

# CAABTi

CALL ACCOUNTING AND BILLING  
WITH TELEPHONE INTEGRATION



Want a cost effective Business Application that can put you back in CONTROL of your Voice and Data costs?

Through improved visibility and reporting of telephone and data expenditures, the ability to make programming changes to the extensions on your NEC Telephone System and more effective telephone and data usage, CAABTi will save you TIME and MONEY.

CAAB has become an essential Management Tool for todays Business.

**POWERFUL • AFFORDABLE • VOICE & DATA MANAGEMENT**



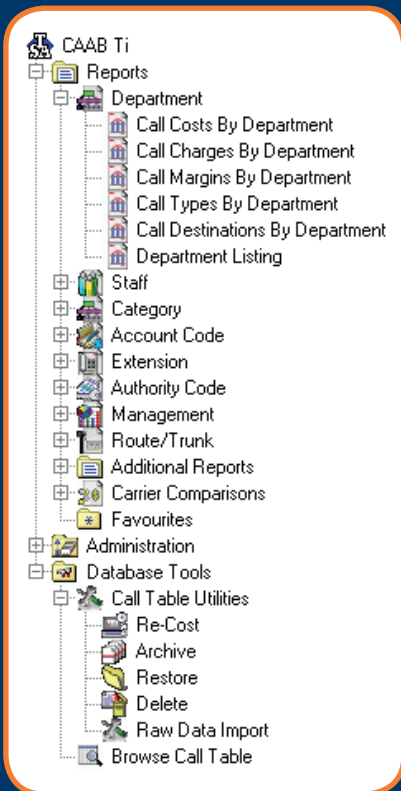
## LET'S TALK ABOUT SAVING MONEY AND TAKING CONTROL

When your Business Phone and Data Bill arrives each month, wouldn't it be nice to understand, manage and control it?

CAAB put's YOU back in control through it's extensive reporting capabilities so that YOU can make informed decisions in your business with the knowledge of where, when and how your communications costs are being incurred and by WHO.

Why wait until the bill arrives? CAAB's **Real Time Alerts** allow you to know when things such as High Cost and Long Duration Calls are being made, even phone calls to your competitors numbers!!!!

Get CAAB's power working for you today and GAIN Peace of Mind.



### ABOUT CAAB TI

CAAB Ti is a Windows 98, NT, ME, 2000 based application, combining telephone handset management and system integration with CAAB's powerful, quick and easy Call Accounting.

CAAB Ti has an improved call costing engine, greater flexibility in rate tables and a comprehensive suite of reports and utilities.

**Imagine** being able to make changes without the need for costly service calls.

With CAAB Ti we give you the ability to:

- Carry out handset programming
- Make name changes
- Maintain system speed dials
- Modify call pick up groups easily with drag and drop function
- Set call forwarding
- Manage the telephone system from anywhere in the network

#### Plus fully featured Call Accounting which supports:

- Comprehensive current and historical reporting of voice and data traffic
- Broad range of reports covering costs, charges and traffic volumes, grouped across business units, staff and equipment ends
- Automated report scheduling and generation via PDF and Excel with easy email delivery
- Graphical and drill down reporting
- Help Desk Support including telephone, email, web and remote diagnostics
- Tailored Real Time exception alerts, e.g. call duration, call cost, number dialled
- Easily configured for multi-level departmental hierarchies within businesses, including account codes and PIN numbers
- Collection of voice and data traffic using either dedicated or PC based buffers via LAN, WAN internet or dial-up connection
- Full range of carrier costing tables with regular updates
- Carrier rate plan comparison functionality
- Industry standard database (MS Access or MS SQL)
- Single or Multi-site functionality
- Easy Wizard driven configuration

### CAAB DATA BILLING

CAAB Data Billing is an additional module for CAAB Ti. It provides volume based billing for all data traffic on your internet connection including such categories as Email, Web Browsing and FTP. All other protocols are monitored and can be reported if necessary.

CAAB reports on data volumes allocated to an IP address the same way that telephone calls are

allocated to an extension. Combined Voice/Data reports can therefore be issued at User or Department level.

The collection device for CAAB Data Billing is the NetBox from NetBox Blue.

## WHAT SORT OF REPORTS WILL BE USEFUL TO YOU?

Call costs can be extracted in a variety of formats to give you information on departmental and individual usage for onbilling and cost centre management.

Detail and Summary Reports available for all report types (See diagram on right)

- Call Costs
- Call Charges
- Call Types
- Call Duration
- Call Profile
- Staff and Extension Listings

## SCHEDULED REPORTS TO EMAIL

Imagine running your monthly departmental reports automatically, and having them emailed to individual department heads without lifting a finger! CAAB Ti's **Scheduled Reports** can do just that.

All reports can be automatically run daily, weekly or monthly with output to printer, file or email address. Just another way CAAB Ti can make your job easier.



### Staff Summary for /Projects/Maintenance Department

Name	No Inc Calls	No Out Calls	Total Calls	Average Duration	Duration	Actual Cost
Andersson, Wanda	22	0	22	00:01:03	00:23:06	\$0.00
Chang, Terrance	0	21	21	00:00:54	00:18:54	\$4.60
Davidson, Karen	14	31	45	00:03:48	02:51:00	\$20.60
Gerrard, Lisa	34	0	34	00:00:31	00:17:34	\$0.00
Hewitt, Albert	32	12	44	00:00:38	00:27:52	\$28.00
Hewitt, David	51	7	58	00:10:50	10:28:20	\$3.06
Smythe, Sara	6	1	7	00:01:43	00:12:01	\$0.21
Svensson, Karen	0	1	1	00:00:21	00:00:21	\$0.28
<b>/Projects/Maintenance</b>	<b>159</b>	<b>73</b>	<b>232</b>	<b>00:03:37</b>	<b>13:59:08</b>	<b>\$56.75</b>
<b>/Projects</b>						<b>\$56.75</b>
<b>Report Totals</b>						<b>\$56.75</b>
<b>Extension 516, Smythe, Sara,</b>						
<b>Date and Time</b>	<b>Dialled No</b>	<b>Call Type</b>	<b>Destination/Origin</b>	<b>Duration</b>	<b>Actual Cost</b>	
4/03/05 08:07:44		Incoming Answered		00:01:57	\$0.00	
4/03/05 10:45:30		Incoming Answered		00:00:53	\$0.00	
4/03/05 11:18:19	0394207423	National	Melbourne	00:00:18	\$0.21	
4/03/05 11:39:29		Incoming Answered		00:00:49	\$0.00	
4/03/05 11:56:13		Incoming Answered		00:02:23	\$0.00	
4/03/05 16:52:14		Incoming Answered		00:01:18	\$0.00	
4/03/05 19:01:55		Incoming Answered		00:02:41	\$0.00	
<b>Totals for Extension 516</b>	<b>Number of Calls</b>	<b>7</b>		<b>00:01:43</b>	<b>\$0.21</b>	

## GIVING YOU MORE INFORMATION

CAAB Ti's Crystal Reports allow the user to "drill-down" into a report. This means a summary report can show individual call details at the click of a mouse button. A staff summary line can become an individual staff detail report in its own right, without the need for closing the master report.

## SUPPORT

- In house developers provide the backbone of our dedicated and experienced Support Team
- The CAAB Ti initial purchase includes 12 months access to our telephone Help Desk and regular standard carrier rate table updates
- Help is also available from within CAAB Ti itself. By clicking on the Help icon, you will automatically be taken to the online manual
- More online information is available at [www.caab.net](http://www.caab.net)



# CAABTi

## WHAT PACKAGE WILL SUIT YOUR NEEDS?

<b>CAAB Ti Business</b>	Up to 200 extensions
<b>CAAB Ti Corporate</b>	Unlimited extensions Additional reporting functions
<b>CAAB Ti Multisite</b>	Centralised reporting Remote data collection

### Equipment Requirements:

#### CAAB Ti Business

##### Equipment Requirements

Pentium III 500Mhz Processor  
256 Mb Ram  
Windows 98/NT/2000/XP  
10 Gb or larger Hard Drive  
SVGA Video Card (800x600)  
CD Drive  
Network Card  
2 x Serial Ports (SMDR & MAT)  
Printer Port (report printer)  
Monitor, Keyboard, Mouse

#### CAAB Ti Corporate

##### Equipment Requirements

Pentium IV 1.4Mhz Processor  
512 Mb Ram  
Windows 2000/XP  
80 Gb Hard Drive  
SVGA Video Card (800x600)  
CD Drive  
Network Card  
2 x Serial Ports (SMDR & MAT)  
Printer Port (report printer)  
Monitor, Keyboard, Mouse

### Setup Wizards

-  [Site Configuration](#)
-  [Trunk Wizard](#)
-  [Extension Wizard](#)
-  [AutoDetect Wizard](#)
-  [MATDetect Wizard](#)

## OPTIONAL MODULES

**CAAB Hospitality** is designed for telephone billing in Hotels, Motels, Hospitals and any other accommodation services.

CAAB Hospitality is fully configurable to suit each operator's needs and common functions, such as check in, check out, Statement and Move Rooms are accessed by single function keys.

**Credit Management System (CMS)** is an additional module for CAAB Ti Hospitality which provides credit limits with extension restriction and billing.

Functions performed by the Credit Management System include:

- Enabling and disabling extensions on check in & check out
- Changes the extension name on your telephone system on check in and check out
- Checks credit balance against total transactions every time a call is completed
- At customer-determined credit limits the RSC level is adjusted to alter the user's external access
- On payment of credit balance the RSC will automatically be readjusted

**CAAB Operator Directory** is an additional module that facilitates sub second look up of detailed staff information for Operators and other staff who handle significant volumes of incoming calls through a centralized telephone number. This enables higher quality customer service through improved and faster call handling whilst increasing the productivity of the operator.

CAAB Operator Directory interfaces directly with the CAAB staff database, allowing the operator to maintain an accurate real time database. The application is fully networked, which caters for multiple operator access. The Directory Screen is fully configurable to suit each operator's needs. Messages can be taken by the operator and emailed or printed for staff directly from within the software. In the event of Network outage, a cached local database enables business continuity for operators.

**CAAB Directory Synchronisation** is an additional Module that is designed to synchronise directory information from multiple vendor operator consoles/directories into the CAAB database. This ensures a single entry point of entry for the directory data in both applications. Synchronisation of the directories can be conducted in "real time" or at desired frequencies.

Customisation for Synchronisation to other business databases such as Human Resources and Financial applications can be provided after further consultation.

Your Authorised CAAB Distributor is: