

# **Expert Vision CallXpert**

## System Overview

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## Purpose

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*Expert Vision CallXpert* is a system for collection, accounting and billing of phone calls. The system processes calls conducted through *Call Manager*, office telephone exchange or other devices. It is suitable for banks, offices, enterprises and others. Implementation Statistics show that installing such a system for accounting and billing reduces organizational phone bills 10-20%.

The main advantage the system is its ability to collect information on calls from different sources and to consolidate them into one database. *Expert Vision CallXpert's database* allows processing of millions calls per month and its ability to collect information from different sources makes it one of the most unique and versatile systems on the market. The phone's TCP/IP connection is used for call info collection and that means *Expert Vision CallXpert* can collect information from devices distributed in different cities or countries.

*Expert Vision CallXpert* is a module-based system and that makes system very flexible to adapt its configuration to client requirements.

*Expert Vision CallXpert* can work with:

- Cisco Call Manager version 3.x or newer
- Siemens
- Ericsson
- Alcatel
- Nortel
- Lucent
- Panasonic and others.

The system not only bills calls by duration, but also incorporates call destination, time call was made, day of week, device generating the call, and trunk or voice gateway conducting the call.

*Expert Vision CallXpert* also has a module for tariff configuration which allows the user to configure an unlimited number of tariffs. Each tariff can be assigned to different devices, trunks or voice gateways. The system allows definition of groups (cost centers) and each extension can be assigned to one or more groups.

*Expert Vision CallXpert* has a very rich reporting module which can show call reports and statistics. It is web based module with more than 10 report types. Also, there are more than 25 preset system reports accessible by users. Each of these reports can be customized and save as new preset user report. Some of report types are:

- List of conducted calls
- Calls grouped by type – local calls, long distance, mobile, international and more
- Calls grouped by destination – UK London, UK Mobile, USA CA, Germany Berlin, etc
- Distribution of calls by time
- Most dialed numbers
- Most expensive calls
- Bills for groups or extensions by days, months or period

Because the reporting module is web-based, users can execute and generate reports using their browsers. Each user can also be assigned specific rights at the site, group or extension level which restrict the user's access to only reports within their specific domain. Each report can be viewed on-screen, sent to a printer, or exported to XML or Microsoft Excel. The export function allows additional processing/refinement of the data using user specific tools or import of data to a 3<sup>rd</sup> party system – like the organization's ERP system.

Reports can be on Bulgarian or English.

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***Main features:***

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- Automatic registration of extensions with their default settings
- Automatic registration of trunks and voice gateways with their default settings
- Collection CDR information about incoming and outgoing traffic from different devices
- Each extension can belong to unlimited number of groups (cost centers)
- Each group can contain unlimited number of extensions
- Set limits for bills and prevent dialing destinations when limit is reached
- Unlimited number of tariffs
- Web based reporting module
- Rich reporting module which shows very detailed information about calls and traffic
- Users with different access rights
- Export to XML and Microsoft Excel
- Automatic report generation – which can be emailed to users
- Integration with Microsoft Active Directory
- Integration with Expert Vision Business Directory software