

# CallAnalyst

The CallAnalyst family of products is an award winning call accounting software solution created by TriVium Systems to assist a variety of companies in tracking calls. Tracking calls and analyzing this information provides many benefits to your company in gaining a clear picture of how your phone system is being used. CallAnalyst software has been implemented in over 4,000 enterprises from small businesses to large corporations.

## What is call accounting?

Call accounting is the process of tracking call traffic in and out of a phone system. Your phone system provides a wealth of information including call details like phone numbers dialed, call duration and extensions involved, which are lost without call accounting. CallAnalyst tracks and retains this information allowing for analysis and report generation.

## Benefits:

### *Understand and control your costs*

- Tracking and analyzing your call traffic can help your company to gain a clear view of how your infrastructure is being used and when your system experiences peak traffic. Graphical report viewing makes it easy to spot these problem areas and correct them. Schedule your employees to work your peak call hours to maximize customer service.

### *Track inbound and outbound calls*

- Done in real time to manage your business calls and your responsiveness to customers. A simple point and click shows detailed or summary information including date/time, agent involved, duration of calls, account codes, trunk type and carrier used, dropped calls and any other information available from the phone system about calls.

### *Account tracking for accurate customer billing*

- Associating call numbers with specific accounts frees up your employees to work on more meaningful tasks. Tracing calls to specific accounts leads to accurate customer billing, minimizing your losses.

### *Monitor Agent productivity*

- Viewing and analyzing call traffic for each employee can help to identify inefficiencies and training needs. Understanding how agents engage with your customers and identifying areas of improvement will allow you to correct these problems increasing productivity.

### *Avoid phone abuse and fraud*

- With CallAnalyst's CallAlert/FraudAlert module, you will be notified when user-defined fraudulent call patterns and abuse criteria are met through alarms that can be delivered by email, pager, and others, protecting your company and phone system.

### *Increase Return On Investment (ROI)*

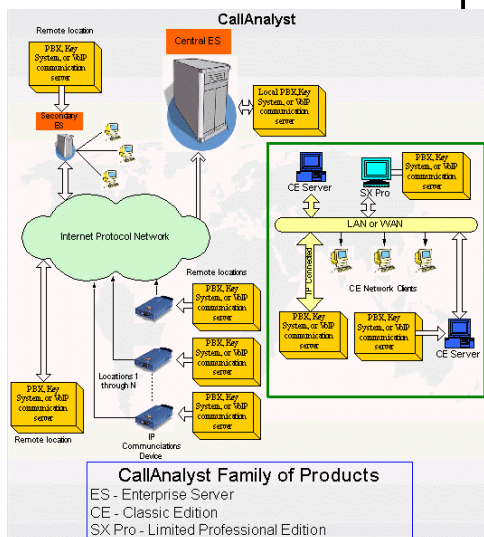
- Save costs and increase revenue by efficiently allocating resources, eliminating excess trunk capacity, and increasing productivity.

### *Call costing to evaluate international and domestic call rates*

- View call costs to assess phone rate plans.

### *Easy to install and use*

- CallAnalyst works with most phone and computer systems, and its user-friendly interface minimizes training time and maximizes productivity.



*CallAnalyst Layout options*

Date	Time	Call Type	Duration	Agent	Customer
11/11/11	10:00	Inbound	00:05	John	ABC Corp
11/11/11	10:15	Outbound	00:03	Jane	DEF Inc
11/11/11	10:30	Inbound	00:08	Mike	GHI LLC
11/11/11	10:45	Outbound	00:02	Sarah	JKL Ltd
11/11/11	11:00	Inbound	00:06	David	MNO Corp
11/11/11	11:15	Outbound	00:04	Emily	PQR Inc
11/11/11	11:30	Inbound	00:07	Chris	STU LLC
11/11/11	11:45	Outbound	00:01	Alex	VWX Ltd
11/11/11	12:00	Inbound	00:09	Olivia	YZA Corp
11/11/11	12:15	Outbound	00:05	Noah	BCD Inc
11/11/11	12:30	Inbound	00:04	Isabella	EFG LLC
11/11/11	12:45	Outbound	00:03	Liam	HIJ Ltd
11/11/11	13:00	Inbound	00:06	Mia	KLM Corp
11/11/11	13:15	Outbound	00:02	Lucas	NOP Inc
11/11/11	13:30	Inbound	00:07	Charlotte	QRS LLC
11/11/11	13:45	Outbound	00:04	Benjamin	TUV Ltd
11/11/11	14:00	Inbound	00:05	Ava	WXY Corp
11/11/11	14:15	Outbound	00:03	Ethan	ZAB Inc
11/11/11	14:30	Inbound	00:08	Sophia	BCD LLC
11/11/11	14:45	Outbound	00:02	Matthew	EFG Ltd
11/11/11	15:00	Inbound	00:06	Oliver	HIJ Corp
11/11/11	15:15	Outbound	00:04	Grace	KLM Inc
11/11/11	15:30	Inbound	00:07	William	NOP LLC
11/11/11	15:45	Outbound	00:03	Lily	QRS Ltd
11/11/11	16:00	Inbound	00:05	James	TUV Corp
11/11/11	16:15	Outbound	00:02	Zoe	WXY Inc
11/11/11	16:30	Inbound	00:08	Michael	ZAB LLC
11/11/11	16:45	Outbound	00:04	Evelyn	BCD Ltd
11/11/11	17:00	Inbound	00:06	Christopher	EFG Corp
11/11/11	17:15	Outbound	00:03	Audrey	HIJ Inc
11/11/11	17:30	Inbound	00:07	Daniel	KLM LLC
11/11/11	17:45	Outbound	00:02	Samantha	NOP Ltd
11/11/11	18:00	Inbound	00:05	Joseph	QRS Corp
11/11/11	18:15	Outbound	00:03	Madeline	TUV Inc
11/11/11	18:30	Inbound	00:08	Robert	WXY LLC
11/11/11	18:45	Outbound	00:04	Chloe	ZAB Ltd
11/11/11	19:00	Inbound	00:06	Andrew	BCD Corp
11/11/11	19:15	Outbound	00:02	Victoria	EFG Inc
11/11/11	19:30	Inbound	00:07	Joshua	HIJ LLC
11/11/11	19:45	Outbound	00:03	Abigail	KLM Ltd
11/11/11	20:00	Inbound	00:05	Isaac	NOP Corp
11/11/11	20:15	Outbound	00:02	Madison	QRS Inc
11/11/11	20:30	Inbound	00:08	Samuel	TUV LLC
11/11/11	20:45	Outbound	00:04	Scarlett	WXY Ltd
11/11/11	21:00	Inbound	00:06	David	ZAB Corp
11/11/11	21:15	Outbound	00:03	Madelyn	BCD Inc
11/11/11	21:30	Inbound	00:07	Matthew	EFG LLC
11/11/11	21:45	Outbound	00:02	Olivia	HIJ Ltd
11/11/11	22:00	Inbound	00:05	Christopher	KLM Corp
11/11/11	22:15	Outbound	00:03	Chloe	NOP Inc
11/11/11	22:30	Inbound	00:08	Joseph	QRS LLC
11/11/11	22:45	Outbound	00:04	Madeline	TUV Ltd
11/11/11	23:00	Inbound	00:06	Robert	WXY Corp
11/11/11	23:15	Outbound	00:02	Scarlett	ZAB Inc
11/11/11	23:30	Inbound	00:07	Andrew	BCD LLC
11/11/11	23:45	Outbound	00:03	Victoria	EFG Ltd
11/11/11	24:00	Inbound	00:05	Joshua	HIJ Corp
11/11/11	24:15	Outbound	00:02	Abigail	KLM Inc
11/11/11	24:30	Inbound	00:08	Isaac	NOP LLC
11/11/11	24:45	Outbound	00:04	Scarlett	QRS Ltd
11/11/11	25:00	Inbound	00:06	David	TUV Corp
11/11/11	25:15	Outbound	00:03	Madelyn	WXY Inc
11/11/11	25:30	Inbound	00:07	Matthew	ZAB LLC
11/11/11	25:45	Outbound	00:02	Olivia	BCD Ltd
11/11/11	26:00	Inbound	00:05	Christopher	EFG Corp
11/11/11	26:15	Outbound	00:03	Chloe	HIJ Inc
11/11/11	26:30	Inbound	00:08	Joseph	KLM LLC
11/11/11	26:45	Outbound	00:04	Madeline	NOP Ltd
11/11/11	27:00	Inbound	00:06	Robert	QRS Corp
11/11/11	27:15	Outbound	00:02	Scarlett	TUV Inc
11/11/11	27:30	Inbound	00:07	Andrew	WXY LLC
11/11/11	27:45	Outbound	00:03	Victoria	ZAB Ltd
11/11/11	28:00	Inbound	00:05	Joshua	BCD Corp
11/11/11	28:15	Outbound	00:02	Abigail	EFG Inc
11/11/11	28:30	Inbound	00:08	Isaac	HIJ LLC
11/11/11	28:45	Outbound	00:04	Scarlett	KLM Ltd
11/11/11	29:00	Inbound	00:06	David	NOP Corp
11/11/11	29:15	Outbound	00:03	Madelyn	QRS Inc
11/11/11	29:30	Inbound	00:07	Matthew	TUV LLC
11/11/11	29:45	Outbound	00:02	Olivia	WXY Ltd
11/11/11	30:00	Inbound	00:05	Christopher	ZAB Corp
11/11/11	30:15	Outbound	00:03	Chloe	BCD Inc
11/11/11	30:30	Inbound	00:08	Joseph	EFG LLC
11/11/11	30:45	Outbound	00:04	Madeline	HIJ Ltd
11/11/11	31:00	Inbound	00:06	Robert	KLM Corp
11/11/11	31:15	Outbound	00:02	Scarlett	NOP Inc
11/11/11	31:30	Inbound	00:07	Andrew	QRS LLC
11/11/11	31:45	Outbound	00:03	Victoria	TUV Ltd
11/11/11	32:00	Inbound	00:05	Joshua	WXY Corp
11/11/11	32:15	Outbound	00:02	Abigail	ZAB Inc
11/11/11	32:30	Inbound	00:08	Isaac	BCD LLC
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11/11/11	33:00	Inbound	00:06	David	HIJ Corp
11/11/11	33:15	Outbound	00:03	Madelyn	KLM Inc
11/11/11	33:30	Inbound	00:07	Matthew	NOP LLC
11/11/11	33:45	Outbound	00:02	Olivia	QRS Ltd
11/11/11	34:00	Inbound	00:05	Christopher	TUV Corp
11/11/11	34:15	Outbound	00:03	Chloe	WXY Inc
11/11/11	34:30	Inbound	00:08	Joseph	ZAB LLC
11/11/11	34:45	Outbound	00:04	Madeline	BCD Ltd
11/11/11	35:00	Inbound	00:06	Robert	EFG Corp
11/11/11	35:15	Outbound	00:02	Scarlett	HIJ Inc
11/11/11	35:30	Inbound	00:07	Andrew	KLM LLC
11/11/11	35:45	Outbound	00:03	Victoria	NOP Ltd
11/11/11	36:00	Inbound	00:05	Joshua	QRS Corp
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11/11/11	36:30	Inbound	00:08	Isaac	WXY LLC
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11/11/11	37:00	Inbound	00:06	David	BCD Corp
11/11/11	37:15	Outbound	00:03	Madelyn	EFG Inc
11/11/11	37:30	Inbound	00:07	Matthew	HIJ LLC
11/11/11	37:45	Outbound	00:02	Olivia	KLM Ltd
11/11/11	38:00	Inbound	00:05	Christopher	NOP Corp
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11/11/11	38:30	Inbound	00:08	Joseph	TUV LLC
11/11/11	38:45	Outbound	00:04	Madeline	WXY Ltd
11/11/11	39:00	Inbound	00:06	Robert	ZAB Corp
11/11/11	39:15	Outbound	00:02	Scarlett	BCD Inc
11/11/11	39:30	Inbound	00:07	Andrew	EFG LLC
11/11/11	39:45	Outbound	00:03	Victoria	HIJ Ltd
11/11/11	40:00	Inbound	00:05	Joshua	KLM Corp
11/11/11	40:15	Outbound	00:02	Abigail	NOP Inc
11/11/11	40:30	Inbound	00:08	Isaac	QRS LLC
11/11/11	40:45	Outbound	00:04	Scarlett	TUV Ltd
11/11/11	41:00	Inbound	00:06	David	WXY Corp
11/11/11	41:15	Outbound	00:03	Madelyn	ZAB Inc
11/11/11	41:30	Inbound	00:07	Matthew	BCD LLC
11/11/11	41:45	Outbound	00:02	Olivia	EFG Ltd
11/11/11	42:00	Inbound	00:05	Christopher	HIJ Corp
11/11/11	42:15	Outbound	00:03	Chloe	KLM Inc
11/11/11	42:30	Inbound	00:08	Joseph	NOP LLC
11/11/11	42:45	Outbound	00:04	Madeline	QRS Ltd
11/11/11	43:00	Inbound	00:06	Robert	TUV Corp
11/11/11	43:15	Outbound	00:02	Scarlett	WXY Inc
11/11/11	43:30	Inbound	00:07	Andrew	ZAB LLC
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11/11/11	45:00	Inbound	00:06	David	QRS Corp
11/11/11	45:15	Outbound	00:03	Madelyn	TUV Inc
11/11/11	45:30	Inbound	00:07	Matthew	WXY LLC
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11/11/11	46:30	Inbound	00:08	Joseph	HIJ LLC
11/11/11	46:45	Outbound	00:04	Madeline	KLM Ltd
11/11/11	47:00	Inbound	00:06	Robert	NOP Corp
11/11/11	47:15	Outbound	00:02	Scarlett	QRS Inc
11/11/11	47:30	Inbound	00:07	Andrew	TUV LLC
11/11/11	47:45	Outbound	00:03	Victoria	WXY Ltd
11/11/11	48:00	Inbound	00:05	Joshua	ZAB Corp
11/11/11	48:15	Outbound	00:02	Abigail	BCD Inc
11/11/11	48:30	Inbound	00:08	Isaac	EFG LLC
11/11/11	48:45	Outbound	00:04	Scarlett	HIJ Ltd
11/11/11	49:00	Inbound	00:06	David	KLM Corp
11/11/11	49:15	Outbound	00:03	Madelyn	NOP Inc
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11/11/11	49:45	Outbound	00:02	Olivia	TUV Ltd
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11/11/11	50:30	Inbound	00:08	Joseph	BCD LLC
11/11/11	50:45	Outbound	00:04	Madeline	EFG Ltd
11/11/11	51:00	Inbound	00:06	Robert	HIJ Corp
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11/11/11	51:30	Inbound	00:07	Andrew	NOP LLC
11/11/11	51:45	Outbound	00:03	Victoria	QRS Ltd
11/11/11	52:00	Inbound	00:05	Joshua	TUV Corp
11/11/11	52:15	Outbound	00:02	Abigail	WXY Inc
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11/11/11	55:30	Inbound	00:07	Andrew	HIJ LLC
11/11/11	55:45	Outbound	00:03	Victoria	KLM Ltd
11/11/11	56:00	Inbound	00:05	Joshua	NOP Corp