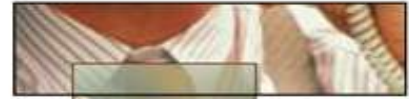# OFFICE WATCH
Call Accounting System

Call Accounting SQL-based is an industrial strength, fast and reliable call accounting software that can be used in institutions such as offices, hospitals, universities, and organizations that need to allocate telecom costs to various individuals, departments or cost centers.

It can also be used to monitor telephone costs and productivity of each and every employee in the company.

User Friendly Design

We have built OfficeWatch SQL to be extremely user friendly. In fact, it is so simple to use the system that most users do not even have to read the manual. Everything is logically placed as much as possible on the same screen.

With extensive use of collapsible / expendable menus, combo boxes, tool tips, context sensitive help etc, these features have made it extremely easy for users to navigate through the entire OfficeWatch SQL system.

Embedded SQL database

OfficeWatch SQL can run on a Pentium III with 256 MB Ram without any problem. With thousands records on the same machine, a complicated report can be generated and displayed in less than 30 seconds! The software has a built-in SQL database engine for maximum performance.

Extensive and flexible reports

Extensive and flexible reports are all included in OfficeWatch SQL. The reports are generated in PDF and excel formats, and have extensive filtering capability built in. Additional reports requests can be facilitated, as long as they are useful to most other users. To see reports samples that can be generated by OfficeWatch SQL, please refer to our reports section.

Supports most IP, PBX and key phone systems

OfficeWatch SQL supports most of the common PBXs. We have integrated the system on NEC, Panasonic, Avaya, Nortel, Alcatel, Cisco, Asterisk, etc.

Scheduled Reporting by email

With OfficeWatch SQL it is possible to automate reporting via email. Just select the reports that you want, define the different filters and add the email addresses where you want the reports emailed. The built in scheduler will email the selected reports automatically according to the the selected parameters (eg, email each day at noon, or monthly, or when an event occurs) This is an optional features.

Support for both incoming and outgoing calls

The system supports logging of all incoming and outgoing calls, as long as your phone system supports this feature. On some systems, you may need to subscribe to caller ID from your carrier or telephone operator.

Emergency Notification

With this feature, all you need to do is enter the numbers that you want to monitor. Each time a call is made to or from these numbers, an email will be automatically generated to alert you. This feature can be used for 911 emergency alerts, to check if anyone is calling your competitors, former staff members or pay services.

OfficeWatch SQL-based Call Accounting

This section contains some samples of the reports that **OfficeWatch SQL** generates. The reports listed below are only samples. We urge you to test drive our online demo to get a better idea of how the entire system works.

All reports can be filtered by any the following conditions (where applicable):

1. **Which users to print report for -** Eg: print the selected report for only David and Eric.
2. **Which department to print report for -** Eg: print the selected report for only Sales and Administration dept.
3. **Date and time range to print report for -** Eg: Print the selected report for the period from 1/1/04 - 1/31/04
4. **Call type to print report for -** Eg: Print the selected report for only all IDD calls excluding all local calls.
5. **Operator -** Eg. print the selected report for all calls made using only Singtel operator.
6. **Line No. -** Eg. print the selected report for only CO lines 1,2,3 and exclude all other lines.
7. **View by no. of calls -** Eg. Print the report according to extension and you can view the no. of IDD, STD and local calls made by user.
8. **Dialled Number -** Print the calls made out by Dialled numbers in ascending and descending order.
9. **Account Code -** Print the calls only for the selected account code or pin code.
10. **Country -** Print the calls only for calls made to the selected countries. Eg, print all calls made to Japan.
11. **Incoming reports -** Able to view which extension answered the incoming calls, as well as date, time and duration spent.

There are many other conditions that can be applied to individual reports, but the above are the most common.