

Take control with  
**Discovery CA**



**Identify True Call Cost** | **Cut Call Abuse** | **Improve Overall Efficiency**





Eliminate the guesswork. Let **Discovery**

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## Do you know your true monthly telephone charges?

Telephone charges are commonly the third largest business expense after payroll and rent, however, these hidden costs often go unnoticed. In a fiercely competitive world, where efficiency and cost control are the main goals for every company, doesn't it make sense to use a call accounting system that allows you to monitor and manage these costs?

If so, you will appreciate the many features and benefits Discovery CA has to offer. Many managers are familiar with how call accounting can verify telephone bills, but do not always realize that this is only the beginning of its benefits.

Discovery CA offers so much more. It provides you with an advanced call management system that provides complete visibility of your telecom costs and usage. Telephone call information can be collected from both single or multiple phone systems in real time, which can be combined with imported electronic bill information for mobile and home telephones. Once collected this information is processed to identify the cost, the location of the caller and provide an immediate, real time update of call summary information on the screen.

## Manage Business Efficiency

Wouldn't you like to better track performance? With Discovery CA, we provide you the capability to track employee performance by comparing targeted goals of individual employees to the number of calls actually completed. Discovery CA can help managers define employee productivity expectations, allow businesses to reconcile phone bills, and even identify possible abuse of the telephone network. While any company can use call accounting, managing phone costs is all the more important in customer service organizations, where business is conducted almost exclusively over the telephone. With Discovery CA, you can use the information provided in call accounting reports to monitor telephone use and perform traffic analysis.

## Be More Knowledgeable with Discovery CA Reports

Discovery CA call records provide information regarding what telephone numbers were dialed, what extensions are making calls and the phone numbers they've called, the length of the calls made, the date and time of the calls, and what each call costs. From that data, comprehensive reports can be produced which help businesses analyze the information according to their needs. Reports can then be automatically emailed to a user defined distribution list and scheduled as needed.

### Discovery CA Call Detail

Created On: 4/5/2006 2:15:27PM  
Covering Period: 4/5/2006 12:00:00 AM to 4/5/2006 11:59:59 PM

Report Filtered To:  
Only include call types: Incoming or Incoming Conference or Incoming Abandoned or Incoming Transferred or Incoming Pickup or Incoming Divert or Incoming Internal or Incoming Internal Abandoned or Outgoing or Outgoing Conference or Outgoing Abandoned or Outgoing Transferred or Outgoing Op Asset or Outgoing Line to Late.

Include all matching items in the report. Report grouped by: Extension. Report ordered by: Time of Call

Time Of Call	User	Call Type	Total Duration	Caller Name	Dialed Number	Location	Time	Call Cost	Minutes	Total Cost
4/5/2006 7:28:28AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 7:28:28AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 7:30:15AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 7:30:15AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 7:34:06AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 7:34:06AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 7:38:06AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 7:38:06AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 7:42:06AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 7:42:06AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 7:46:06AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 7:46:06AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 7:50:06AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 7:50:06AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 7:54:06AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 7:54:06AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 8:01:29AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 8:01:29AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 8:05:18AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 8:05:18AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 8:05:19AM	None	Inc Ad	00:00:00		2037960210	ORANGE, CT	00:00:00	0.00	0.00	0.00
4/5/2006 8:05:19AM	None	Inc Ad	00:00:00	Laura Cell			00:00:00	0.00	0.00	0.00
4/5/2006 8:40:33AM	None	Inc	00:00:11		4029713967	PHOENIX-CACTUS, AZ	00:00:00	0.00	0.00	0.00
4/5/2006 9:37:23AM	None	Out	00:00:12		4029729208	TOLLESON, AZ	00:00:00	0.00	0.00	0.00
4/5/2006 9:40:44AM	None	Out	00:00:34		1619564402	PHILADELPHIA-WASHINGTON-A TLANTIC CITY, PA-NU DE MD	00:00:00	0.00	0.00	0.00
							Totals	0.00	0.00	0.00
4/5/2006 10:40:26AM	None	Inc	00:00:10	Laura Cell			00:00:00	0.00	0.00	0.00
							Totals	0.00	0.00	0.00
4/5/2006 9:40:50AM	None	Out	00:00:57		1802183623	PHOENIX, AZ	00:00:00	0.00	0.00	0.00
							Totals	0.00	0.00	0.00
							Totals	0.00	0.00	0.00

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# Discovery CA get you the right answers.



## Discovery CA Reports

### Report Types

- **Unknown Calls**
- **Incoming Calls**
  - Incoming Conference
  - Incoming Abandoned
  - Incoming Transferred
- **Outgoing Calls**
  - Outgoing Conference
  - Outgoing Abandoned
  - Outgoing Transferred
- **Intercom Calls**
  - Intercom Conference
  - Intercom Abandoned
  - Intercom Transferred

### Reports Templates

- **Performance**
  - Grade of Service Group Detail
  - Grade of Service Group Summary
  - Response Times
- **System**
  - Alarms
  - Auto Configured Devices
- **Usage**
  - Call Details by Device Type
  - Call Type Summary by Time Periods
  - Consolidated Call Summary
  - Group Member Summary
  - Group Summary
  - Most Frequent Calls
  - Top Calls
  - Trunks Busy split into Time Periods

### Call Reports can be grouped by

- **Account Code Groups**
- **Caller Groups**
- **Call Types**
- **Dialed Number**
- **DID Groups**
- **Extension Groups**
- **Organization Groups**
- **PBXs**
- **Trunk Groups**

### Monitor Trunk Utilization

In addition to using call accounting reports to increase employee or departmental productivity, Discovery CA's extensive reporting capabilities are useful to optimize telephone networks by monitoring trunk utilization. Using Discovery CA, businesses can determine their busiest hours and associated network usage. This information is essential to ensuring that employees always have access to outbound lines, and that customers can always reach the right person. By reviewing our detailed usage reports, business owners can determine if the telephone network is being used as expected. For example, are expenditures for facilities equipment and services in line with the income that is generated by their use? Alternatively, can savings be obtained through more efficient use of these services?

Eliminate the guesswork. Let Discovery CA get you the right answers.

### Real time display information at your finger tips

One added benefit of Discovery CA that sets us apart from other call accounting systems is the ability to display real time information. At a glance, you can monitor real time status of key parameters such as DID trunks or extension groups.



## Discovery CA empowers you with the right information you need to answer those critical questions.

- Do I have enough trunks to handle my outside line traffic?
- Am I paying for trunks that are hardly ever used?
- How long does a customer wait before the telephone is answered?
- Are customers hanging up before being answered?
- Do I need more attendants? If so, do they need to be attended at all times, or are there peak periods of incoming traffic?
- Is my long distance service being utilized efficiently?
- Are there incidences of employee abuse of the telephones?
- What are my peak business hours and days?
- How many calls are being abandoned because of lack of response?
- Which customers call most frequently and what departments do they call?

## Features Summary

- Real Time graphical display of call summary information and call activity
- Specify acceptable telephone usage policy
- Configurable alarms to monitor usage and group performance
- Import mobile and home bills
- Configurable business and personal caller groups
- Records call wait and hold times
- Calculates service levels to your customers
- Identify call patterns and trends
- Create customized reports with flexible reporting periods
- Scheduled reports with email delivery

## Benefits Summary

- Identify true call costs
- Cut telecom and operational costs
- Cut call abuse
- Improve customer satisfaction
- Identify over and under achieving employees
- Identify business and personal calls
- Identify missed and unanswered calls
- Identify customers not calling or not being called

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