



Call Accounting



iPBX Call Accounting, an optional service for iPBX, can provide valuable information on how voice services are being utilized within an organization. Individual reports, supported by the underlying call records, can be requested for the enterprise, group, department, or call center. Reports are sent by e-mail to one or more designated contacts. The Call Accounting service is available at a one-time additional charge.

iPBX Call Accounting Benefits

Valuable management tool

The information from Call Accounting reports can aid in accounting, marketing, business development, and more by providing data helpful in allocation of costs, analysis of employee productivity, determination of market reach, and adjustment of staffing levels.

Improve customer relationships

Call Accounting offers precise data on time spent communicating with customers, whether the interaction is proactive or reactive, and whether you are staffed appropriately to respond. Situations which might negatively impact customer relationships, like busy lines or abandoned calls to a call center, can be quickly identified and rectified.

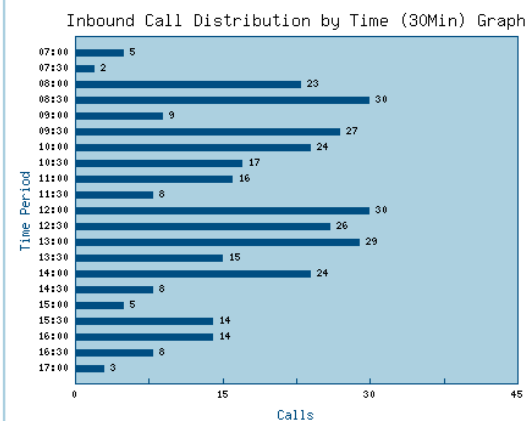
Identify problem issues quickly

Weekly reviews of utilization reports allow you to identify issues (unauthorized calling, calls of long duration, insufficient staffing levels, etc.) before they can negatively impact your bottom line.

Support business decision making

Whether you are measuring the impact of the current marketing plan or contemplating opening an additional office, statistical data from Call Accounting reports can provide valuable support for executive decision making.

Inbound Call Distribution by Time (30Min) Graph



Min: 2, Max: 30, Avg: 16, Total: 337

Inbound Calls by Time of Day in 30Min Periods
Time Period of 7:00 = 7:00->7:29 (148)

Inbound Call Distribution by Time (30 min)

Total number of calls, minutes and average minute per call displayed for each 30 minute period. Helpful in determining staffing levels.



Call Accounting Features

Feature	Feature Description
Data Collection	For both incoming and outgoing call activity.
Report Delivery	E-mailed to one or more contacts on a weekly basis.
Supporting Documentation	Actual call records are provided as an attached Excel file.
Enterprise-level Reporting	Includes information on multiple groups within the enterprise including calls/minutes, time of day, day of week, geographical call data and top 10 users.
Group-level Reporting	Includes information for multiple departments including calls/minutes for each department, time of day, day of week, geographical call data and top 10 users.
Department-level Reporting	Provides information at the user level including call/minutes for the department and each individual user, time of day, day of week, geographic call data and top 10 users.
Call Center Reporting	Includes inbound call details, queue/hold/abandoned statistics, assigned agents, outbound agent statistics, time of day, day of week, geographic call data and top 10 users.

Call Accounting Report Types

iPBX Standard

- ▶ List of members in the Call Accounting report
- ▶ Total call and minutes
- ▶ Outbound call distribution
- ▶ Top 15 outbound calls
- ▶ Top 10 outbound users
- ▶ Top 10 inbound users

Call Center

- ▶ Total calls and minutes into the Call Center
- ▶ Inbound call distribution
- ▶ Call Center detail
- ▶ Top 10 inbound to Call Center
- ▶ Agent detail

Top Ten Inbound Area Codes

Lists the top 10 area codes that originate calls into a call center. Helpful in tracking customer concentrations and marketing

Top 10 Inbound Area Codes Calling Call Center						
Record	NPA	State	Calls	Minutes	AMPC	
1	617	MA	34	123.70	3.64	
2	518	NY	24	25.93	1.08	
3	781	MA	20	120.43	6.02	
4	904	FL	20	49.02	2.45	
5	774	MA	16	51.62	3.23	
6	212	NY	14	114.00	8.14	
7	703	VA	13	41.47	3.19	
8	417	MO	12	27.48	2.29	
9	201	NJ	11	75.87	6.90	
10	508	MA	11	19.87	1.81	
Totals			175	649.39		
Top 10 Inbound Area Codes Calling Call Center (150)						



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