**Enghouse
Interactive**

Proteus for
Cisco

Business Intelligence from
your Communications
Data

Proteus® Enterprise for Cisco, from Enghouse Interactive, is an advanced call accounting application, designed to provide medium to large corporations with detailed analysis of your Cisco unified communications system, helping you gain maximum efficiency from your investment.

## Business Intelligence from your Voice Communications

The key business issues that Proteus® addresses are:

- Rapid identification of cost savings
- Internal cost allocation
- Network optimisation using real-time analysis and historical trend reporting
- Security and compliance management, from real-time triggers to historic call analysis
- Productivity and KPI measurement
- Service billing
- Fraud tracking, e.g. toll fraud and internal abuse
- Optional Quality of Service monitoring

Proteus® does this by collecting call detail record (CDR) and call management record (CMR) information from the Cisco platform via (secure) FTP and processes this data in real-time. It represents the data in reports, dashboards and wallboards designed for company executives, IT and telecom managers, sales and marketing managers and service and support managers.

Overview

- Designed for medium to large corporations including single site businesses and multi-site, multi-national firms
- Detailed analysis of both call records and quality of service across one or more Cisco clusters
- Supports multiple international and local dial plans and carriers, with currency conversion, for accurate cost analysis across the entire organisation
- Many processes can be automated, such as directory synchronisation, scheduled reporting and alert notification
- Flexible and fully customisable dashboards provide real-time analysis and historic trend reporting either across the whole organisation or for selected sites, departments or switches
- Large selection of standard reports plus a report building tool provides summary and detailed reporting by departments, cost centre, account code, lines, people, switches, and other selected fields
- Useful for customer billing, including management of fixed-cost rates and variable rate mark-ups
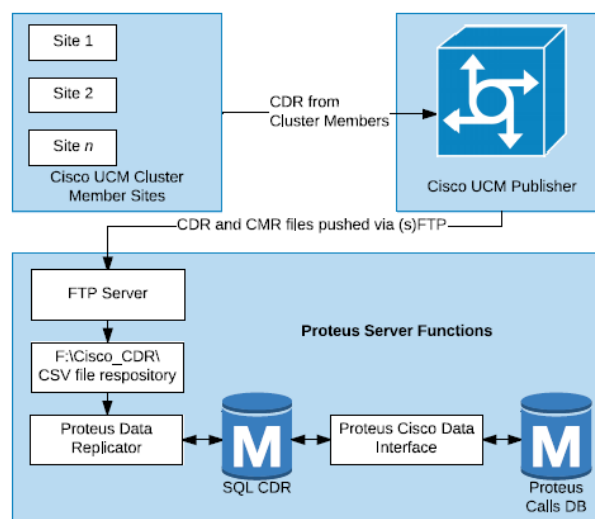
Key Business Drivers

Save Communication Costs

- Compare different carriers and choose the most cost effective provider
- Identify excessive personal telephone calls
- Optimise least cost routing across your network
- Identify high cost calls in real-time and spot fraudulent activity
- Evaluate the cost benefits of deploying new telephony technology

Increase Employee Productivity

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

Return on Investment

- Businesses deploying call management software typically reduce monthly telecoms spend by 10%-15% (Gartner)
- Return on Investment typically under four months
- Reduce call and line rental costs
- Understand business trends and staff allocation
- Ensure staff are meeting key performance indicators (KPIs)
- Protect against misuse and fraud
- Utilise the costing engine for onward billing purposes

Key Features

Interface

- Responsive HTML 5 interface providing access to features and data from a range of devices
- Fully customisable dashboard options

Costing

- Real-time costing engine with billing reports supporting multiple currencies
- Carrier comparison tool to ensure optimal telecoms spend
- Cost allocation and charge back to cost centres

Reporting

- Real-time summary and detailed reporting including departmental, person, line, and cost centre reports
- Powerful custom report builder allowing customers to create reports to their own specification
- Trend and KPI reporting
- Personal call tagging
- Carrier invoice cost allocation
- 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
- Ability to localise reports via regional resource files

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 multinational, multisite deployments
- Proven in the field to over 1,000 sites and 250,000 extensions per system

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

- Proprietary interface for CDR and CMR (where available) processing from Cisco Unified Communications Manager, Communications Manager Express and Business Edition 6000