

# ESI Call Accounting

for ESI Communications Servers and IP Server 900 Systems



Take the headache out of managing your company's call records with *ESI Call Accounting*. With this application you will know that you always have the right information at the right time with full visibility of call activity on your ESI phone system.

*ESI Call Accounting's* intuitive design helps keep a handle on your communications costs, while reducing the time and effort required to retrieve the information.

## Simplify How You Do Business

Your business' time is precious, so retrieving and understanding call reports should be painless and easy to do. *ESI Call Accounting* eliminates the guess-work when reporting inbound and outbound calls from your organization. This simple and intuitive application provides a wealth of information that will take the call reporting for your *ESI Communications Servers* or *IP Server 900* to the next level.

## Top-Notch Reporting

*ESI Call Accounting* allows you to manage data unlike ever before. This application features a powerful reporting engine and a host of reporting types that will help you keep accurate call data. Print your report or save it in a preferred format, such as PDF, Excel or HTML. Repeatedly running the same reports? Schedule them to be automatically generated and emailed right to your inbox.

## The Software Pays for Itself

With *ESI Call Accounting* you will know exactly where your telecommunications costs are being incurred, so that you can control them.

- Increase productivity
- Allocate costs to specific departments
- Track advertising effectiveness
- Identify fraudulent use

## Features

- Track calls for legal and HR purposes
- Reduce phone abuse and misuse
- Instantly access emergency or suspicious calls
- Monitor system efficiency, routing & bandwidth
- Gain advanced traffic and trunk analysis
- Allocate charges and call costs
- Automated reports/alerts to keep you informed
- Easy access to historical data
- Top-notch detailed reports: generate an array of summary, detail, and analysis level reports
- Variety of customizable charts
- Excel-style Pivot Table capability, to summarize and quickly target specific calls
- Create a visual geographic analysis of call activity through the Maps function
- Track telecommunications costs with Flexible Costing
- Notifications for calls matching user-specified criteria with Call Alerting
- Advanced reporting available for *VIP 7 ACD Supervisor* (sold separately)