Enghouse Interactive

Call Billing and Reporting

CALL MANAGEMENT AND COST ANALYSIS

PRODUCT SHEET

The telephone system is one of your most powerful business tools, so it's important that your call handling system always performs at optimum efficiency. Enghouse Interactive Call Billing and Reporting provides sophisticated reporting through a standard web-browser to help you monitor and manage call data across your entire organisation. Whatever you need to do - monitor performance, detect fraud, detailed cost analysis or justify new investment - Call Billing and Reporting puts you in control.

Centralised, Comprehensive Call Information

The ability to monitor and manage the cost of communications has always been essential to organisations. With demand and costs for these services rising, obtaining the right balance between expenditure and the business benefits they provide is vital.

Enghouse Interactive Call Billing and Reporting provides the means to collect, analyse and report on call data and its associated costs through a standard web-browser, making this valuable information available throughout the business. By providing a clear and precise picture of call handling performance and costs, Call Billing and Reporting helps you plan for change and build an efficient call handling system based on accurate information rather than costly guesswork.

Compatible with many leading name communications systems and scalable from small single site businesses to multi-site, multi-national organisations, Call Billing and Reporting provides centralised, comprehensive call handling information accessible from any web-browser.

Benefits

- Highlight exceptional costs and enable informed cost reduction decisions to be made

- Reduces administrative cost of recharging from carrier bills

- Identify redundant equipment and services, saving resources

- Track fraud and misuse/abuse to avoid unnecessary costs

- Simple deployment, low maintenance, and seamless integration with other components

- Monitor call response times and call handling efficiency

- Automatic daily email warnings of failure to meet thresholds for call duration, lost calls, trunk capacity

- Secure, reliable and scalable

- Trace calls through the telephony system to investigate why calls are lost or abandoned

Control and Reduce Costs

Call Billing and Reporting provides the means to monitor and reduce costs by at least 10% within a few months. This reduction is typically derived from the vastly improved visibility of costs and the detailed, customised reports available across the organisation, and at all levels. Allocating costs to users or departments improves awareness of their overhead costs and inevitably leads to costs falling.
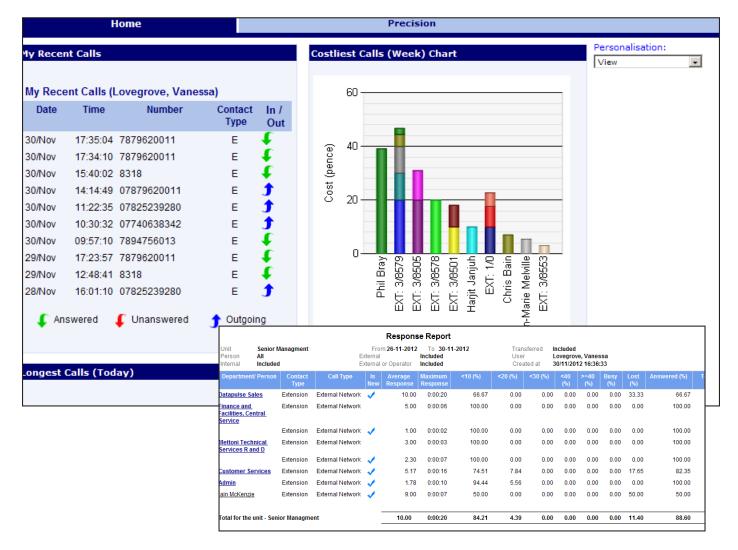
Monitoring the cost of communications also identifies any misuse and redundant expenditure such as idle lines, unused devices and trunk line usage, ensuring optimum utilisation and saving resource.

Telephone expenditure can also be controlled by managing and updating supplier tariffs and setting up account codes for calls to be charged onto clients.

Personal Access To Call Information

Call Billing and Reporting enables all employees across the business to access their call information. From the customisable web home page staff can use the system's extensive reporting and search criteria to view their own telephony information such as received, dialled and missed calls, and useful reports for call volumes, response times and performance metrics.

Easy, secure access to reports improves visibility of costs and enables users to react quickly to falling service levels which inevitably leads to improved productivity and reduced costs.

Call Billing and Reporting home screen showing summary reports and a detailed response report

Identify Fraud and Misuse

Telephone misuse is a drain both on business efficiency and the bottom line. Call Billing and Reporting helps identify any areas of misuse by enabling you to define what constitutes an unauthorised call and report accordingly. You can even set definable Threshold Alarms, alerting you immediately via email if a call breaches set rules or thresholds, for example; exceeds a set duration or cost, is made during business holidays or to out-of-ours, or if the average call time goes above a certain limit.

Logging calls will deter personal usage, premium rate lines, needlessly lengthy and expensive calls. Faster, easier detection of fraud and forewarning of specific situations means greater cost control and increased productivity.

Network Utilisation

Call Billing and Reporting enables organisations to proactively assess voice network resource utilisation, trunk utilisation, and calculated capacity trends across the business. This enables organisations to make potentially large savings by reducing needless over-trunking expenses and reducing unused lines.

Monitoring network utilisation and capacity trends also enables businesses to manage their network ensuring calls to the business are not lost while maintaining quality of service. Should set thresholds become exceeded alarms are automatically triggered ensuring that service is not impacted.

Improve Productivity and Service

Professional call handling is a vital element of good customer service. Call Billing and Reporting ensures supervisors and managers are always informed and can see at a glance if incoming calls are being answered within specified response times. This enables organisations to quickly take appropriate action to ensure service levels are maintained

Graphical reports showing call trends, busy periods and lost calls provides the evidence needed to justify additional phone operators, set up special numbers or modify the way that calls are handled to ensure high levels of responsiveness.

"Enghouse Interactive Call Billing and Reporting was exactly what we were looking for to manage our calls and boost staff productivity. We are using it in every environment, from our call centres which are now benefiting from quicker call response time, to the sales teams who are using the solution to measure the productivity of their marketing calls."

Marc Van-de-Cappelle, Network and Voice Engineer
MPS GROUP

Flexible Reporting

There are limitless configurations possible in the selected call details reports, giving you the flexibility to control the contents of your reports. Information can be provided on exceeded thresholds, unanswered calls and the details required to call them back, call volumes, who made which call and costs. Managers could chose to compare call costs between sites, enabling them to evaluate their inter-site communications.

Comprehensive Call Reporting

Call Billing and Reporting's extensive reports offer the means to interrogate virtually any aspect of your telephone system.

- Breakdown of calls by individual, team, department, cost centre

- When calls were made, who to, what tariff, what band, duration and cost

- Identification of top calls by cost or duration

- Volumes of outgoing versus incoming calls

- Highest/lowest users according to the number of calls made, total duration

- Most expensive calls and numbers

- Frequently dialled numbers

- Response statistics

- Percentage of calls being answered/lost

- Peak call times and trends

- Trunk and network utilisation

- Calls that are transferred, lost, abandoned, failed, busy, diverted etc

- Number of internal/external calls and those passed through the operator

- Ring and queue times

- Calls answered within a certain threshold or service level agreements

Stand Alone or an Integrated Solution

Compatible with most leading name communication platforms, Call Billing and Reporting can be utilised as a stand-alone product or as part of a fully integrated solution combining a number of Enghouse Interactive applications including operator consoles, directory services and call recording.

Why choose Enghouse Interactive?

With over 25 years experience developing solutions that consistently exceed the expectations of our customers and partners, Enghouse has an enviable pedigree.

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market. Through our extensive network of reseller partners, we are helping thousands of organisations of all sizes, industries and complexity across the world to improve their service, productivity and operational efficiency.

Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor.

Our solutions scale from a single site call reception console to multi-tenanted, multi-media contact centres with users in excess of 10,000. We have more than 1 million agent seats handling over 1 billion interactions through our systems daily – making Enghouse Interactive one of the biggest providers of customer contact solutions in the world.

About Enghouse Interactive

Enghouse Interactive develops and supplies the widest range of customer contact solutions on the market through an extensive network of value-added partners. Enghouse Interactive's integrated suite of solutions includes multi-channel contact centre, self-service, attendant operator consoles and workforce optimisation. These solutions enable organisations to classify and respond to customers in the way that they want: quickly, efficiently and successfully, with minimal effort.

Enghouse Interactive

Learn more at www.enghouseinteractive.com