



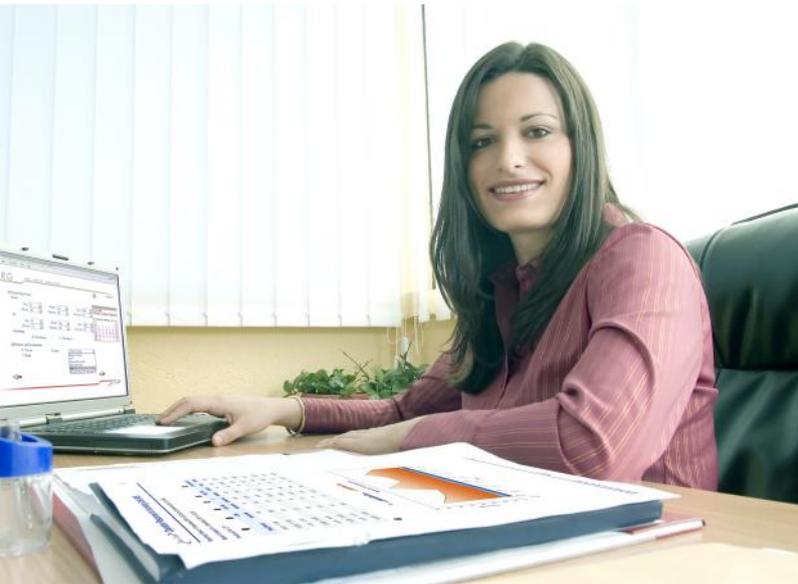
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## Eclipse Call Management System for Microsoft Lync Server

**Capacity Management – Response Monitoring – Call Accounting – Fraud Detection**



The Eclipse Call Management System is a call reporting and analytics application for your Microsoft Lync unified communications platform. Utilise Eclipse CMS to check capacity utilisation, monitor call response times, 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 customisable 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 or mobile device via email, or web portal. Consequently you can automatically:

- Receive regular reports
- In the format you require
- When you need them



## Capacity Management – Response Monitoring – Call Accounting – Fraud Detection

### Collecting MS Lync Call Data

Wherever your MS Lync Server database is hosted, Eclipse CMS will be able to collect the data from it. The software will proactively interrogate the MS Lync Server database to retrieve the call information required for reporting. Data can also be collected from third party Session Border Controllers (SBC), giving you a consolidated view of your traffic. Eclipse CMS does not delete any records from the MS Lync database, so there will be no conflicts with other applications that may need access to the data.

### 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. Use this information to ensure that your system is running efficiently to meet current demand and future requirements.

### Web Portal

Eclipse CMS provides an easy to use, web based portal. It provides a way to distribute pre-generated reports to users or to allow them to generate their own reports on demand. Users can be given a restricted list of reports to choose from and after applying a few filters can have the report they need. No special software is required on the user's PC.

### Hosted Systems & Managed Offices

Microsoft Lync, like other Unified Communication platforms can have gateways in multiple locations and provides just one CDR output. This can cause billing issues for hosted IP telephony providers and managed offices who want to charge different rates to different clients or for enterprises who wish to charge for network usage. Eclipse CMS solves these problems by enabling you to set up profiles to reflect how you logically use the switch enabling you to accurately charge users/customers how you want to.

### Active Directory 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 CMS is capable of importing contact and extension information from your Active Directory or other LDAP compliant directory.

It reduces the time spent on double data entry and ensures reporting accuracy.

### Response 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.

### KPI Monitoring

Do you need to monitor KPIs based on poor answer times, over/under capacity, outbound call volumes or other metrics? The Eclipse CMS SwitchGuard module will automatically monitor for events that match your criteria and alert you so that you don't have to manually check reports trying to spot abnormalities or problems.

### Call Costing / Accounting

The sophisticated reporting engine in Eclipse 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. Eclipse CMS will enable you to monitor and control your system and its costs.

### Real-Time Fraud Detection

Each year businesses lose significant amounts of money due to internal abuse or external fraud. The Eclipse CMS SwitchGuard module can check calls as they happen 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 or email. Eclipse 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?

