

Insight^{xps}

Call Accounting and Usage Management Sales Guide

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1. INTRODUCTION

The Company

National Telephone and Technology (NT&T) is recognized as being a leading provider of call accounting and call center management software applications. Our customer base is wide ranging including health care, financial institutions, education and Government departments.

We are committed to delivering excellent customer service and are well positioned to exceed the expectations of our customers and partners. Insight^{xps}, our most recent addition to our family of call management applications, is simple to install, easy to use and backed up by our training and support facilities.

We provide:

- Installation assistance
- Training
- Pre sales support
- After sales support and help desk

With the wealth of experience our personnel have in IT, communications and people skills, queries directed to the help desk are dealt with efficiently and promptly.

The Product

Insight^{xps} is an advanced call accounting and usage management application that immediately shows how efficiently and effectively an organization is:

- Managing costs
- Dealing with its customers.

The reporting available from Insight^{xps} has previously only been available to large Corporations with vast budgets. Insight^{xps} brings this management and reporting capability easily within the reach of both small and medium sized organizations.

Insight^{xps} has no peer in its class with a reporting suite that is comprehensive, flexible and easy to use through its web browser.

Insight^{xps} shows how everyone uses the phone system and how effectively incoming and outgoing calls are handled. Response to incoming calls can be tracked with our unique large character window displays and there is no limit to the number of near real time views and layouts that can be displayed.

A suite of graphical reports detail where costs are incurred and they allow easy identification of problem areas. The reporting suite also includes a full range of self-customizable call list reports and full summarized reports for individuals, departments and the whole organization.

2. WHAT IS THE Insight^{xps} CALL AND USAGE MANAGEMENT APPLICATION?

Insight^{xps} is a 32 bit MS Windows based call management and usage application using state of the art database technology for ultimate performance.

The main purpose of any call management system is to accurately record and report the telephone usage on a telephone system. Insight^{xps} provides comprehensive analysis of call traffic with emphasis on speed and accuracy, incorporating an intuitive and powerful reporting engine.

Aside from the conventional reporting on incoming, outgoing and internal calls, Insight^{xps} incorporates a number of advanced features that significantly increase the value of the customer's investment. It should be noted that the reports available are dependent on the contents of the Call Detail Record (CDR) available from the telephone system as systems have different detail in their output (refer to PBX compatibility below).

2.1 ANALYSE TRUNKS

Insight^{xps} has a comprehensive trunk use analysis utility that will yield accurate trunk loading information; this is used to establish if a site does have excessive trunks. If they do this is wasting money. Insufficient trunks can be equally damaging to the business as potential customers will be unable to call it.

It is impossible to estimate financial loss of calls not received (was a call for a ten million dollar order met with an all lines busy signal?). It is easier to put a cost against excess lines, for example a company with an excess of simple analog lines could be wasting up to \$700 per year per line.

2.2 FRAUD DETECTION

Insight^{xps}, through its reports and scheduling abilities, can identify different types of fraudulent activity, including excessive spend, calls with a large duration, most expensive extension and most frequently dialed numbers. It must be noted that a CDR record is received after the call has completed.

The potential loss from fraudulent activity can often result in highly expensive call charges and that cost must be borne by the telephone system owner.

2.3 NEAR REAL TIME ANALYSIS

As default, Insight^{xps} collects CDR as the telephone system outputs it rather than storing data with subsequent batch processing. This means a user can view the calls as soon as they are completed. Near real-time collection is imperative for the fraud and email alerting facilities to function.

2.4 NETWORK ACCESS

The standard Insight^{xps} license allows the system to be installed on a single PC accessing data from a single telephone system. The built in web server allows customers to access information from a number of workstations around the site eliminating the need for access to the communications room.

Access to Insight^{xps} through a web browser allows all departmental managers to have full access to their call reports and statistics allowing immediate investigation of customer service, or other operational issues.

2.5 DEDICATED PC

For most installations Insight^{xps} can co-exist with other applications such as voicemail. However for larger or more demanding applications it is recommended a dedicated PC is provided. Dispensing with the need for high specification or dedicated PC hardware, Insight^{xps} can be specified for smaller applications and still remain within budget.

2.6 TARIFF MANIPULATION

The Insight^{xps} application incorporates tariff update capabilities through a user friendly front end. Time bands, charge bands and rates can be manipulated. A cost test utility is also available to verify any costing queries identified on cost allocation reports.

2.7 CALL CENTER ANALYSIS

An inbound performance analysis report is available to monitor operator or departmental performance. It will highlight either a large number of unanswered calls, calls to voicemail requiring more operators or not enough calls for the available operators. Customer service and cost effectiveness can be improved in both cases. Features subject to available information from the telephone system.

3. WHY Insight^{xps} IS RIGHT FOR YOUR BUSINESS

Insight^{xps} is an “out of the box” reliable and powerful tool for managing your voice network efficiently and cost effectively.

3.1 COMPREHENSIVE SUPPORT

National Telephone & Technology are here to help you make the sale, train the customer and support you both down the road. Choose from a range of pay-as-you-go or contract based options based on your end users needs.

3.2 RESILIENCE

A buffer is optional and can be used for additional resilience to prevent loss of CDR during periods of network failure.

3.3 LIVE TRIALS

Insight^{xps} disk contains a 30 day live trial which allows customers to evaluate the software with their own call information.

3.4 KEY ATTRIBUTES

- Multi-user authentication for secure access
- Reports are available near real time, on demand, or scheduled, in a range of formats
- Allocate costs to departments and extensions
- Determines high cost extensions or groups
- Identifies high cost calls
- Shows calls to geographic areas
- Ability to adjust tariffs through user friendly interface
- Near real time data highlights issues as soon as they occur
- Monitor usage
 - Define lines required
 - Identify unused extensions

Insight^{xps} will interface with most leading telephone systems.

4. CONNECTION TOPOLOGIES

Insight^{XPS} has been designed to interface with a wide range of telephone systems through serial or IP technology. A buffer is optional and can be used for additional resilience to prevent loss of CDR during periods of network failure.

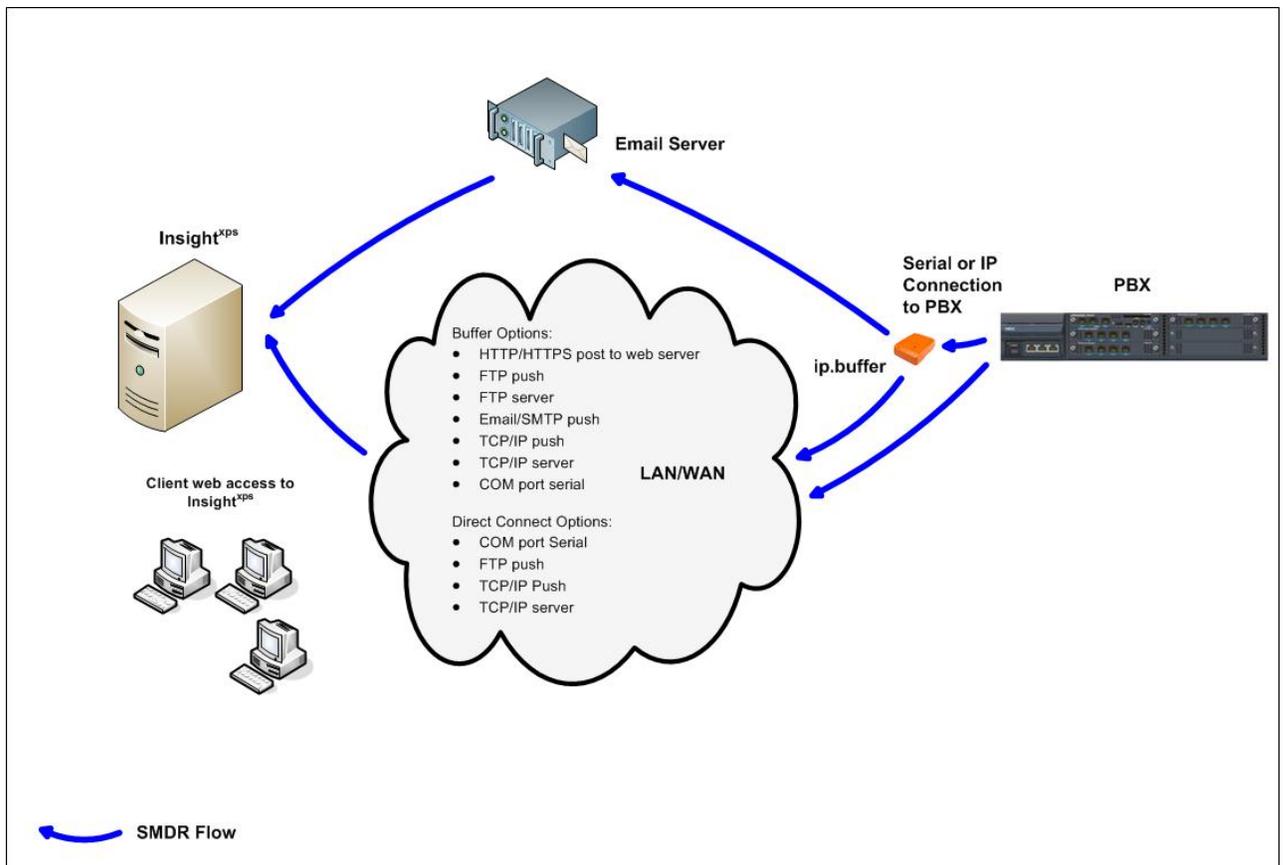
4.1 TELEPHONE SYSTEM AND Insight^{XPS} CONNECTION TOPOLOGY

V24 SERIAL CONNECTION

For telephone systems that output CDR via a serial V24 interface, a cable must be used to connect to the PC. It is recommended that this cable should be screened to minimize the risk of interference.

LAN DATA COLLECTION

For PBXs that output CDR via a TCP/IP or LAN interface, the PC must be connected to the same network as the telephone system. The method of collecting data from LAN systems is dependent upon the telephone system.



5. COMPATIBILITY

5.1 SOFTWARE REQUIREMENTS

Insight^{xps} is supported on the following Operating Systems:

- Windows XP Home and Professional with Service Pack 3
- Windows 7 Professional 32 bit
- Windows Server 2003.

The installation process also installs:

- .NET version 2.0
- MS SQL Express 2005
- Windows installer
- MS Visual J# Redistribution Package 2.0

Client Computers

- Internet Explorer 7.x and above

5.2 HARDWARE REQUIREMENTS

The Insight^{xps} computer will require:

- 2.4GZ Processor or greater
- 2GB Ram
- Minimum 40GB Hard Drive
- Serial port if required
- Network card
- CD/DVD
- Keyboard, monitor and mouse

6. INSTALLATION AND TRAINING NOTES

Insight^{xps} integrates with the customer's email server and networked printers for delivery of reports respectively. Configuration of internal backup policies to include Insight^{xps} essential files including database and user's reports is recommended.

6.1 PROJECT MANAGMENT

Project Management is the key to a successful implementation. NT&T is happy to work with dealers to ensure smooth implementation. As an option we can provide installation support and end user training as part of a single package.

6.2 SOFTWARE INSTALLATION

Insight^{xps} installation is standard Windows setup.exe install and can be carried out by a customer with little knowledge of the application itself.

6.3 TRAINING

End user training is an option which can be delivered as an instructor led session using WebEx.

7. PBX COMPATIBILITY

The telephone system must be configured to output SMDR/CDR data.

Telephone system	Requirements		
	Hardware/license	Software	Settings
Avaya CS1000	CS1000 release 4 and above. Serial cable from PBX to the Insight ^{xps} server or serial cable to supported buffer unit for onward transfer.	Serial port configured to output CDR.	<ul style="list-style-type: none"> • Ring time enabled • Incoming, outgoing, internal calls enabled • Three line CDR • OLI configured
NEC Aspire NEC UX 5000 NEC SV 8100	Ethernet connection from PBX to the Insight ^{xps} server	PBX IP address/port (default 4001).	Enable extensions and trunks to output CDR records in program 35. Abandoned calls are included but no ring time is available unless Format 2 is selected.
NEC DSX	Serial (RS-232C) connection to Insight server	Serial port configured to output CDR.	Include Print SMDR Headers in Program 1541-02
Panasonic		PBX telnet IPCMPR card IP address port number, user ID and password Serial port (RS-232C Adapter CTA P/N 0890060) configured to output CDR	Pattern A PBX 80 digits with call charge. Pattern B 80 digits without call charge information Pattern C 120 digits
Inter-Tel <ul style="list-style-type: none"> • 5000 • Access 		PBX IP address/port and password to access CDR	Enable extensions and trunks to output CDR records
Cisco Unified Communications Manager (CUCM)	V7	Configure CUCM with the Insight ^{xps} server ftp server IP address, login, password and folder.	Enable CDR records Disable CMR records
Toshiba <ul style="list-style-type: none"> • CTX • MAS • CIX 		Configure PBX with Insight ^{xps} server IP address/port	

Vertical/Vodavi <ul style="list-style-type: none"> • XTS 		Serial port (RS-232C) configured to output CDR (ports 3,4 or 5 are recommended)	Enable CDR on the PBX Select single line 80 character format.
Allworx		IP connectivity supported	Configure to stream completed call records. No ring time and no abandoned calls information available.
Avaya IP Office	V4.2+	Select System and then select the CDR/CDR tab. Use the Output drop down box to select CDR only . In the CDR settings, enter the required IP Address and TCP Port .	
Samsung		IP or Serial port (RS-232C) configured to output CDR	Enable incoming and outgoing calls
Excel CSV		A CSV file of basic call records can be offered to the Insight ^{xps} server	