

HOSTED CALL REPORTING FOR BROADSOFT SERVICE PROVIDERS



Proteus® MT for BroadSoft, from Enghouse Interactive, is an advanced call accounting application, developed for the Service Provider market to allow BroadSoft operators to offer Call Reporting as a value-add Cloud service.

Proteus® MT is designed to provide businesses with detailed insight into their hosted communications service using real-time dashboards, wallboards and reporting. The data helps businesses control resources and manage staff workflow through exception alerting, capacity planning and trend reporting, KPI measurement, and fraud tracking.

Proteus MT for BroadSoft:

Proteus MT helps Service Providers meet customer demand for call reporting through its multi-tenant architecture, allowing the Provider to manage multiple customers on a single instance of Proteus and monetize the solution.

Proteus interfaces with BroadSoft at two levels: CDR and OCI-P.

CDR integration provides the method for logging call detail records from BroadWorks, processing them through Proteus's CDR interface and storing the processed data in a highly optimised database for multiple BroadWorks tenants to securely analyse.

OCI-P integration enables the Service Provider to easily provision the call reporting service to their customers by linking group and subscriber details within BroadWorks to those of Proteus.

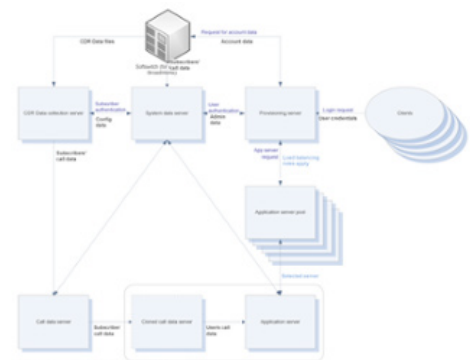
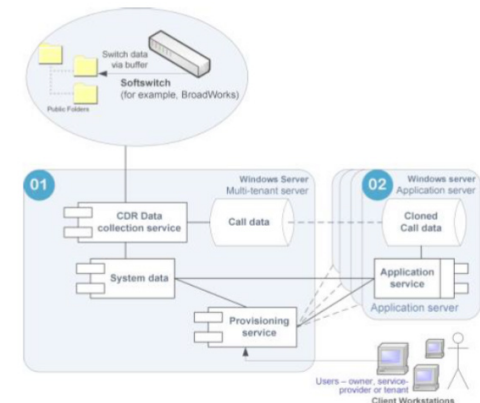


Figure 2: Logical architecture diagram





Service Provider Benefits:

Proteus fulfils a number of important functions for the Service Provider in addition to its core call reporting capabilities. These are:

- Effectively allows the Service Provider to monetize call reporting as a service
- Provides billing data to the Provider for each reseller, tenant and extension being logged
- Feature-based management provides multiple ways to productize the service
- Enables white-label branding
- Provides a secure multi-tenant architecture
- Includes support for single-line hunt group and auto-attendant reporting on BroadWorks
- Proteus is proven in the field for reliability, scalability, and security within a carrier network
- Rapid installation and configuration with low ongoing maintenance
- VMware Ready

End User Benefits

Increase Employee Productivity

- Highlight busy times when resources need reallocation
- Identify needless long duration calls
- Monitor both fixed line and mobile calls

Improve Customer Service

- Set targets for key performance indicators, like time to answer and length of call, and track them on the Proteus wallboard
- Track incoming, outgoing and missed calls
- Produce trend reports that highlight the need to increase capacity

Save Communication Costs

- Identify excessive personal telephone calls
- Spot fraudulent activity
- Identify long duration calls, international calls, etc..

Application Benefits and Features

Interface

- Sophisticated browser-based interface incorporating dashboard with drill-down reporting. Fully customisable dashboard options

Reporting

- Real-time summary and detailed reporting including departmental, person, line, and cost centre reports
- Consolidated Hunt Group and Auto attendant reporting on BroadWorks
- Large choice of report export options including MS Excel, MS Word, RTF and PDF
- Scheduled reporting allows reports to be emailed periodically to maximise convenience
- Optional Personal/Business call classification
- Optional custom report builder allowing customers to create reports to their own specification

Optional Costing Engine

- Real-time costing engine with billing reports supporting multiple currencies
- Cost allocation and charge back to cost centres

Alerting

- User defined alerts that target specific types of calls, such as premium rate numbers, calls over a specific duration or cost, response times and no calls over specified period
- Proactive alerts warning of service disruption or failure
- Notification of unusual activity trends

Scalability

- Highly scalable supporting high volumes of tenants and millions of CDRs per day

Security

- Highly granular access policies, defined and limited by the system administrator, allowing secure access from any point
- Unlimited secure users

Platform

- Windows Server
- SQL database
- IIS web server

Interoperability

- Fully tested with multiple releases of BroadWorks
- OCI-P integration for provisioning of groups and subscribers
- Scheduled archive of call data for offline storage

About Enghouse Interactive

Enghouse Interactive's integrated suite of solutions includes multi-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and even hybrid requirements.