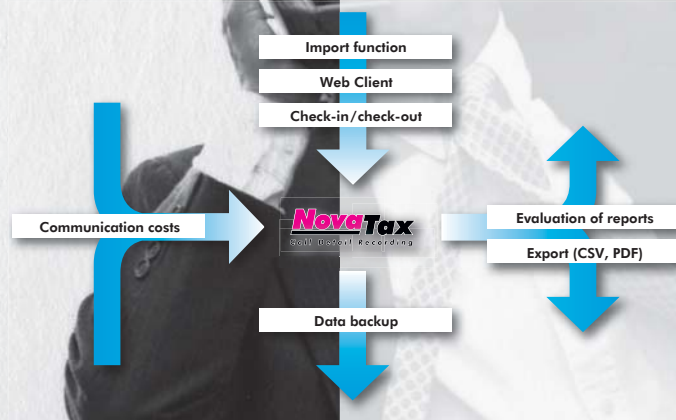




Recording and evaluation of your call data

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An increasing need for communication and a variety of providers and charges are reasons enough to log and evaluate your incoming calls with NovaTax.

Communication: the cornerstone for business success

Are you in control of communications in your company? Are customers who call you getting the service you would like to provide? Are connections overloaded? Who communicates and how much? How can you reduce your communications costs? These are just a few of the questions that a call data evaluation can answer at any time.

These days, alternative telephone companies offer a variety of ways to reduce telephone costs massively. In order to choose the right carrier, it is imperative to know what sort of calls are taking place and what the corresponding costs are.

Cost distribution is only possible with the aid of detailed billing according to department, cost centre or even participant. Further charging of telephone charges requires a detailed bill. Furthermore, in order to debit cost centres, payors or projects, it is necessary to keep a minute-by-minute record of all calls made.

With NovaTax you have the appropriate tool, if required, to complete all tasks with a single product. In short, the choice of attractive charges and alternative telephone companies means that your investment pays for itself.

Reducing telephone costs

With the help of detailed evaluations and graphics you can quickly see what costs

result from outgoing calls. You have the possibility to pass on charges, or simply, by implementing targeted measures such as the choice of alternative carrier, to reduce your costs.

Be informed about incoming calls

NovaTax can be used to evaluate in minute detail both incoming and outgoing calls. Learn more about your call data, e.g. how long your customers have to wait to have their calls answered, how long the engaged tone persists for, what the hourly or daily load is like, or which telephone numbers are dialled most often. Can you honestly say that you are informed about all these facts?

Evaluation of networked telecommunication systems

Have you got branches or remote locations? If so, NovaTax can also supply targeted evaluations so that you have access to the information you require at all times.

Import and export possibilities

Up-to-date participant data is important for accurate evaluation. To this end, by reading a CSV file or connection by means of LDAP (e.g. an active directory), NovaTax can synchronize with a central source. On the other hand, the informa-

tion and evaluations can be issued as CSV files, allowing billing to be managed by another system.

Manual check-in/out

Do you need to bill a participant for charges over a given period of time, e.g. for the billing of a hotel guest? NovaTax can be of assistance here too. You can record outgoing calls over a defined period. On check-in to Web Client, specific data are recorded. On check-out, details of any charges incurred will be released. Likewise, an authorization transfer of the port is – according to the telecommunications system in use – possible on check-in/out.

... and that's not all!

These are just a few examples of professional call data management. The application of NovaTax enables many other questions to be answered competently. Frequently needed lists and graphics can be saved as standard. NovaTax can even deliver repeat evaluations by e-mail. At any time and at the touch of a button NovaTax keeps you informed of all facts and figures relating to incoming, outgoing and internal calls.



***Range of functions:
the right size
for every company***

**NovaTax's evaluation solution is as individual
your company. Learn everything there is to learn
about your call data, so that you can make
informed decisions concerning the future of your
telecommunications infrastructure.**

Range of functions: the right size for every company

	Easy	Lite	Maxi
Maximum number of internal participants/extensions	250	500	unlimited
Evaluation of outgoing calls	■	■	■
Evaluation of incoming calls		■	■
Evaluation of internal calls			■
Call data received via serial interface or LAN	■	■	■
Call data received via data files		■	■
Automatic transfer of call data from a databank			■
Evaluation based on call data	■	■	■
Evaluation based of call data as PDF file	■	■	■
Anonymization of telephone numbers	■	■	■
Organization units can be created as desired	■	■	■
Authorization definable by user (login)	■	■	■
Recording of call charges based on call-charge pulses	■	■	■
Manual import of participants/extensions	■	■	■
Multiple language options (use of several languages concurrently is subject to a charge)	■	■	■
Pooling of participants/extensions under one address	■	■	■
Registration of alternative service providers		1	unlimited
Recording of specific charges/tariff schedules		1	unlimited
Creation and saving of queries		■	■
Advanced search and evaluation capabilities (filter functions)		■	■
Advanced report selection capabilities		■	■
Graphic evaluations		■	■
Manual saving or sending of evaluations as CSV files			■
Time-controlled, automatic creation and sending of evaluations as CSV or PDF file			■

Your specific needs for recording and evaluating call data are optimally met with NovaTax's various possibilities and functions.

Options

	Easy	Lite	Maxi
Automatic data backup	optional	optional	optional
Evaluation and administration on the network		optional	optional
Manual check-in/out in Web Client incl. authorization transfer *		optional	optional
Connection of several locations			optional
Cyclical, automatic import of data (e.g. by means of LDAP connection)			optional

* Function depends on the telecommunications system in use



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