



RTel
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MISTER Metrics Add-ons



A MISTER Call Analytics application

Discover Intelligence

Telecommunications call accounting and billing software is a significant component of any organization as it enables increased productivity, cost control and better management of the business.

Mister CA Metrics is an integrated accounting and billing application for IP based PBXs. **Mister CA Metrics Add-ons** are a portfolio of modules and interfaces that enhance the usage of the basic system. They include integration with external databases, directory services and offer extended functionalities such as Click to Call, Incoming call Bubble, Quotas and Authorization Codes, and Automated Directory Number Profiling.

Mister CA Metrics is an innovative application that helps organizations discover new business intelligence.

Business Benefits

- Integrate call accounting and billing with other IT systems that exist in the organization
- Enhance the functionality of the PBX
- Enable easier maintenance and administration of the PBX
- Enable more informed decisions based on collected business intelligence
- Understand, manage and optimize PBX usage
- Identify and correct negative trends
- Measure efficiencies and inefficiencies
- Optimize asset management
- Enable staff awareness
- Align strategies and organizational goals with employees' performance

Main Add-ons Features



Call Metrics Active Directory Integration

MISTER CA Integrations with Call Manager Directory & Active Directory. It gives the ability to automatically update data in the Active Directory of the Call Manager and vice versa (eg, display name, phone number, position, role, department, cost-center, type of employment personal info, etc.) as well as to populate organizational data-hierarchy-cost centers info etc, within MISTER CA. It supports single-point of entry for user information, and is a required module for several of the following Add Ons.



Call Metrics Directory Services

Creation of a Central Directory from the existing organizational databases as well as records in the Directory Service of the Call Manager. The phonebook is accessible through Web / Html, as well as from the IP devices (those with ability to support XML applications). A Synchronization procedure will be activated between MISTER CA Directory and the corresponding Directory Service of the Call Manager.



Call Metrics CRM/ERP Integration Interface

MISTER CA integration with the organization's CRM/ERP (such as MS Sharepoint, MS Dynamics, SAP, Soft1 ERP, Protel, Micros Opera etc). It gives the ability to automatically update data of CRM and vice versa (client id, agent id, call numbers, duration, cost, etc.).



Call Metrics Invoice & Cost Control – Billing

Creates automatic emails/statements for cost centers, departments, etc., for the use of IP PBX. The billing system offers many options such as call charging per second for on-net (internal) calls, fixed cost per directory number or cost center for internal calls, call charging per second for off-net (external) calls, fixed cost per directory number or cost center for off-net (external) calls, a combination of the above or

different costs per cost center or group of users-calling numbers, different price lists and plans per telecom provider etc.



Call Metrics Quotas, Authorization Codes and Phone Lock

Cost and duration limits are applied to the IP PBX. This is applicable to all types of calls. The system informs the employee and management when approaching the limit thresholds (example can be set at 80%) and changes his/her call rights if exceeded. Can operate simply as an informative system without interfering with the change in user dialing rights. The available configuration fields include per user, group, directory number per period (a) total allowed cost limit, (b) allowed cost for international calls, (c) allowed cost for calls to mobile numbers, (d) initial call search space partition, (e) call search space partition when total cost is reached, (f) call search space partition when international calls limit is reached, (g) call search space partition when mobiles calls limit is reached, (h) location, (i) building, (j) position. It can be applied to any department / cost center or to individual users. If the call quota is applied, this will automatically reset to previous access rights at the end of the selected period (usually every 1st of the month).



Phone Lock

An external phone call cannot be made for example to a mobile phone if the employee has not logged-in to the PC or when the PC is in sleep-lock mode. This will be operational once the PC is active. It can be applied to any department / cost center or to individual users



Call Metrics Click to Call

Users can click a phone number with a CRM/ERP or other organization's application, and their phone will dial this number. The application doesn't require any installation at the client's PC.



Least Call Routing

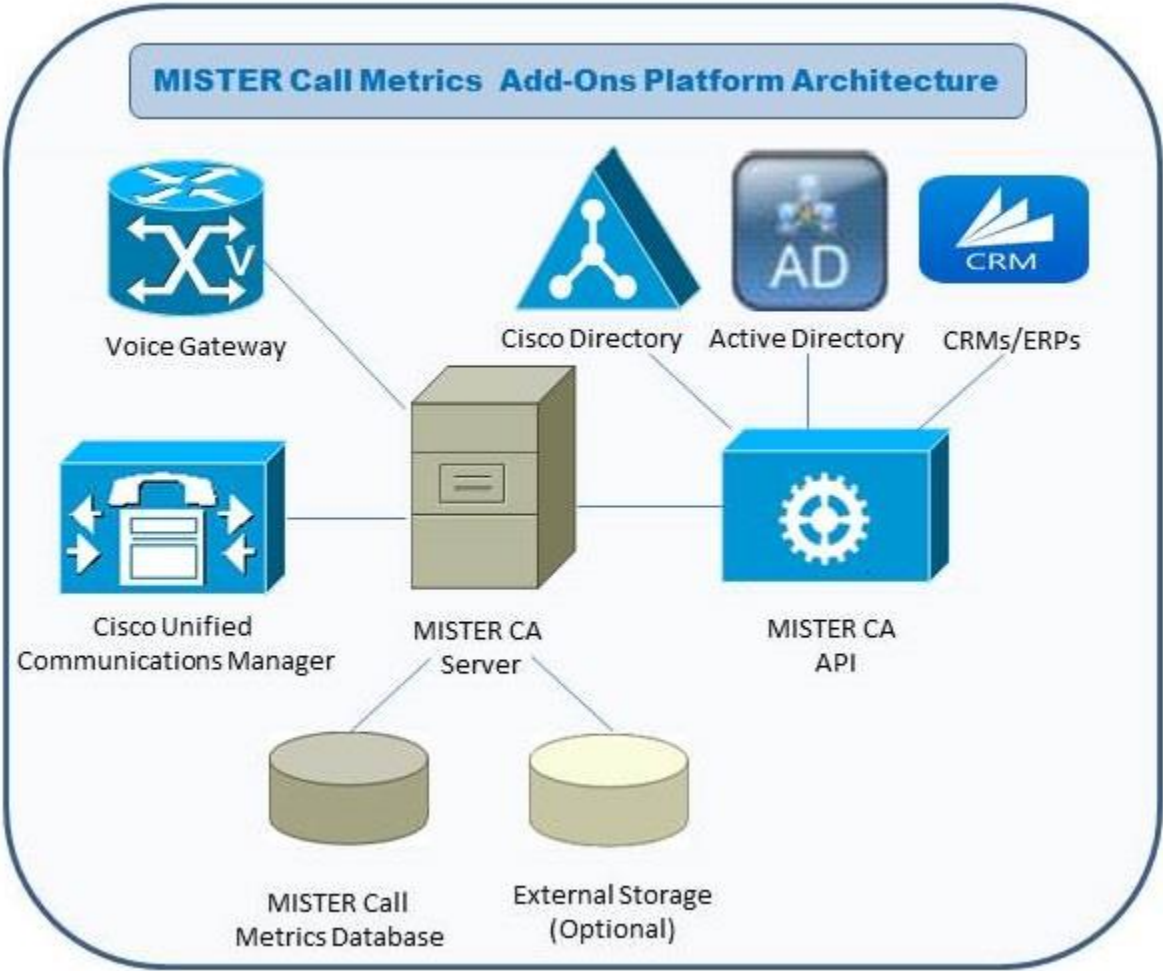
Create rules for LCR based on telecom tariffs in order to optimize the call routing process-dialplans.



Call Metrics Bubble to PC and/or Phone

For incoming calls, MISTER CA will search organization's directories and if there is a match, it will create a bubble at the lower-right corner of the PC. User may click to a match and then the related record data of the caller within a CRM/ERP will pop-up. Same info can also displayed on user's IP Phone.

MISTER CA Metrics Add-Ons Platform Architecture



Technical Specifications

Supported UCM versions	3.x, 4.x, 6.x, 7.x, 8.x, 9.x, 10.x, 11.x
Supported UCME versions*	4.x, 7.x, 8.x, 9.x, 10.x, 11.x, 12.x
Server Operating System	Microsoft Windows 2012/2016 64-bit Microsoft Windows 7/8 32-bit/64-bit VM Support Esxi 5.X, 6.X
Database Server	SQL Server (Express) 2012, 2014, 2016, 2017
Application Server	Microsoft IIS 7.0 or later
Storage	250GB
Supported Client Browsers	Internet Explorer Mozilla Firefox Google Chrome
Supported Language	English, Greek, German, Spanish

*Some add-ons are available only on UCM platforms.

Mister Call Analytics is a portfolio of value-added applications for IP based PBXs. It consists of Call Metrics (accounting-billing-cost control etc), Audio and Video Call Recording, Speech Analysis, Wallboards and Dashboards, and real time reporting Apps.

RTELWorld is a leading Information and Communication Technologies service provider and software developer in SE Europe. RTELWorld is committed to innovation, product enhancement and customer satisfaction.



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