Data Track Technology

Eclipse Call Management Suite
For the Finance Sector

Network Planning – Touch Point Analysis – Call Accounting – Fraud Detection – IP Migration

The Eclipse Call Management System (CMS) is a sophisticated software tool, providing up to date and accurate management information for communications platforms. Key strategic decisions around contact touch points, infrastructure planning and costings can be based on the real world usage information supplied by Eclipse CMS.

As organisations grow and communications become more complex, Eclipse CMS will scale to meet your requirements. It's reporting capabilities can handle environments with mixed PBX technologies, multiple locations, different carriers and assorted local currencies.

Why Eclipse CMS?

✓ Network Planning

✓ IP Migration Help

✓ Touch Point Analysis

✓ Call Costs

✓ Mobile Integration

✓ Misuse/Fraud Alerts

✓ Compliance Auditing

Network Planning - measure traffic/call volumes for analysis when planning expansion or upgrades to your network infrastructure and PBX capacity.

IP Migration Help - moving to IP based communications platforms usually means that the model of one PBX per physical location is no longer required. This can upset established processes relying on that model for reporting purposes. Eclipse CMS is able to replicate geographic structures and cost groups, with different sets of extensions and report on them, even though the physical device remains the same.

Customer Touch Point Analysis - Eclipse CMS ensures that you can monitor your contact centre touch points, at a department and extension level. Measuring the number of inbound and transferred calls, how quickly calls are answered and the average call duration. Then applying any service level improvements.

Call Costs - get a detailed and accurate view of expenditure by extension or department. Compare calls via different carriers to ensure best value service.

Mobile Integration – using your mobile bill, Eclipse CMS can import mobile phone usage and treat it as if it were an extension. Enabling you to report on both fixed and mobile usage through a consistent single interface.

Misuse/Fraud Alerts- be alerted to signs of suspicious phone usage and cases of probable phone fraud that keep you ahead of the fraudsters.

Compliance Auditing - use Eclipse CMS in tandem with a call recording system to provide additional reporting on where a call originated from or what its destination was, transfer information, typical extension usage, etc.

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.

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.

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.

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?

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.

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.

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.

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.