

For existing customers the software upgrade is free

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ECLIPSE Call Management System

4

Version

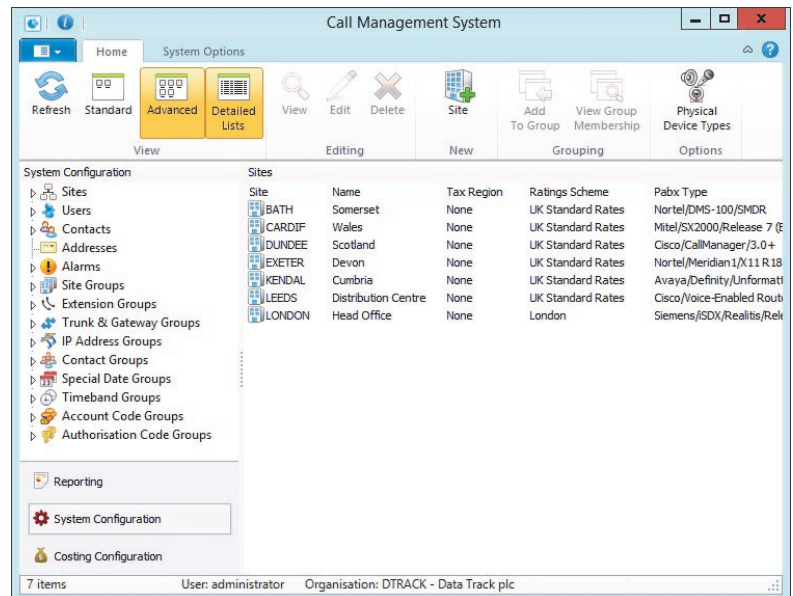
USING THE CLEARER, SMARTER AND MORE MODERN USER INTERFACE YOU CAN EASILY CONFIGURE AND REPORT ON YOUR TELECOMMUNICATIONS NETWORK.

Improved User Interface

The launch of CMS 4 marks the start of a major shift in the development of this long standing, reliable and feature rich business analytics tool.

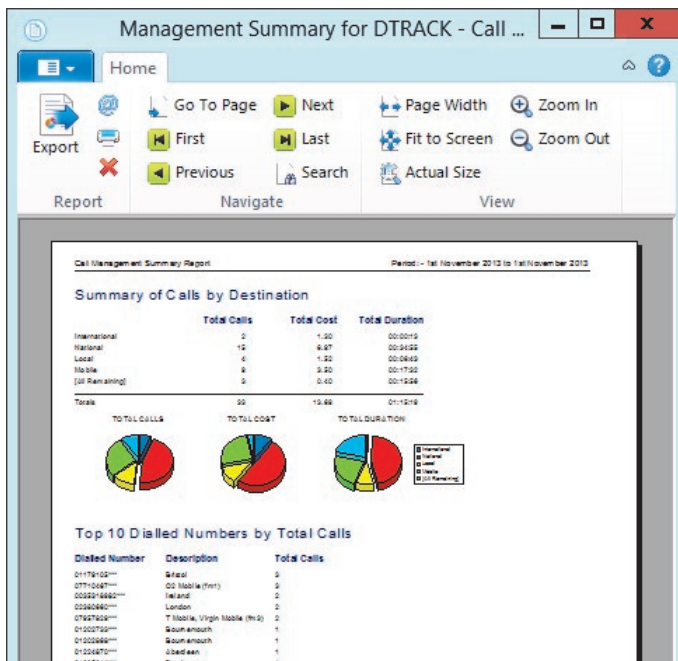
Conforming to the Microsoft User Interface Design guidelines CMS has been completely redesigned with a modern, easier to use interface to help maximise productivity and efficiency when configuring and generating reports.

Call your account manager to arrange your upgrade today!



Version 4 Highlights

- Background tasks run as Windows services to prevent accidental termination.
- User Account Control (UAC) compliant to help maintain your system security.
- On-screen reports are viewed in the new enhanced report viewer enabling quick comparison of results.
- Each report is shown on the windows taskbar to ease switching.
- Additional features can be easily activated using an unlock code, without the need of installing additional extensions.
- Reports can be categorised to save time finding the correct report.
- Windows 7 or Server 2008 and later compatibility.



Enhanced report viewer

CAPACITY MANAGEMENT · CALL ACCOUNTING · FRAUD DETECTION · QOS REPORTING · PERFORMANCE MONITORING

*To qualify for the free software upgrade customers must have a valid support contract. Please contact your account manager for additional details.

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AN EVOLVING ENVIRONMENT REQUIRES AN EVOLVING CALL MANAGEMENT SYSTEM.

Version

The world of telecoms is a rapidly evolving environment; the change from traditional TDM based PABXs to the current VoIP based systems allows telecoms managers to easily provide facilities to users which would have previously been difficult to achieve.

VoIP based systems allow users to be based anywhere in the world as long as they have network access. This allows systems to span multiple countries across the globe with the advantage of call routing across the WAN rather than making expensive international calls. This simplified connectivity allows the provisioning of handsets to third parties as a hosted service without any complicated equipment.

With the change to VoIP based systems there is still a need to monitor performance and ensure that sufficient capacity is available to minimise call blocking and also avoid over provisioning. There are also new challenges associated with the need to maintain a high QoS over the new IP based infrastructure.

Eclipse CMS continues to evolve to support both TDM and the very latest VoIP systems. Whether using a wholly TDM based PABX, a VoIP based system or a combination of the two technologies, Eclipse CMS can provide telecoms managers with all of the information that they need to allow them to monitor and report upon the services they offer to their users.

Call Costing and Accounting

CMS ensures that call costs are accounted for when breaking out in multiple countries using local numbering plans, currencies and charges. Reports can be produced against cost centres, departments or individual extensions. Additional reports are used to compare carrier costs, search for calls to or from certain numbers, show trend graphs and much, much more.

Capacity Management

You can use Eclipse 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. This information can be used to ensure that your system is running efficiently to meet current demand and future requirements.

Web Interface

Eclipse CMS provides an easy to use, web based interface. By completing simple online forms, any authorised user is able to view and produce a variety of reports, with little or no training. No software needs to be installed, only a web browser is required.

Database Integration

Eclipse CMS 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 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.

Performance Monitoring

Incoming calls need to be answered efficiently by all departments and your customers need a good response from your sales and after sales service teams. Eclipse CMS is a tool that can identify problem areas and help you to ensure that you are giving excellent service to your callers, reflect your company image and comply with your SLAs.

Quality of Service (QoS)

Eclipse CMS can produce reports that show you VoIP statistics including latency, jitter, lost packets and MOS. This information can be used to identify problem times which can be mapped against traffic carried in that period to help ensure that your network provides your users with the quality they need.

Exception Monitoring

Rather than wading through piles of call management reports looking for abnormalities or exceptions the SwitchGuard module can do this for you. Whether you are looking for poor answer times, over/under capacity or more, SwitchGuard will tell you.

Real-time Fraud Detection

Each year businesses lose significant amounts of money due to internal abuse or external fraud. Eclipse CMS can check for suspicious calls or call patterns and notify you or your maintainer by SMS, email, SNMP or via the Eclipse Alarm Management System (AMS). Eclipse CMS helps you combat the menace of voice fraud and abuse and provides you with peace of mind.