solutions to ensure the accessibility of important information such as billing statements. CallAnalyst meets these needs and much more with features like accurate, easy to read billing reports and enhanced security features.

CallAnalyst is a robust call management and accounting solution that allows customers to accurately track telecom usage to recover costs, optimize telecom usage and increase security. Accurately bill back departments and patients for phone usage to recover all telecom costs and effectively manage their phone system.

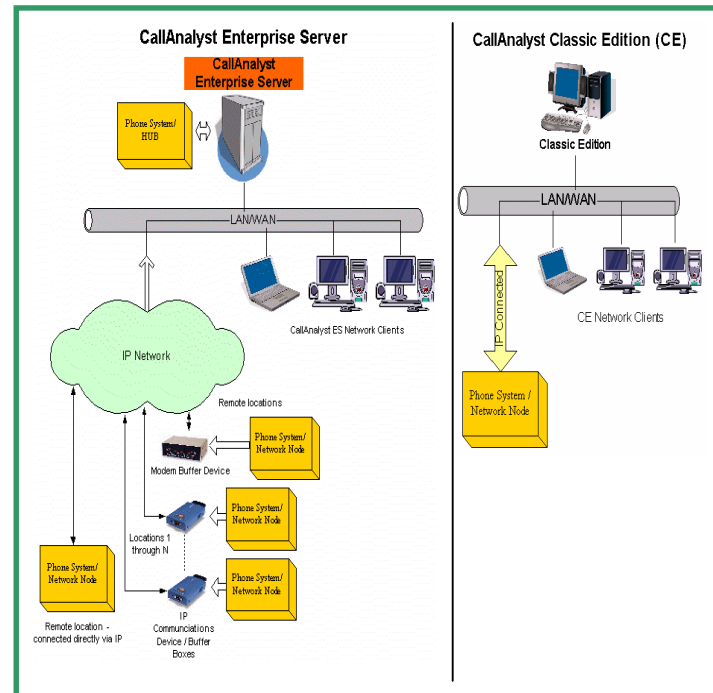
CALLANALYST FEATURES:

•Enhanced Security

- Maintain secure environment for patients & staff
- Broadcast alerts via email, pager or screen pop to notify staff of emergency activity
- Create triggers for any call including fraudulent calls and frequently dialed numbers

•Traffic Analysis

- Optimize trunk usage to maximize efficiency
- Ensure trunk capacity is available to handle all calls



CallAnalyst layout options

•Patient and departmental bill back

- Flexible rate plans for patients & departments
- Precise billing reports to distribute & recover telecom costs

•Hands-free solution

- Automate billing reports delivered via email or print
- CallAnalyst captures data and delivers reports without user intervention

•Accountability

- CallAnalyst tracks all calls and interactions with patients

•Scalable solution

- Compatible with most phone systems available
- Grows with extension and location tracking needs

• *Phone usage & billing*

- Detailed Rate Plans for local, long distance and international calls
- Accurate billing reports with per call cost breakdowns
- Billing disputes – proof of calls and cost

• *Accountability*

- Track account codes to maintain proof of calls
- Verification and proof of interactions with pharmacies and patients to ensure that critical information has been exchanged.

• *Security*

- CallAlert! / FraudAlert! module generates broadcast alerts
- Define customized alert criteria to notify on-duty staff

• *Operational efficiency*

- Consolidate call information from multiple locations
- Centralized data administration & reporting

Other CallAnalyst Tools:

• *Campaign Manager*

- Track, measure and associate the performance of campaigns with call traffic

• *Web Reporting*

- Convenient reporting access from anywhere

ROI Examples

Accurate Billing to Recover Costs:

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

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

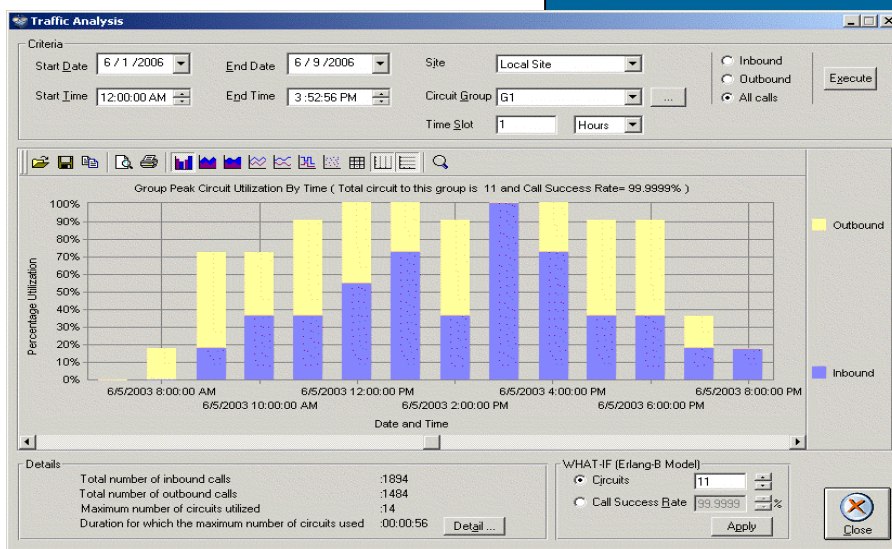
\$12,319 in recovered costs per year!

Optimize Trunk Capacity:

Using Traffic Analysis, a doctor's office quickly determined that only 20% of their trunk capacity was used per month. By reducing 50% of their trunk capacity, significant savings were achieved

\$800/month x 50% savings = \$400 per month

\$4,800 in reduced telecom costs per year!



Traffic Analysis

The smart way to manage billing, productivity & performance

CallAnalyst products are compatible with most phone systems available. CallAnalyst is certified and recommended by major PBX manufacturers like Avaya, NEC, Nortel, Toshiba and Samsung.

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