

System Call Information With Live Accounting – Introduction

This software is designed to facilitate the control of the PBX traffic, to save the used phone numbers, calculate your phone bills, to help in the distribution of incoming and outgoing calls and to ensure the proper use of your external lines, thus will help you to ensure a complete use of your PBX. The software is designed and was built as a modular solution that allows flexibility and meets the needs of any office, simultaneously with this the modules that are not needed will remain invisible for the user. This makes it easier to learn and use by individual users who have access to the system.

The main features and functions of Scila are:

- **Availability of trial version.**
- **Networking (and over the Internet).**
- **Manual archiving of the Data.**
- **Automatic archiving of the data on startup.**
- **Generation of reports.**
- **Export/Import of the Data.**
- **Real-time calculation of the price of phone calls.**
- **High-level tracing of incoming data (for eliminate inaccuracies in the calls prices).**
- **Availability of separate time zones and time tables.**
- **Simple graphical interface for setting different tariff plans.**
- **Billing of the VoIP phone calls from different providers through the same line.**
- **Billing of the phone calls made through VPN.**
- **Billing of each internal phone line by different price list.**
- **Operation "recalculation of the calls price " for a certain period.**
- **Acceptance of data files.**
- **Differentiation access rights.**
- **Hotel-interface.**
- **Statistics of the system events.**
- **Statistics of errors and crashes.**

- **Import/Export Settings.**
- **User interface for setup to the protocol with the PBX.**
- **Appointment of individual tax price groups.**
- **Service of lines from different operators.**
- **Formation of the price based on Pulses or Duration (or both simultaneously).**
- **Various setting options of the external phone lines.**
- **Simultaneous charging of several phone providers over one external line.**
- **Charging of mobile lines.**
- **Charging of the holidays in a separate tariff.**
- **Generate reports in graphical mode and printing them.**
- **Generate reports in the Web variant.**
- **Auto generating website with recent calls made through the PBX and graphic of the workload.**
- **Customized user interface.**
- **Availability of different work interfaces as needed.**
- **Free transition to the new versions.**
- **Monitoring of the connections to the Internet (Dial Up).**
- **Separation of the extension numbers into different groups and departments.**
- **Reporting Account codes of the PBX, and the presence of the users.**
- **Real time price calculation (CTI server).**
- **Option to automatically print every conversation made by certain extensions (Mode "Reception").**
- **Free-choice of the view of the hotel check-out sheet, and the option to insert a logo in the page.**
- **Possibility of manual and automatic change of the access to external lines (CTI server).**
- **Availability of CTI (Computer Integrated Phone Service).**
- **TCP server for implementation of Internet based access to reports.**
- **WEB server for generation of HTML-based reports**

* The features of the program are directly dependent on the capabilities of the PBX to which the program is connected.

Availability of trial version.

After installing the program the user has seven days to decide whether to buy the program and whether it is installed on the right place. After this period, the software will be able to continue his work only after it is registered for use in the PC.

Networking (and over the Internet).

The program provides a variety of interfaces for access to the collected data and administer. Depending on your needs you can choose between the following options:

- WEB server generating HTML reports accessible via web browser.
 - Network-Client providing remote access via LAN, WAN or VPN.
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Manual archiving of the Data.

The program provides options for backing up of the data. The data can be archived separately or totally. Along with the backup can be performed and data export for the phone calls from specific periods. The created files are placed in a subdirectory „Back Up” of the installation directory of the program.

Automatic archiving of the data on startup.

The EMSS Data collector makes one back up of the data each month. If necessary, you can optionally set it to make a backup each time it runs. Backing up is necessary in cases of any system failures. If the "Data Collector"'s active database is damaged, it will automatically use the database from the last backup. If it is missing, the program will go into safe mode and will record only the events in text file, and the screen will display an error message.

Generation of reports.

The program has a wide range of executable queries, which helps the user to get the full picture of the PBX traffic and, therefore, helps to optimize it.

Export/Import of the Data.

The collected data can be exported in order to prevent data loss and then can be imported if required. Exporting of data can be done into database and to a text file. Exporting into database is performed by the Control menu, submenu Archive of the main program but writing of text files is done during the data collection. Extracted data in text file is in the form in which coming from the telephone exchange. Also every generated report can be saved into .tab separated text file.

Realtime calculation of the price of phone calls.

With the help of the CTI integration is possible observation of each call in real time from the CTI Server and the CTI operators. If necessary the unwanted phone call can be terminated.

Highlevel tracing of incoming data (for eliminate inaccuracies in the calls prices).

The incoming data are processed with the specified parameters. If there are inaccuracies in the price formation, the software provides debug information step by step.

Availability of separate time zones and time tables.

Price and time tables are necessary for accurate calculation of the phone calls, this extends the range of operators that the program supports.

Simple graphical interface for setting different tariff plans.

Through the program settings you have access to designated areas in groups. So you can easily change the charging conditions as you move one area into different price zone.

Billing of the VoIP phone calls from different providers through the same line.

When payment of a conversation is different from the standard operator to whom belongs one external line, you can set parameters for the additional billing.

Billing of the phone calls made through VPN.

When connecting two PBXs via VPN then the phone calls are allocated and are charged only those who are outgoing through external lines in the other PBX.

Billing of each internal phone line by different price list.

The price of every extension number can be formed by individual price list. Thus is adds additional cost to tenants, hotel rooms etc. Moreover to each extension number can be assigned different tariff plan.

Operation "recalculation of the calls price " for a certain period.

Received data from the PBX can be recalculated under different conditions. This is necessary when the program had been working with incorrectly set parameters.

Acceptance of data files.

The program can process data from files created by other programs. Processing is carried out by the data collector.

Differentiation of the access rights.

The access levels are allocated to the program so that each of its member could refer only to the data that is allowed to see. In addition to primary rules the access may be restricted and on account codes.

Interface Hotel.

The program provides a lightweight interface for managing the phones in the rooms of the customers.

Statistics of the system events.

The program keeps statistics on startup, stops and types of errors that occurs. There also are recorded and the mistakes which PBX generates while it works. Recorded errors can be sent instantly to certain email address. This makes the diagnosis of accepted data, determining the authenticity of phone bills, identifying reasons for the lack of data, and malicious interventions in the work of the program.

Statistics of errors and crashes.

Power failure, unavailability of the operating system and errors in the work of the program are recorded. The data collected allow you diagnose the performance of the software and increase the effectiveness of using it.

Import/Export Settings.

The program settings can be exported and remain in a potential move to another operating system. Export of settings also can be made for prophylactic or to archiving.

User interface for setup to the protocol with the PBX.

Protocol of the most common PBX types are assigned in the program, but of necessity you can manually add any other PBX type.

Appointment of individual tax price groups.

The tariff plans of telecom operators are divided into groups and assigned to multiple outgoing lines. So the price adjustment is made in groups and the possibility of errors is minimized.

Service of lines from different operators.

The program has various options to compute the prices, so the phone calls can be charged by totally separate individual operators and billing plans.

Formation of the price based on Pulses or Duration (or both simultaneously).

If the price of the call comes from the PBX, the program accepts it as a priority if not present then the program will use the designated tables.

Various setting options of the external phone lines.

Telephone service served by the program is charged on a number of parameters, including automatic switching from one to the other parameters. This allows flexibility in billing by which achieves accurate reporting as close to the real.

Simultaneous charging of several phone providers over one external line.

With built-in call simulator you can check the price of the dialed number in all assigned TSP. It makes possible the arrangement of the different destinations into different TSP.

Charging of mobile lines.

If you have a mobile line (GSM gateway), it is set as such and the billing is done on the parameters of the operator.

Charging of the holidays in a separate tariff.

To increase the accuracy of reporting, weekends and holidays can be assigned into software tables so that the program can charge them in the holiday fare of the operator.

Generation of reports in graphical mode and printing them.

For visualization of the traffic through PBX is introduced and graphical representation of the output data. Through graphic representations of data is considerably easier to found excessive deviations from the planned workload of the PBX.

Generation of reports in the Web variant.

Each generated report can be saved as web page. Saving queries in this format allows you later to open and view the data on any computer, regardless of the operating system.

Auto generating website with recent calls made through the PBX and graphic of the workload.

For remote monitoring of the traffic through PBX the EMSS data collector automatically updates a website with current information about the workload of CO lines and Extension lines.

Customized user interface.

The user interface is designed to be easily changed. Each user can choose his own great view and achieve the maximum benefit from using it.

Availability of different work interfaces as needed.

Individual basic types of reports are divided into different interfaces. The user can choose which method of data presentation satisfies him the most complete.

Free upgrade to the new versions.

Each new version of the program is posted on the website in. When switching from one version to another you do not need to pay additional fare.

Monitoring of the connections to the Internet (Dial Up).

Data collector monitors and records connections to the Internet while your computer is running. This option is useful when the line used for the modem doesn't pass through the PBX.

Separation of the extension numbers into different groups and departments.

All extensions can be divided into groups. This leads to a facilitation when reporting on departments.

Reporting Account codes of the PBX, and the presence of the users.

The software automatically detects any used account codes. Calls made by account codes are assigned to the extension number from which they have been originated, but this can be verified by originator. For this purpose are created users with access to all phone conversations held with their account codes.

Real time price calculation (CTI server).

With the help of CTI server is possible real-time monitoring of the all the traffic through the PBX including CO subscriber lines, extension lines and system resources such as voicemail, doorphones, calls distribution groups, network cameras etc.

Option to automatically print every conversation made by certain extensions (Mode "Reception").

Each call from an extension can be automatically printed out according to predefined text.

Freechoice of the view of the hotel checkout sheet, and the option to insert a logo in the page.

Once you have prepared a query or report, it can be printed on a printer. The settings, logo and view can be customized by the user at his request.

Possibility of manual and automatic change of the access to external lines (CTI server).

In the CTI server program you have access to some of the most necessary functions of PBX software. This allows you to make adjustments in the behavior of PBX.

Availability of CTI (Computer Integrated Phone Service).

The "Computer Integrated Phone" allows you to control your phone through your computer screen. This allows direct dialing of phone numbers from address book and to see phone calls statistics, fast implementation of specific functions of the PBX, on-screen alerts for missed calls, interactive search of records for the caller during phone call etc.

TCP server for implementation of Internet based access to reports.

Access to the program can be implemented and remotely over TCP / IP protocol. The reports are make through the network module of the program supported by the TCP server application.

WEB server for generation of HTMLbased reports.

Information and reports generated by the program are available through Internet browser. To do so, the program has implemented a WEB server and different users which have the right to use this service.