



VXTracker™ Call Accounting

Unified Voice Management System

VXTracker enables enterprises of all sizes to manage their telephone systems and related infrastructure more efficiently and cost effectively. It consists of a base "platform" that addresses the three main functional areas of voice communications management—Call Accounting, PBX Performance Monitoring and Security/Compliance Tracking. Hybrid networks will be with us for many years. VXTracker allows users to monitor and manage multiple voice systems whether TDM or IP-based.

Call Accounting

The VXTracker™ call accounting system collects and processes call detail records (CDR) to produce powerful historical and real-time drill-down reports to help manage costs and isolate important network trends.

The call accounting engine provides:

- Department allocation of phone bills
- Call-record collection and storage
- Real-time call processing
- Extension-level call details and warning reports
- Trending and forecasting
- Time-of-day reporting
- Billing plan "What If" scenarios
- Trunk, tariff and traffic reports
- IT budgeting
- Asset chargeback

ABC Company Cost Center Summary Report
In/Out Cost Center Detail for Division Eastern 02/01/2005-02/28/2005

Cost Center	Total Calls	% of Total Calls	Total Duration	Avg. Duration	Total Cost	% of Total Cost	Avg. Cost per Call	Avg. Cost per minute
Accounting	3956	44.19	5442:16	1:22	548.03	44.53	0.14	0.10
Customer Support	3868	43.20	5106:19	1:19	523.08	42.50	0.14	0.10
Human Resources								
Totals (3 items)								

ABC Company In/Out User Detail for Cost Center Customer Support
02/01/2005-02/28/2005

User	Total Calls	% of Total Calls	Total Duration	Avg. Duration	Total Cost	% of Total Cost	Avg. Cost per Call	Avg. Cost per minute
Alvin Mopel-1210	595	15.38	957:58	1:36	89.05	17.02	0.15	0.09
James Grner-9009	0	0.00	0:00	0:00	0.00	0.00	0.00	0.00
Lynn Bruno-								
Raphael Lim-1140								
Rick Tarian-								
Totals (5 items)								

ABC Company In/Out Call Summary for Alvin Mopel Extension 1210
02/01/2005-02/28/2005

Date / Time	I/O	CallerId/Dialed	Mapping	City	St	Dur.	Amt.
02/04/05 08:40AM	O	(616)792-2205 Mission Beverage		WAYLAND	MI	0:29	0.08
02/04/05 08:41AM	O	(800)929-5263				1:25	0.00
02/04/05 09:21AM	O	(954)633-1320 Company ABC		POMPANO BEACH	FL	0:29	0.08
02/04/05 09:22AM	O	(520)747-2000		TUCSON	AZ	2:06	0.24
02/04/05 09:30AM	I	(UNA)VAI-LABL				0:57	0.08
02/04/05 10:09AM	O	(602)866-1776 Wright Inc.		PHOENIX	AZ	2:01	0.24

Resource Extension 1210

Total Calls	Total Dur.	Avg. Dur.	Usage Amount
561	893:10	1:35	\$82.85

VXTracker Web Console

Customer Service

System Alarms

- 2:20pm MCI T1 is over 85% utilization. Paging Nancy West
- 11:10am SBC T1 is not responding. Paging Jim Cho
- 9:10am Modem #2 called Beijing 011865553001 for 2 hr 40m. Paging Eric Jones

Trunk Capacity

Trunk	Capacity
AT&T Dedicated	63%
SBC Local	38%
MCI	89%

Route Analyzer

Ext	Number	Location	Time	Route
Ext 1000	(917) 555-1020	New York NY (Interstate 0.070)	1:22	MCI Route 02
	(805) 555-7357	Santa Barbara CA (Local 0.030)	2:25	SBC Local Route 14
	01155580391	Kobe Japan (Intern. 0.450)	6:41	MCI Route 23
MCI Route 1	(415) 555-1002	San Francisco CA 0:31		Ext 8100 Operator 1
	(805) 555-3049	Goleta CA 1:09		Ext 7200 Nicole Edwards

Optimize Voice Systems Configuration

- Simplifies the complex task of managing multiple PBXs.
- Provides a unified view of trunk-group traffic, traffic capacity and peak traffic analysis.
- Shows real-time metrics to determine how systems are performing.
- Enables capacity trend analysis and forecasting through historical trending reports.
- Provides consolidated monitoring and centralized control.

Performance Monitoring

VXTracker captures live data from each of your phone systems and constantly monitors thresholds to make sure you know before problems occur. When you log in to your custom home page, you get a live view of your voice network performance. You may customize the display panels and design your own management interface.

A "heartbeat" diagnostic report of the system's status is sent to our tech support center daily.

Filtered by Trunk Group: SBC Local 002

Trunk Group Traffic Report

Site: Irvine, Trunk Group: SBC Local

Capacity	Volume
Max. Concurrent Calls: 11	Total Inbound Calls: 39
Avg. Concurrent Calls: 5.58	Total Outbound Calls: 2107
Max. Trunks Available: 24	Total Inbound Minutes: 37:05
Max. Trunk Utilization: 62.50%	Total Outbound Minutes: 2759:21
Avg. Trunk Utilization: 28.06%	Avg. Inbound Minutes: 0:57
Peak Utilization Hour 1: 11:00 am	Avg. Outbound Minutes: 1:18
Peak Utilization Hour 2: 12:00 pm	Peak Inbound Hour 1: 11:00 am
Total All Trunks Busy: 0:00	Peak Inbound Hour 2: 4:00 pm
Total No Usage: 0:00	Peak Outbound Hour 1: 2:00 pm
	Peak Outbound Hour 2: 1:00 pm
	In vs. Out Calls: 1.82% / 98.18%
	In vs. Out Minutes: 1.33% / 98.67%

Trunk Capacity

Peak Call Volume

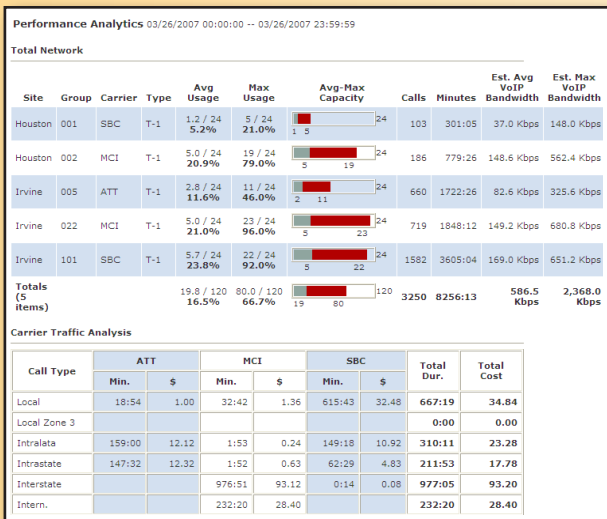
Security/Compliance Tracking

When your network security is breached, you are generally liable for all costs associated with the unauthorized use of voice systems. VXTracker meets industry standards for security and IT governance, providing you with the monitoring and control tools necessary to:

- Analyze and reconcile call pattern exceptions (such as off-hour calling and international calls).
- Monitor authorization code usage and detect abuse.
- Detect unauthorized calling, such as an incoming CO trunk making calls from a voice mailbox.
- Detect denial of service attacks from outside callers.
- Identify unauthorized calling patterns.
- Maintain an audit trail for compliance and 911 tracking.
- Receive real-time e-mail and text pages when a security or toll fraud event occurs.

Analytics That Drive Voice Decisions

VXTracker Analytics delivers decision-making information that correlates key metrics in a way that identifies patterns and opportunities to increase technical performance, reduce service-availability risks and find permanent cost savings.

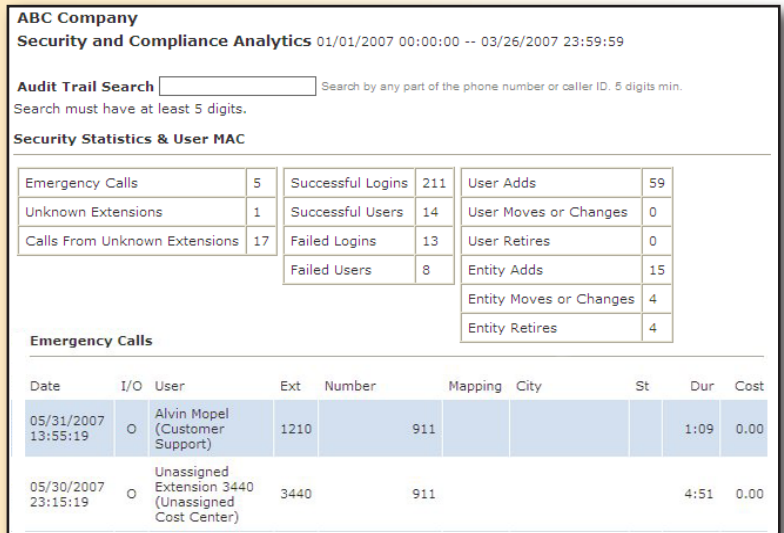


VXTracker's deep traffic and inventory studies model network capacity, performance and cost structures regardless of circuit type, carrier or PBX vendor.

If you are migrating to VoIP, VXTracker fulfills the monitoring needs for Quality of Service (QoS) and Service Level Agreements (SLAs) for Day-2 operations with its powerful VoIP Monitoring and Reporting optional module.



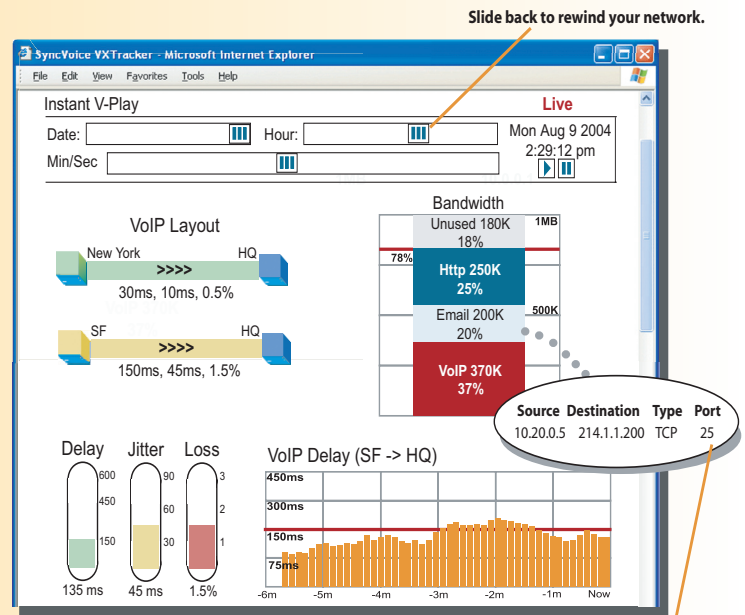
www.callaccounting.com
1-800-900-9700
 sales@callaccounting.com



VoIP QoS Analysis (Optional Module)

VoIP QoS Analysis is a software-based "quality of service" package that monitors the packet performance (delay, jitter or loss, increase or bandwidth changes) of applications on a converged communications network.

- Synthetically generate VoIP traffic modeled on existing TDM traffic to assess your network's readiness for VoIP prior to deployment.
- Monitor voice quality metrics such as delay, jitter and loss, and send alerts when quality drops below your chosen threshold.
- Document the quality of voice Service Levels on your network.
- Monitor conventional data traffic versus VoIP traffic for potential peak impacts on voice quality and/or application performance.
- Replay network activity back to the time when voice quality degradation occurred.



Drill down to see which IP devices generated each type of traffic.

Other Optional VXTracker Modules:

ACD Call Center for Nortel C2, Telephone Directory Management, and OrgSync (Org Structure)