



**RTel**  
world



## MISTER Metrics



A MISTER Call Analytics application

## Discover Intelligence

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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. It produces real time and scheduled reports that include internal, incoming, outgoing and unanswered calls and caller identification. There is also classification based on the type of call (local, national, international, flat rate, premium rate etc). It can process audio and video calls from all types of gateways & end points (PSTN, ISDN and VoIP - H.323, SIP etc.) covering the functionality of similar traditional-call-billing products and much more. Moreover, it integrates with external databases, directory services and offers extended functionalities such as Click to Call, 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

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- Generate Key Performance Indicators (KPIs)
- Enable more informed decisions based on collected business intelligence
- Understand, manage and optimize telecom costs
- Identify and correct negative trends
- Reduce telecom costs by identifying best call routing options
- Measure efficiencies and inefficiencies
- Optimize asset management
- Automate call reporting processes and billing info per individual, cost center, site etc.
- Enable staff awareness
- Align strategies and organizational goals with employees' performance
- Gain total visibility of all telecommunications systems instantly

## Key Features

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### Call Accounting and Billing

MISTER CA Metrics is an easy-to-use Web-based application that monitors and reports on calls per employee, phone, trunk, group of users, cost-center, telecom provider etc. All reports can be viewed in real time and display instant comparison of actual and third party telecom providers' cost per call using a four-parallel cost calculation procedure. The application uses existing procedures to calculate the cost of calls including proportions, fixed-duration costs, free airtime per user, group and/or organization etc. The application supports infinite number of Voice Gateways including SRSTs and SIP/trunks, and infinite price lists per trunk/gateway/provider and/or type of call. Moreover, there are reports to identify ring time as well as inactive and occasional used phones. Mister CA Metrics is scalable from small to very complex, multi-national, multi-currency, multi-carrier installations.



### Smart Alerts

Managers can configure thresholds, schedule email notifications and send alerts to stakeholders upon surpassing predefined limits. Such alerts may include calls above a duration limit, cost limit, no calls for a specific period, calls from a specific number, calls from a specific person in the contact list etc. The user may set the alert service for a specific duration, the internals that it will be valid, and maximum cost limit. MISTER CA Metrics also includes functionality of a smart missed calls alert service that identifies and reports only the actual missed calls within a group.



### Reporting

Web access with username & password. MISTER Metrics offers unrivaled historical reporting capabilities creating reports, custom graphs, bar charts and pie charts for any period of time - yearly, quarterly, monthly, weekly, bi-weekly, daily or even hourly. The full history of every call is retained, allowing flexible data comparisons and statistics for

users, departments, groups, trunks and telecom providers. Support of shared lines as well as multiple lines per user. Data and reports can directly be exported to Excel, PDF or CSV files for further processing and reporting. Support for scheduling reports to be sent by email or exported to a shared folder (for example per department or cost center per day or month). Multilingual Support.

For every report, many selection criteria exist such as date-time-period, directory number (extension), minimum-maximum cost and/or duration, type of call (internal, outgoing, incoming, local, national, international, mobile, or custom selection), trunk, type of trunk, telecom provider, account code, user, department, cost center, position, building, calling/called number, calling/called person from a contact list (if available), building (list), department (list). Each report can be produced on a summary or detailed format, to include or not unanswered (missed) calls and all data can be exported to xls, html, pdf, csv formats. The default period for all searches-reports is the current month.

Moreover, reports can include charts in popular formats (bar charts, line charts, pie charts). Data in charts includes types of calls, trunks utilization and types, telecom providers, types of account codes, cost centers' calls distribution etc.

Preconfigured and dynamic report statistics includes info for selected periods such as the Top 10 calls with largest duration, maximum costs, most frequently called and calling numbers, telecom providers cost and number of calls comparison, best-suggested telecom provider, trunk utilization per hour, maximum number of calls per trunk per hour, unanswered-missed calls per hour etc. Selection criteria includes directory number, cost center, department, date-time, selected period-day-week-month, dynamic group of internals-extensions, types of calls (internal, national, local, international, mobile etc)



## **Robust Security**

MISTER Metrics provides complete control over access to data on user basis, thus protecting sensitive information from getting into the hands of unauthorized personnel. Access to call information and billing data is via a secure local portal. Host server

security enables administrators to manage tasks from one location. The front-end interface is multilingual at a user level. It makes security management an easy and effective task.

There are three levels of users: (a) administrators who are users that install and maintain the operation of MISTER CA including to enabling/disabling features and interfaces (such as interface with Active Directory, cost control, etc), (b) power users-supervisors that assign roles and directory numbers-departments-cost centers to the end users, and (c) end users that can search, view, report, mail info based on their access rights given by the power users-supervisors.

For data and personal security compliance, a number of digits can be hidden to all reports and web interface from end user groups and globally by selection of system administrator.

## Main & Operational Features

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### **Ease of use, other important features.**

The user interface is very easy to use. It offers online help for every screen and operation in the user selected language.

MISTER CA Metrics supports matching many numbers to a single user and many users to a single directory number. It includes the following fields per User: Location (list), Department (list), employment type (list), Name in the system selected languages, position, building (list), cost center (list), email, salary scale, personal phone number, Fax, personal mobile (cell) number, home address, city, postcode, country, photo, date of entry, windows username.

Directory lists includes info such as name, internal (extension), email (with option to be hidden per user), date activated, main and alternative locations in local and English language, position, hide of record after a period, hide record from directory list.

MISTER CA Metrics supports infinite number of telecom providers, destination based price lists and periods that they are valid, importing them from an xls file and/or

maintained through the Web Interface. Moreover, there are options to hide calls from specific internal/external number and not include calls to the billing system.



### **Operational conditions and features, system maintenance**

Mister CA Metrics collects and analyzes both CDRs and CMRs from CUCMs, and thus offers additional, management and quality-based reports. The average delay of a call to be shown in Metrics is 1.5m from its completion. All records are stored in duplicated folders as well as the collection service auto-starts in case of a network or source error. CUCM is configured to store CDRs/CMRs for up to 30 days to add another level of system security and integrity.

The CDR collection service automatically recognizes new directory numbers (extensions), trunks-groups, users-contacts from external directory services and authorization codes, updates its database and includes them in its reports. Moreover, if there is available the organizational hierarchy (for example with synchronization with Active Directory, WFO or other organizational system), additional-automated information is available within MISTER CA such as department, position, building, location, type of account code (if available) etc.

MISTER CA includes an internal sub-system to backup, restore, archive records to external storage areas including original CDRs.

# Sample Screenshots

**Call Browser | Home**

|                      |                        |                     |                     |
|----------------------|------------------------|---------------------|---------------------|
| Total Answered Calls | Answered Calls Today   | 1st Call            | Last Call           |
| 733,966              | 225                    | 12/09/2005 13:36:06 | 24/06/2014 12:22:34 |
| Total Internals      | Active Internals Today | Total Users         | Active Users Today  |
| 181                  | 21                     | 33                  | 13                  |
| CostCenters          | Total Cost Today       | Total Missed Calls  | Missed Calls Today  |
| 1                    | 12.14 (€)              | 415,681             | 98                  |

**Statistics for TODAY**

| Internals Utilization | Outgoing Calls | Increasing Calls | Internal Calls | Outgoing Calls | Increasing Calls |
|-----------------------|----------------|------------------|----------------|----------------|------------------|
| 11.6%                 | 34.2%          | 58.3%            | 12.4%          | 85.8%          | 7.0%             |

MISTER CA Metrics V1.10.0.0, 20140701, Performance Rep: 12/12/2013

**Call Browser | Daily (Until 7 Days Ago)**

| COMPANY | SITE   | DEPARTMENT | CALL CENTER        | NAME | INTERNAL | EXT      | TIME     | STATUS   | DURATION | PHONE          | CALL TYPE | DIRECTION | COST |
|---------|--------|------------|--------------------|------|----------|----------|----------|----------|----------|----------------|-----------|-----------|------|
| ACN     | London | Management | Highlyskull Garage | 113  | 0        | 13:13:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00000000000000 | Internal  | INTERNAL  | 0.00 |

**Call Browser | Summary**

Company: ALL | Site: ALL | Department: ALL | Position: ALL | Cost Center: ALL

Incoming Calls: Bar chart showing missed vs received calls.

Outgoing Calls: Bar chart showing missed vs received calls.

| CALL TYPE     | CALLS      | ANSWERED   | NOT ANSWERED | INTERNAL   | EXTERNAL | INTERNAL | EXTERNAL | INTERNAL | EXTERNAL    | COSTS |
|---------------|------------|------------|--------------|------------|----------|----------|----------|----------|-------------|-------|
| International | 10         | 7          | 3            | 0          | 10       | 0        | 0        | 0        | 0           | 0.00  |
| Local         | 100        | 80         | 20           | 100        | 0        | 0        | 0        | 0        | 0.00        |       |
| Mobile        | 10         | 8          | 2            | 10         | 0        | 0        | 0        | 0        | 0.00        |       |
| National      | 10         | 8          | 2            | 10         | 0        | 0        | 0        | 0        | 0.00        |       |
| Unknown       | 10         | 8          | 2            | 10         | 0        | 0        | 0        | 0        | 0.00        |       |
| <b>TOTAL</b>  | <b>130</b> | <b>103</b> | <b>27</b>    | <b>130</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0.00</b> |       |

**Reporting | Summary | Department**

| DEPARTMENT   | NUMBER OF CALLS | ANSWERED      | COLLECTED    | COST (€)     | COST PER CALL | COLLECTED     |
|--------------|-----------------|---------------|--------------|--------------|---------------|---------------|
| Accounts     | 76              | 60200         | 4636         | 0.20         | 0.23          | 6.48          |
| Developers   | 91              | 854638        | 1732         | 27.02        | 29.03         | 34.85         |
| Management   | 1359            | 385432        | 17158        | 305.75       | 196.09        | 342.54        |
| Support      | 5               | 801404        | 138          | 1.37         | 1.25          | 1.13          |
| Technicians  | 112             | 842144        | 2021         | 30.21        | 27.04         | 38.05         |
| UNKNOWN      | 303             | 842155        | 6211         | 18.89        | 75.67         | 124.20        |
| <b>TOTAL</b> | <b>1768</b>     | <b>201156</b> | <b>12117</b> | <b>66.28</b> | <b>56.66</b>  | <b>608.19</b> |

**Reporting | Monthly Report**

| Month         | Cost         | INTL           | INTL           | INTL           | INTL           | INTL           | INTL           | INTL           | INTL           | INTL           |
|---------------|--------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| January 2014  | 5.91         | 139252         | 38833          | 59125          | 60234          | 70120          | 7127           | 7127           | 7127           | 7127           |
| February 2014 | 6.88         | 114102         | 1111           | 10148          | 10148          | 10148          | 10148          | 10148          | 10148          | 10148          |
| March 2014    | 5.77         | 110451         | 109            | 10380          | 10380          | 10380          | 10380          | 10380          | 10380          | 10380          |
| April 2014    | 6.84         | 104750         | 521            | 10536          | 10536          | 10536          | 10536          | 10536          | 10536          | 10536          |
| May 2014      | 6.15         | 104837         | 463            | 10080          | 10080          | 10080          | 10080          | 10080          | 10080          | 10080          |
| June 2014     | 5.37         | 103208         | 1437           | 10332          | 10332          | 10332          | 10332          | 10332          | 10332          | 10332          |
| <b>TOTAL</b>  | <b>52.02</b> | <b>1001833</b> | <b>1001833</b> | <b>1001833</b> | <b>1001833</b> | <b>1001833</b> | <b>1001833</b> | <b>1001833</b> | <b>1001833</b> | <b>1001833</b> |

Number of Calls: Line chart showing monthly call volume.

Duration (Hours): Line chart showing monthly call duration.

Cost: Line chart showing monthly call cost.

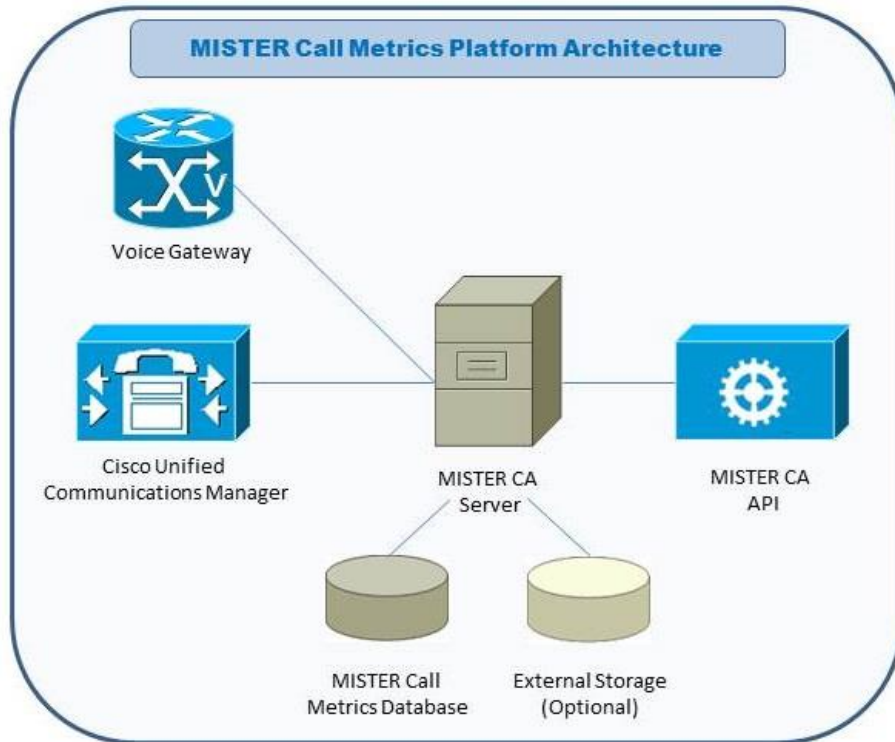
**Billing | Charges**

| Charge Item   | Description                               | Weekdays | Start Time | End Time | Unit    | Rate   | Cost   | Additional Charge |
|---------------|---|----------|------------|----------|---------|--------|--------|-------------------|
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 1st - 2nd   | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 3rd - 4th   | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 5th - 6th   | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 7th - 8th   | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 9th - 10th  | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 11th - 12th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 13th - 14th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 15th - 16th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 17th - 18th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 19th - 20th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 21st - 22nd | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 23rd - 24th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 25th - 26th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 27th - 28th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |
| ACN A.E. 1713 | ACN - Local Call - Weekdays - 29th - 30th | ✓        | 08:00:00   | 23:59:00 | 0:00:00 | 0.0000 | 0.0000 | 0.0000            |



# MISTER CA Metrics Platform Architecture

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## Technical Specifications

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|                           |  |
|---------------------------|--|
| 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   |
| Server Operating System   | Microsoft Windows 2012/2016 64-bit<br>Microsoft Windows 7/8 32-bit/64-bit<br>VM Support Esxi 5.X |
| Database Server           | SQL Server (Express) 2012, 2014, 2016  |
| Application Server        | Microsoft IIS 7.0 or later   |
| Storage                   | 250GB  |
| Supported Client Browsers | Internet Explorer,<br>Mozilla Firefox<br>Google Chrome   |
| Supported Language        | English, Greek, German, Spanish  |

**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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