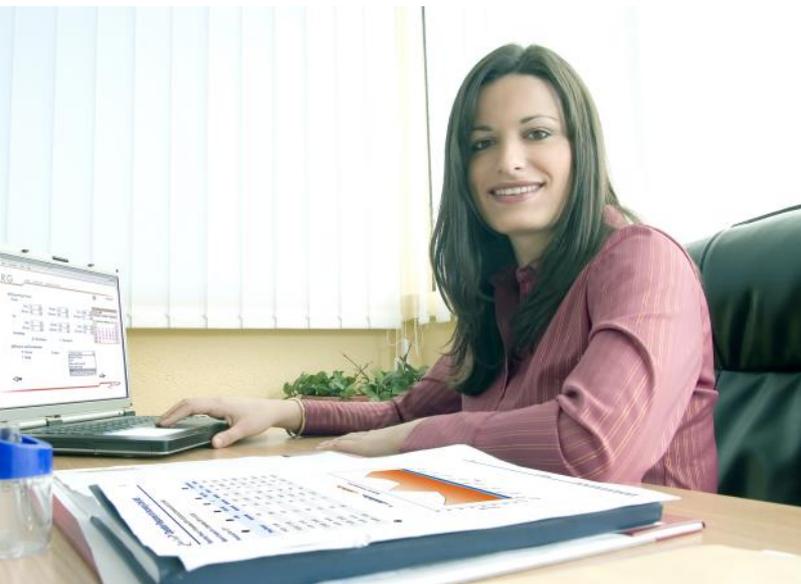


## Eclipse Call Management Suite for legacy PBXs and IP Voice Communications Platforms

Capacity Management – Performance Monitoring – Call Accounting – Fraud Detection – QoS Reporting



The Eclipse Call Management System is the most powerful and sophisticated software tool available for the management of both legacy and IP Communications Platforms. Use Eclipse CMS to check system capacity, monitor call performance, check IP call quality, control costs and identify any fraudulent usage by users.

Whether you have a small system or a large worldwide network, Eclipse CMS will provide you with the information you need and in the format you require. It will enable you to achieve cost savings, improve efficiency and customer service leading, to a quick return on investment.

*Automatically produce personalised reports in the format you require*

Eclipse CMS can be configured to automatically produce reports in a variety of formats including Word, Excel, HTML, PDF or CSV. These can be scheduled to run on a regular basis and delivered directly to a desktop using email, local area network or web portal.

*“Data Track Technology has been BT’s global PABX management system partner for over 5 years. We are delighted with the products, service and support we received and intend to continue with this partnership.”*

*Humphrey Penney  
Director C&IS, BT Global Services*



*Receive regular reports*

*In the format you require*

*When you need them*



### Database Integration

We all need to reduce the time spent on system administration and ensure that data is as up to date and as accurate as possible. Eclipse uses integration software to obtain moves and changes information either directly from a number of switches, their associated databases or LDAP compliant directories. With this link in place any administrative changes on the voice network will be automatically reflected in Eclipse CMS. This provides one point of change that will increase efficiency, saving you time and reduce costs.

### Quality of Service

Introducing IP telephony brings many advantages but you need to ensure that your network performance does not impair quality. CMS can produce reports that show you VoIP call quality. It identifies latency, jitter, lost packets and MOS on certain iPBXs. This information can identify problem times and can be mapped against traffic carried in the period to help you ensure that your network provides your customers and users with the quality they need.

### Capacity Management

You can use CMS to measure the traffic at each gateway or trunk group and produce Grade of Service reports that will clearly show you if your capacity matches your demand. Use this information to ensure that your system is running efficiently to meet current demand and future requirements.

### Performance Monitoring

Are your incoming calls being answered efficiently by all departments? Do your customers get a good response from your sales and after sales service teams or do they give up in frustration? CMS is a vital tool that can identify problem areas and help you to ensure that you are giving good service to your callers, which reflects on your company image.

### Call Costing / Accounting

The sophisticated reporting engine in CMS accurately costs calls to one thousandth of a second. It can produce hundreds of reports to enable you to see how extensions or cost centres are performing against budget. You can produce billing reports, compare carrier costs, search for calls to or from certain numbers, produce trend graphs and much, much more. CMS will enable you to monitor and control your system and its costs and can be integrated with corporate billing systems.

### Real-Time Fraud Detection

Each year businesses lose significant amounts of money due to internal abuse or external fraud. CMS can check call data records and notify you immediately if it finds suspicious calls or call patterns. If such activity is detected then one or more alarms can be delivered to you or your maintainer by SMS, email or pager. CMS helps you combat the menace of voice fraud and abuse and provides you with peace of mind; can you afford to be without it?

### Web Reporting Interface

CMS provides an easy to use, web based interface. By completing simple online forms, any authorised user is able to produce a variety of reports, with little or no training, from a standard web browser anywhere in the world. No special software is required on the user's desktop PC.

### Let SwitchGuard do the Work

Why wade through piles of call management reports trying to spot abnormalities or problems. The SwitchGuard module can do all this work for you. Tell SwitchGuard what you are looking for, e.g Poor Answer Times, Over/Under Capacity etc and SwitchGuard will tell you when you have a problem and where to look to fix it, saving you time and money.

## Hosted Systems & Managed Offices

Eclipse CMS is the ideal solution for multi tenancy and multi customer scenarios. It allows you to map a physical PBX to how you logically use it to provide service to your separate users. So you can charge different groups of extensions at different rates for the same type of call, while still being able to see the cost of the call to you. A simple billing report provides you with all the information you need.

