

# Xtend Call Billing System

Review | Redefine | Reorganise

## Telecom Expense Management & Budgeting Solutions



Effectively manage the telecommunication investment by reviewing the billed reports generated from the Xtend Call Billing System. The accounting application is capable to create a single consolidated view of complete incoming/outgoing calls handled by PBX/legacy systems thus extending the convenience of analysing the utilisation of voice and data services across an organisation.

Integrated with robust telecommunication tariff, traffic and cost management and feature-rich voice logging capabilities, the Call Billing System shows the full-fledged report of all incoming, outgoing, local, long distance and international calls routed through the telecommunication system. Detailed SMDR information with trunk/extension number, caller/called number, date and time of call, call type, duration with cost of each call and much more are available to facilitate the account management process.

Continuous evaluation ensures operational efficiency, efficient telecom utilisation and sustained profitability in an organisation. Implement to manage the telecom expenditure efficiently across an enterprise anywhere anytime with features experienced never before.

The call billing software is bundled with a single port voice recorder that allows the user to monitor live and listen to recordings of a particular channel. The solution can be expanded to support call recording for multiple number of ports as per the organisational requirement.

### Billing Features

- Local/STD/ISD and Inter/Intra office call reports
- Total expense reports with consumption analysis
- View extensions handling maximum number of calls
- Automatically send reports via e-mail
- Extension management with export to Excel/PDF/CSV
- Extensive options to search, filter and retrieve
- Statistical presentation to check operational efficiency
- Facility to mark off-peak week days/holidays
- Account Code based detailed reports
- Call billing report conversion to PDF/CSV format
- Trunk/Extension/Account Code/Plan-based reports
- Peak hour search report based on extensions
- Centralised call billing management and reporting

### Business Advantages

- Reduce call volume and telecom budget
- Eliminate use of unused phones
- Results in fewer personal calls
- Reconcile bills with invoices/statements
- Prevent telephone abuse and misuse
- Optimise local, national and long distance calls
- Monitor unauthorised telephone usage
- Improves productivity at workplace

## Browser-based user interface

An easy-to-use browser-based user interface makes it easy to administer the Call Billing System from any part of the world. Supporting multiple user access levels, the user interface helps supervisors, managers and top-level executives to review the reports, search and locate records and generate reports for further analysis.

## Powerful search & peak hour report

Utilise the powerful filter search capability to locate specific call records using SMDR parameters, configure and retrieve location-based service usage and get peak hour report with total count made during specific days. Generate and print reports, convert to PDF/CSV formats, export search results and send e-mail for further analysis. Audio logs can be retrieved for the voice logged specific channel via search option.

## Extension grouping & expensive call reports

The user can add new extension, upload a CSV file with extension numbers and export the extension list to an Excel sheet. Check for outrageous expensive calls, print report and reconcile to settle any disputed issue by identifying the disputed CDRs in billing (missing calls, over charging, different call duration etc.) according to the terms and conditions of the service provider.

## Easily configure call plan, rates & pulse

User can manually configure and store the call charge, applicable plan, billing pulse separately as offered by the

service provider in the Call Billing System. The total cost of each call is automatically generated as per the settings/tariff given for each location.

## Set off-peak week days & holiday schedule

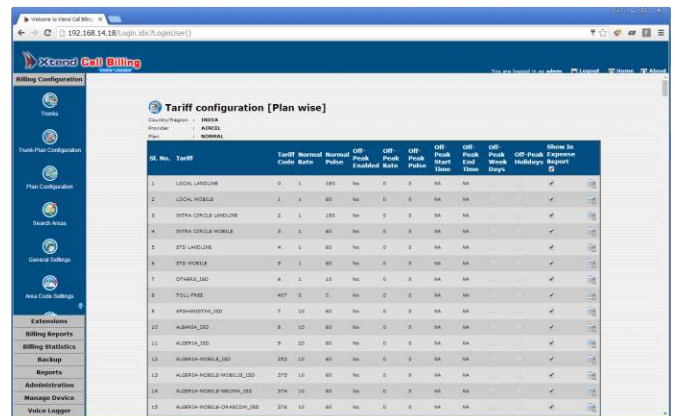
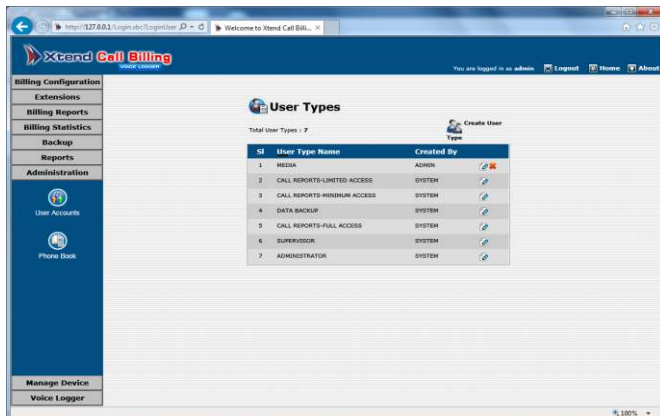
User can set off-peak week days, add holidays and view holiday list through the browser interface. Full-fledged reports are provided on the basis of values entered by the user. These reports can be cross-checked with the invoices/statements provided by the telco offices and also e-mailed to users as per requirement.

## Graphical reports for call analysis

Statistics related to calls on trunk/extension basis during any specific time period can be viewed in graphical/tabular form. This provision gives an overview of the calls handled by the trunk and extension lines.

## Logs complete call details

The system has inbuilt capability to access both voice and data from a number of different trunk or extension lines. Every call whether incoming or outgoing placed on the voice logged trunk/extension is available in the Call Billing System. User can refer the billing for a particular call and listen to the audio from the web interface for auditing purposes. Recording is absolutely free on a single line and supports cascading to log audio from multi-channels.



### Minimum System Requirements

- Operating System (32/64-bit) : Windows Server 2008/2012/2016/ Windows 7/8.1/10
- Browser : Internet Explorer 6.0 or above
- Processor Speed : Dual Core or higher
- Memory : 2 GB or above
- Hard Disk Space : 500 MB for software installation  
1 GB approx. for 175 hrs of recording

*Note: The specification mentioned here is for recording a single port and this shall vary with the increase in number of ports.*

### The Ingenious Solution To Overcome The Excess Telecom Budget

Features and screenshots shown here may vary depending on the latest software release.

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