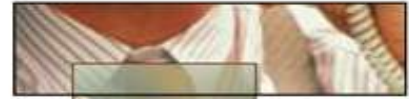




OFFICE WATCH

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

Details Report by Department

Report By: Department
 Report Date: 06-Apr-2005 2:42 pm
 Covering Period: 01-Mar-2005 to 31-Mar-2005
 Call Type: IDD
 Carrier: All

Call Management Pte. Ltd
 10 Shenton Way #01-01
 SGX Centre Singapore 068807
 Tel :68888888
 Fax :68999999

Date	Time	Ext	Trunk	CallType	Destination	Dial Number	Duration (min)	Cost (\$)
Division : HR								
01/03/05	08:57 am	7635	033	Local	Group #1 Name (String)	65612722	0.13	0.02
01/03/05	09:05 am	7635	038	Local	Mobile	97622062	0.28	0.02
01/03/05	09:10 am	7633	041	Local	Local	65612722	3.37	0.06
01/03/05	09:20 am	7646	058	Local	Mobile	97635515	0.40	0.02
01/03/05	09:20 am	7646	001	Local	Local	62222322	0.35	0.02
01/03/05	09:25 am	7630	006	Local	Local	62216122	3.63	0.08
01/03/05	09:34 am	7633	042	Local	Local	67434711	0.85	0.02
01/03/05	09:35 am	7646	037	Local	Mobile	92397300	3.68	0.08
01/03/05	09:42 am	7632	058	Local	Local	62216122	1.12	0.03
01/03/05	09:42 am	7633	055	Local	Mobile	96170539	1.55	0.05
01/03/05	09:44 am	7632	001	Local	Local	63391855	0.48	0.02
01/03/05	09:44 am	7632	060	Local	Mobile	97008245	0.20	0.02
01/03/05	09:49 am	7635	011	Local	Local	65612722	1.20	0.03
01/03/05	09:50 am	7633	015	Local	Local	62201822	1.05	0.03
01/03/05	09:54 am	7633	028	Local	Local	65612722	0.25	0.02
01/03/05	09:57 am	7632	036	Local	Local	64409101	1.80	0.05
01/03/05	09:59 am	7646	041	Local	Mobile	92397300	1.35	0.03
01/03/05	10:00 am	7632	050	Local	Local	62803281	0.52	0.02
01/03/05	10:01 am	7632	051	Local	Local	62216122	0.55	0.02
01/03/05	10:05 am	7197	019	Local	Mobile	96502880	0.88	0.02
01/03/05	10:12 am	7196	039	Local	Local	62223252	3.37	0.06
01/03/05	10:14 am	7635	030	Local	Local	68426320	2.60	0.06
01/03/05	10:18 am	7632	046	Local	Mobile	96694909	0.90	0.02
01/03/05	10:22 am	7635	023	Local	Mobile	96877731	0.77	0.02
01/03/05	10:24 am	7632	027	Local	Local	62899219	0.52	0.02
01/03/05	10:27 am	7635	043	Local	Mobile	94505505	0.83	0.02
01/03/05	10:29 am	7635	053	Local	Mobile	94505505	1.03	0.03

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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.