

The logo for MICROCALL features the word in a bold, white, sans-serif font. The letter 'O' is replaced by a white circle with a gap in the center, resembling a stylized '0' or a signal icon. A registered trademark symbol (®) is positioned at the top right of the word.

**MICROCALL®**

**Management Made Simple**

## Micro-Tel History

Micro-Tel's 31 year success in the telemanagement industry is certainly remarkable, but even more impressive is our outstanding reputation for providing exceptional technical support and products that exceed customer expectations.

In operation since 1979, Micro-Tel is a pioneer and leader in the telemanagement industry with thousands of customers nationwide. Many of our National Accounts have used Microcall in hundreds of their locations for over 15 years! This is a strong testament to our commitment to developing superior software solutions and our dedication to providing outstanding customer service.

In 1983, Micro-Tel introduced the first fully featured call accounting software - Microcall - that was designed to run on personal computers. Prior to Microcall, businesses used call accounting software that ran on expensive mainframe and mini computers. Microcall provided all the features found in the expensive mainframe systems, at a fraction of the cost. Businesses, large and small, immediately embraced this state-of-the-art solution. Micro-Tel's competitors abandoned their products and began to develop PC-based products to compete with Microcall. Micro-Tel had emerged as the industry leader!

Over the years, Microcall has evolved into a complete telemanagement software system that includes all features in every solution. With advanced features such as networking integration, browser-based reporting, VoIP tracking, and connectivity to IP-based phone systems, Microcall continues to receive industry recognition with "Product of the Year" and "Reader's Choice" Awards.

We encourage those who are not familiar with Micro-Tel or our Microcall products to visit industry user's groups and ask your peers for their opinions. We are confident you will receive exceptional comments on both our customer service and Microcall solutions!

## Microcall Telemanagement Software

Microcall is award-winning software that collects call data from your telephone system, computes the cost of your long distance calls, and monitors for suspicious telephone activity. Microcall allows you to create thousands of reports that help to run your business more efficiently.

### Why Microcall?

**Experience:** There is nothing more comforting than dealing with the experts and Micro-Tel is the only company in the industry that has 31 years of experience! Micro-Tel did not gain its experience from acquiring like companies and adding up the years in business. Micro-Tel, founded in 1979, was the first company to develop and introduce PC-based call accounting systems. For three decades, Micro-Tel has been developing state-of-the-art Microcall solutions as well as supporting our 90,000+ Microcall customers (including 85% of the Fortune 500 companies). We share our high level of knowledge and expertise with all Microcall customers starting with the Microcall implementation and thereafter.

**Comprehensiveness:** Corporate environments and priorities can change quickly. To answer your changing needs, Microcall is comprehensive software that includes all robust features (call accounting, instant toll fraud, equipment inventory, telephone directory, report generator for unlimited reporting and much more). All Microcall features are included and ready for you to implement the instant your organizational needs change. Microcall's comprehensiveness eliminates the need for your company to purchase additional modules.

**Scalability:** Microcall is scalable software that evolves as your organization grows. Many of our customers start using Microcall at a handful of locations and upgrade to our Microcall Enterprise solution at hundreds of sites. Single-site Microcall systems can easily be upgraded to Microcall Enterprise and, new locations can be easily added without a complete system overhaul. Your investment in Microcall today, is protected in the future.

### Microcall Uses

Every department within an organization benefits from Microcall reports, from senior managers who need corporate-wide views of telecom expense, middle-managers who rely on employee productivity and in/outbound call reports, to IT Managers, who need to constantly measure phone system traffic efficiency, identify toll fraud / abuse, reconcile long distance phone bills and more.

- » Identify your "Most Expensive" calls (and who is responsible for them).
- » Identify your Longest calls for potential Toll Fraud or Employee Misuse.
- » Determine if your long distance calls are being routed properly over your least expensive trunks.
- » Pinpoint Unused Trunks (and Extensions) and eliminate unnecessary monthly charges.
- » Find out how busy your trunks / circuits are for each hour of the day.
- » Measure success of advertising campaigns to know which Ad's are most effective.
- » Pinpoint a harassing call made one minute ago.
- » Keep track of equipment inventory and bill for equipment costs.
- » Determine if your 800 lines or VoIP Gateway are busy.
- » See the number of calls routed from your phone system to your other offices.
- » List the number of "cold calls" made by your sales reps to determine overall effectiveness.
- » Pinpoint specific calls like, "Information 411 or 555-1212", "Emergency 911", "900 calls", and more.
- » Notify you instantly of potential Toll Fraud via email and pager.
- » List your hourly inbound/outbound calls for each employee / department / location.
- » Determine who made calls from your facility after hours / on holidays / on weekends.
- » List the phone numbers your company calls most often.
- » Control Telecom expense by budgeting / allocating phone expenses to individuals/departments.
- » Increase Employee Productivity by identifying and reducing the number of personal calls.
- » Import Calling Card and Cellular call data for consolidated reporting and billing.

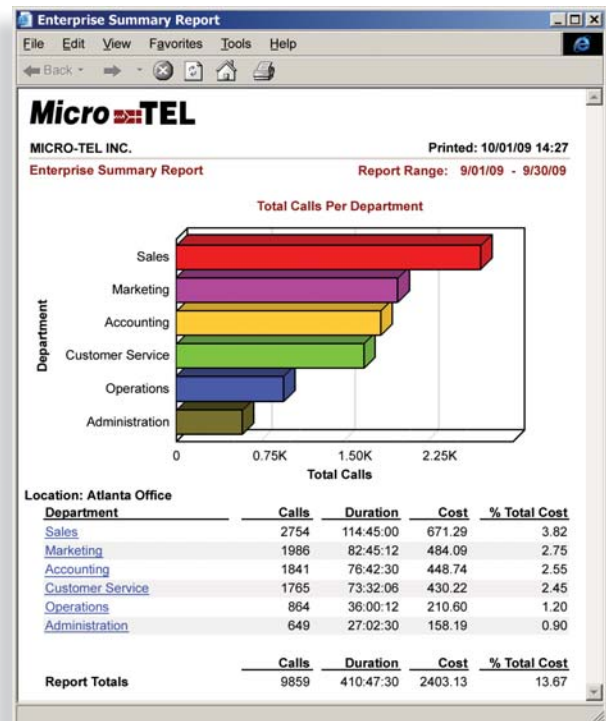
# Microcall Features

**Cost Allocation** Microcall properly identifies and costs calls using V&H based costing and your own negotiated long distance rates. Microcall also includes the most common rate plans for AT&T, MCI and SPRINT. With Microcall, you can easily import or enter your own negotiated long distance rates and cost calls using fixed costs per minute, trunk group costing, message unit costing, banded costing, fixed costs per call, on/off-net costing, and much more.

**Departmental Cost Allocation** Microcall enables companies to accurately allocate telecom expenses to cost centers, departments, divisions, etc. Cost allocation can include toll calls, local charges, overhead charges, equipment charges, and more.

**Executive Suites and Shared Tenant Billing** Microcall provides separate phone bills for each tenant that can include phone charges along with fixed costs for miscellaneous items like conference room rental. Different long distance rates and varying charges can be used for each tenant.

**Account Code Tracking** Law Firms, Accounting Firms, Advertising Firms, and the like often use Account Codes to bill clients for calls made on their behalf. Microcall tracks and costs an unlimited number of calls using Account Codes (Client/Matter Numbers) which can be up to 16 digits in length. Microcall includes extra fields for information associated with an Account Code such as company name, address, and so forth. For those who forget to enter Account Codes, Microcall automatically E-mails a list of calls *without* Account Codes so adjustments can be made prior to final billing. Microcall automatically outputs costed call information to third party billing systems often used in law/accounting firms.



Graphical Microcall Departmental Report

The screenshot shows the 'Department Billing Report (Including External Charges)' window for MicroTEL. It displays detailed call usage for three departments: Human Resources, Information Technology, and Marketing. The data is as follows:

Department	Phone Usage	Calls	Duration	Cost
Human Resources	Imported Calling Card Calls	1022	73:14:36	355.96
	Imported Cell Phone Calls	6935	439:13:00	1449.42
	PBX Toll Calls	3814	387:45:24	129.68
	<b>Totals: Human Resources</b>	<b>11771</b>	<b>900:13:00</b>	<b>1935.05</b>
Information Technology	Imported Calling Card Calls	983	55:42:12	270.72
	Imported Cell Phone Calls	5635	544:43:00	1797.57
	PBX Toll Calls	3517	298:56:42	119.58
	<b>Totals: Information Technology</b>	<b>10135</b>	<b>899:21:54</b>	<b>2187.86</b>
Marketing	Imported Calling Card Calls	1592	137:58:24	670.55
	Imported Cell Phone Calls	7231	711:02:54	2346.46
	PBX Toll Calls	3981	418:00:18	135.35
	<b>Totals: Marketing</b>	<b>12804</b>	<b>1267:01:36</b>	<b>3152.36</b>

**Authorization Code Costing** Many business as well as organizations such as Colleges/Universities and Retirement Communities use Authorization Codes, requiring a code to be entered into the phone before long distance calls can be made. Microcall will track and cost calls by Authorization Code, ensuring that the proper department and/or person is billed for their calls regardless of where the call was placed from.

**External Charges (cellular, calling card, etc.)** can be imported into the Microcall system and included on the various reports. In the example on the left, a company has imported calling card and cellular charges so that they can not only bill for these charges, but also print reports on the usage.

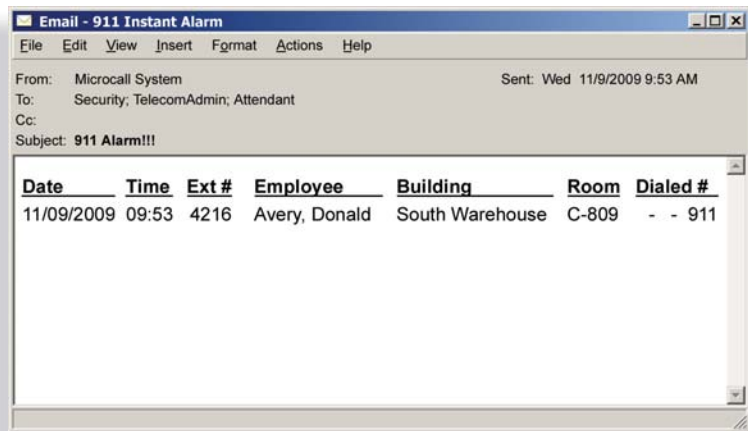
*This Microcall Cost Allocation Report (left) illustrates various charges billed to individual departments.*

**AutoPilot** What could be easier to use than a system that runs itself? Microcall's AutoPilot feature allows you to automate Microcall including:

- » Instant Call Data Collection
- » Automatic Costing of Calls
- » Automatic Distribution of reports via email, network printer, screen, Intranet Server, local printer, file
- » Automatic Archive of Old Data for easy historical reporting
- » Automatic Daily Updates to Online Telephone Directory
- » Automatic (Instant) Toll Fraud Alarm Notification
- » Automatic LDAP / Active Directory Integration
- » Automatic General Ledger Feeds
- » Automatic Imports / Exports
- » Automatic Deletion of Old Call Records

## 911 / Toll Fraud Alarms

Microcall's comprehensive Toll Fraud Alarms allow you to create an unlimited number of alarm conditions and triggers an alarm the instant the condition occurs. Popular alarm notifications include; "Emergency 911" calls, "Most Expensive" calls, "Harassing" calls, "Longest" calls, "After-hours/Holidays/Weekend" calls, "Information 411 or 555-1212" calls, "900" calls, as well as identifying excessive International calls, trunk-to-trunk calls, calls to a particular International country code, if your company's long distance calls exceed \$500, \$1500, etc., and much more.



Sample of an Alarm Notification via Email

The screenshot shows a web-based directory with the following data:

First Name	Last Name	Extension	Department	Division	Location
Robert	Jones,	4220	Marketing	Eastern	New York
Lawrence	Kelly,	4726	Marketing	Midwest	Chicago
Heinrich	Krupp,	4862	Sales	Eastern	New York
Jeffery	Lane,	4811	Accounting	Eastern	New York
Kimberly	Nevers,	4733	Sales	Midwest	Chicago
Gary	Phillips,	4721	Marketing	Midwest	Chicago
Mark	Pinely,	4860	Sales	Eastern	New York
Elizabeth	Plummer,	4476	Accounting	Midwest	Kansas City
Sally	Richards,	4456	Marketing	Eastern	New York
Beth	Sanders,	4712	Accounting	Midwest	Kansas City
Cindy	Simmons,	4253	Sales	Eastern	New York
Joyce	Simpson,	4478	Marketing	Midwest	New York
Steve	Smith,	4222	Marketing	Eastern	New York
Patricia	Terry,	4667	Sales	Midwest	Chicago
Jane	Thompson,	4723	Marketing	Midwest	Kansas City
Randall	Tyson,	4454	Marketing	Eastern	New York
Pam	Usher,	4223	Marketing	Eastern	New York

Microcall's Web-Based Employee Directory

**Online Telephone Directory** This employee 'phone book' is an easy way to look up employee names / extensions / departments / divisions and locations. Since it is network-based, any user on the network can have access, and Microcall updates the Online Telephone Directory on a daily basis so your employee locator is always as accurate as Microcall.

**Equipment Billback / Inventory** Microcall's 'drag & drop' directory allows you to easily assign equipment to specific departments and/or users. This is a simple way to bill back equipment usage to departments or just keep track of where equipment is located.

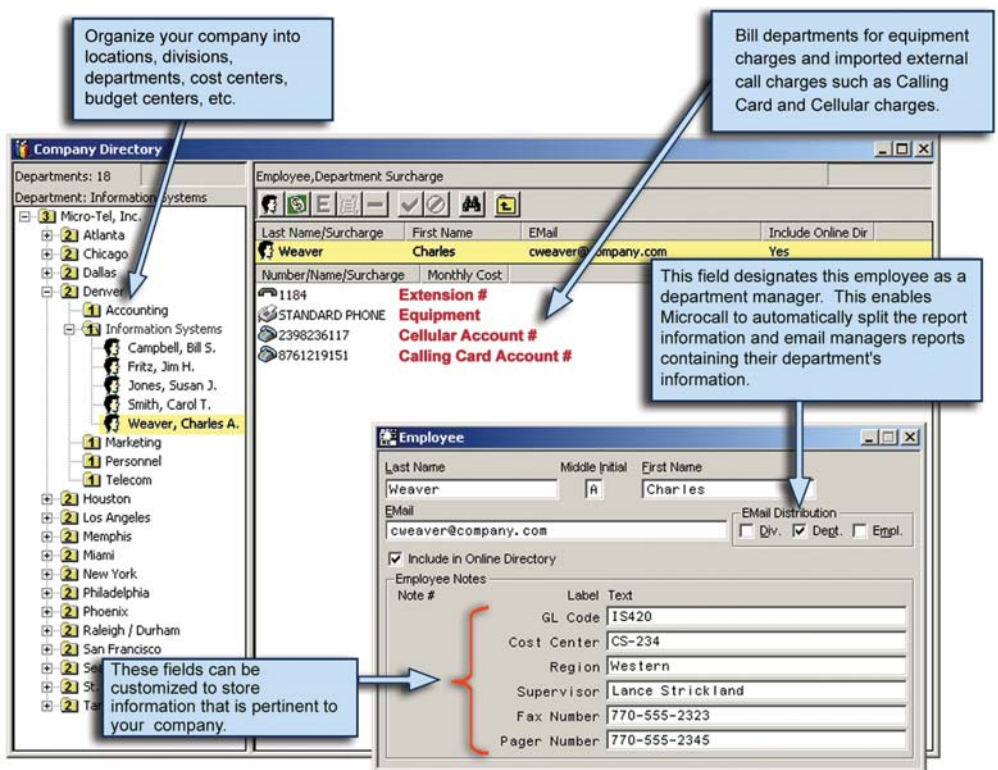
**Automated Imports / Exports** Microcall allows you to easily import / export Roster information, Rates, Account Codes, Calling Cards, Cellular Phones, Call Records, Equipment and includes LDAP / Active Directory Integration. Automating roster imports into Microcall from solutions like ASA, Excel, Access, Dbase, TXT, CSV, etc., helps to eliminate duplicate system administration.

Microcall also exports data in a variety of file formats including SQL, ASCII Text, Delimited, HTML, and CSV. These exports can take place automatically on a daily, weekly and monthly basis.

# Microcall Features

**Database Plus** is an enhanced directory that gives you the ability to add miscellaneous 'user-defined' fields to store additional information such as cost center, business unit, cable/pair information, manager, location information, cell phone number, pager number, and whatever else you decide.

**Smart Split** enables administrators to design one report that is automatically broken up and distributed to various department managers. All you do is create one report and Microcall automatically E-mails the report to the specific department managers containing their departmental information only!



Sample Screen Shot of Microcall's Database Plus

**Archiving** in Microcall is an automated process that enables companies to easily search through archived data and print historical reports. Simply indicate what you are looking for and enter a date-range and Microcall does the rest!

Data can be archived across single or multiple databases and / or servers. Microcall will search the correct database(s) for the records, so historical reports are as easy to obtain as current period reports.

2005 Monthly Summary (Atlanta Office)

Printed: 01/01/09 14:25  
Report Range: 01/01/08 - 12/31/08

Month	Calls	Duration	Cost	% Total Cost
January 2008	128,591	4691:44:42	14,770.10	11.83
February 2008	44,867	1669:22:48	4,916.06	3.94
March 2008	109,517	4010:19:30	12,377.76	9.92
April 2008	50,357	1870:01:42	5,667.76	4.54
May 2008	77,879	2868:00:00	8,779.78	7.03
June 2008	103,734	3837:33:12	11,355.29	9.10
July 2008	152,305	5545:05:12	17,207.24	13.79
August 2008	90,659	3352:42:54	10,624.77	8.51
September 2008	53,914	1960:19:12	5,644.53	4.52
October 2008	108,543	3978:20:06	12,144.12	9.73
November 2008	101,265	3759:26:12	11,312.54	9.06
December 2008	87,079	3113:53:12	10,007.15	8.02
<b>Report Totals</b>	<b>1,108,710</b>	<b>40,656:48:42</b>	<b>124,807.10</b>	

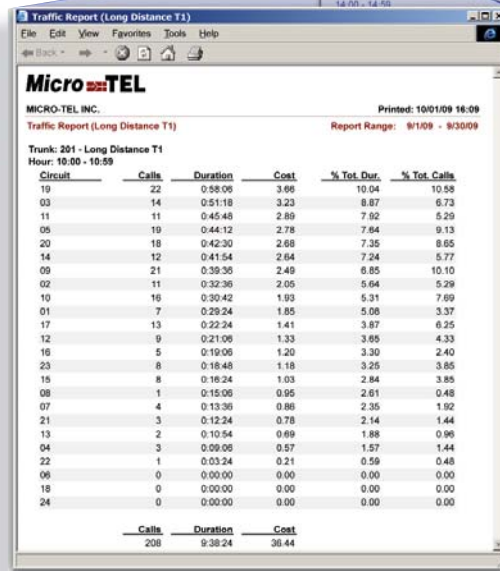
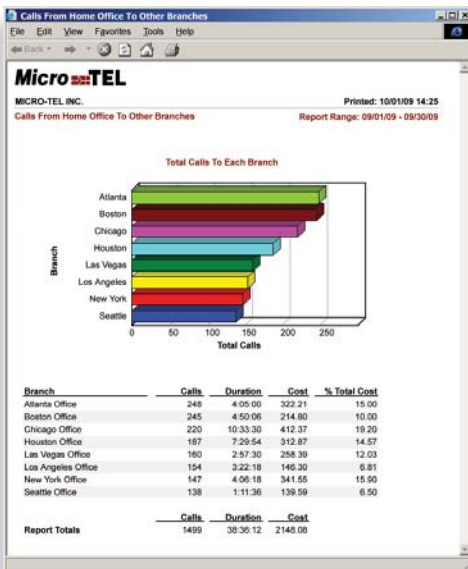
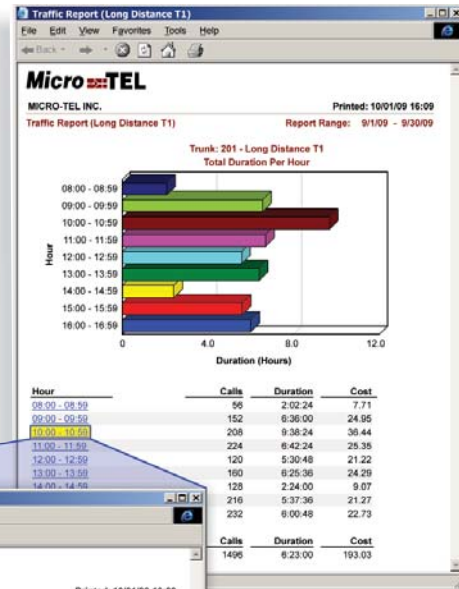
Sample Microcall Archived Report showing monthly costs for an entire year

# Trunk Analysis

Analyze usage on trunk groups and individual trunks/circuits.

## Trunk Reports can be used to:

- Save money by identifying and eliminating unused trunks
- Improve customer service by highlighting trunks with excessive usage
- Determine if calls are being routed properly
- Monitor hourly traffic to help set staffing levels / schedules
- Evaluate call traffic on dedicated lines

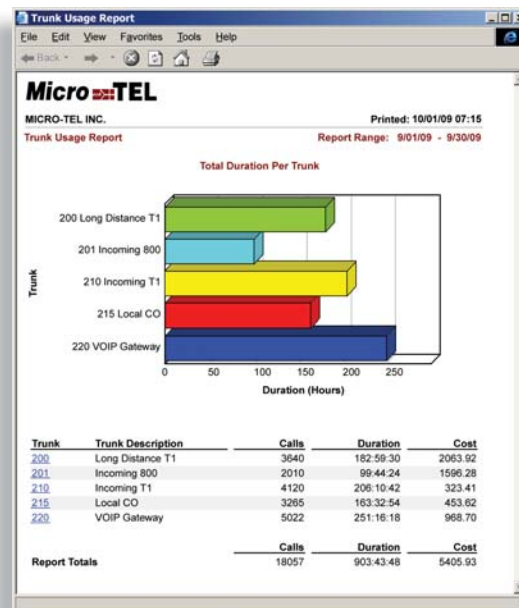


The Microcall Traffic report (above and left) shows how busy each trunk is during each hour of the day. Simply click on an hour and "drill-down" to see how each circuit was utilized during that hour.

This Microcall report (above) illustrates calling traffic between offices. Microcall enables you to group phone numbers and DID ranges into one "location name" and shows how much time and money you spend calling your other branch offices. This report is often used to determine if dedicated facilities or VoIP solutions would be cost effective.

# Active Directory Interface

Microcall's Active Directory Interface automatically pulls employee data from your Active Directory database. Simply map the fields from Active Directory to the Microcall Company Directory Database. This eliminates the duplication of data entry, saves time and provides for a much more accurate database.



# Microcall Reports

Microcall's reports are browser-based, unlimited and very simple to use. Designed for managers, Microcall makes it very easy to double-click on information within the report and obtain detailed employee usage information instantly.

## Reporting Made Simple!

Getting information to managers when they need it is crucial. Microcall's **Real-time Processing** of calls makes obtaining real-time data effortless. Want to see who placed a call 3 minutes ago? Microcall instantly has the answer!

Microcall's browser-based reports allow managers to obtain summary information for a birds-eye view of activity and easily 'drill-down' to specific employee information when needed.

## Microcall Report highlights:

- Report Generator for Unlimited Number of Reports
- Automatic Email & Report Distribution
- Graphs / Charts
- Browser-based Access (Login ID & Password Protected)
- Drill-Down from summary to detailed information
- Instant, Hourly, Daily, Weekly & Monthly Reports
- Smart Split where you create 'one' report and it is automatically broken up and distributed to the different department managers.
- Boolean Operands
- 10 User-Defined Sort Level
- Duplex Printing
- Color Printing
- Landscape/Portrait Options
- Add / Remove Fields from the Reports
- Report Wizard

The top screenshot displays a summary report for MICRO-TEL INC. with the following data:

Division	Calls	Duration	Equipment	Total Cost	% Total Cost
Eastern Region	17548	696:09:08	1193.50	12475.52	22.88

The middle screenshot shows a drill-down for the Accounting department with the following employee data:

Employee	Calls	Duration	Equipment	Total Cost
Anderson, Carol	122	5:31:18	10.00	23.86
Beck, Terry	174	5:11:06	12.50	158.51
Blackburn, Carley	127	3:11:00	9.75	31.53
Boyd, Clinton	232	13:11:24	10.00	305.81
Campbell, Violet	260	9:48:30	22.50	103.80
Caifay, Patricia	188	8:11:36	9.75	103.80
Clark, Jeffrey	126	5:30:54	12.50	12.50
Dunkle, Nicholas	151	8:45:42	12.50	54.80
Earhart, Emma	162	7:59:06	10.00	110.98
Fisher, Paul	436	8:11:50	0.76	134.03
Fraser, Glenda				
Glover, Emily				
Hatch, Lucy				
Leech, Cameron				
Norton, Stewart				
Pritchard, Justin				
Sloan, Dorothy				
Stinchland, Robert				
Swift, Clayton				
Todd, Tyler				
Trull, Caleb				
Weeks, Christopher				

The bottom screenshot shows a detailed call log for the Accounting department, listing call data such as Date, Time, Duration, Trunk, Dialed Number, Place Called, Call Type, and Cost.

Microcall Company Summary / Detail Report

The left screenshot displays a pie chart titled 'Total Calls Per Campaign' with the following data:

Campaign	Total Calls
Radio Ad W00941 (246)	246
Brochure Mailer (257)	257
Local TV Commercial (270)	270
Metro Journal Newspaper (278)	278

The right screenshot shows a detailed call log for a specific campaign, listing call data such as Date, Time, Duration, Extension, Trunk, Caller ID Number, Place Called, Cost, and Account.

**Advertising responses** can be tracked by DNIS info, DID number or by using Account Codes. Simply click on an Ad and drill-down to see all the calls that the Ad generated. The next drilldown level could be Employee, Extension, detail records, etc.

Microcall Report illustrating "Advertising Effectiveness"

## Microcall's Unlimited Reports

Whether you need corporate-wide or employee-specific reporting, Microcall includes hundreds of standard reports to choose from or, you can create an unlimited number of reports for automatic report distribution. All Microcall reports can be tailored to meet your needs.

You can add and remove fields within the reports, group by directory levels, change sort orders, include up to 10 subtotal levels and much more.

**Automatic Emails** Microcall automatically emails reports on an hourly, daily, weekly or monthly basis. Microcall's Smart Split makes

creating one report and automatically emailing this report to a variety of managers, simple!

### Most Frequently Dialed Numbers

This Microcall report sample illustrates the ease of identifying the most frequently dialed numbers and the employees directly responsible for these calls.

## Microcall Report Wizard

Designing custom reports is easier than ever with the Microcall Report Wizard. The Report Wizard guides you through each step of creating custom reports by asking questions on desired report content / presentation and then creating the report automatically! Start by choosing from a few report options and go on to easily create unlimited custom reports!

**MICROCALL**

Welcome to the Microcall Report Wizard

Please choose which type of report you would like to start with:

- QUICK QUERY** - Create a report from a list of pre-defined reports (i.e. Extension Range)
- STANDARD REPORT** - Create a report from Microcall's Standard reports (i.e. Department Summary)
- CUSTOM REPORT** - Create a report from an existing user defined report
- BLANK REPORT** - Create a report from scratch

Next >    Cancel

### A Sampling of Microcall Reports:

Location Summary  
Vendor/Customer Summary  
Corporate-wide Phone Number Search  
Consolidated Cost Center Summary  
Inter-Location Traffic  
Longest Calls  
Annual Long Distance Changes (sorted by month)  
Quarterly Analysis Report  
Extension to Extension Call Report  
Calling Card, Cell Phones, Toll Calls  
Calls to Specific Phone Number

Local & Long Distance Summary  
International Call Report  
Local Call Detail Report  
Long Distance Call Detail Report  
Most Frequently Dialed Number by Employee  
Most Expensive Calls by Employee  
Tandem Calls  
Trunk Area Code Summary Report  
Trunk Group Summary Report  
Unused Extensions Report  
Unused Trunks Report  
Departmental Summary Report

Tenant Detail / Summary Report  
411 / 555-1212 Information Report  
900, 911 Calls Report  
Account Code Detail / Summary Report  
Area Code Sort Report  
Archived Calls Report  
After Hours Calls Report  
Call Type Summary / Detail Report  
Calls over \$50, \$100, \$325, etc.  
Calls over 30, 45 minutes, etc.  
Daily Summary Report  
Incoming Call Report

Employees with Fewer than 'X' calls  
Employees with More than 'X' calls  
Employees with High Duration calls  
Extension Call Frequency Report  
Extension Call Summary Report  
Extension Call Type Summary Report  
Extension Inbound / Outbound Report  
Extensions Over \$100 Summary Report  
In/Outgoing Summary Report  
Advertising Effectiveness  
Hourly Call Volume Per Department/Ext  
Authorization Code Report  
and much more!

Micro-Tel offers the expertise and knowledge gained from three decades of supporting Microcall solutions used in small, medium and large organizations across the country. Our main focus is customer service and our experience makes our support staff the best in the industry!

## Installation / Training

The purchase of Microcall includes one year of maintenance that provides you phone access to the Micro-Tel Help Desk for assistance with Microcall installation / implementation / system support / training, reviewing Microcall's many uses / features, creating reports, as well as configuring Microcall to run automatically. On-site installation and training are also available at a standard daily rate plus travel expense.

## Annual Maintenance / Updates

Renewing Microcall maintenance annually provides you with continued access to the Micro-Tel Help Desk and the latest release of Microcall (any new area codes, new long distance rates, new reports, new features, updated V&H / Rate Tables, etc.) – free of charge. Renewal of annual Microcall maintenance ensures your company is always operating the most state-of-the-art system available.

## Phone System Compatibility

Microcall is compatible with ANY phone system that outputs call records (CDR / SMDR). This includes PBX's, VoIP Systems, Key Systems, Centrex Switches, Server-Based Systems, etc.

## Phone System Connectivity

Microcall collects call data from your phone system(s) using a variety of methods including via IP, file, SQL database, log files, FTP, RSP, serial cable connection, and others.

## System Capacity

Length of Data Retention: unlimited (limited by disk space only)  
 Maximum Number of Stored Calls: unlimited (limited by disk space only)  
 Database Size: 1 GB per 350,000 calls  
 Maximum Account Code Length: 16 digits  
 Maximum Authorization Code Length: 16 digits  
 Hierarchal Levels: Up to 9  
 Concurrent Users: 99

## Minimum Hardware / Software Requirements (Based on Monthly Call Volume)

Microcall Requirements	Monthly Call Volume			
	< 100,000 calls per month	100,000 – 300,000 calls per month	300,000 – 3 million calls per month	>3 million calls per month
Processor	2 GHz			
RAM	1 GB		2 GB	2 - 4 GB
Database Server	Microsoft SQL Express <sup>1</sup>		Microsoft SQL Server 7.0/2000/2005/2008 <sup>2</sup>	
Disk Space	20 GB	40 GB	100 GB	200 GB
MS Windows Operating System	2000 (any version), XP Professional, Server 2003/2008 <sup>3</sup> , Vista <sup>3,4</sup> , Windows 7 <sup>3</sup>			
Internet Software	Microsoft Internet Information Services (IIS) <sup>5</sup> , Internet Explorer 6.0 <sup>5</sup> or higher			
Networking	1 Network Interface Card with Static IP address			

<sup>1</sup> MS SQL Express is included with the Microcall Software, but you also have the option of hosting the database on an existing SQL Server.

<sup>2</sup> Microsoft SQL can be hosted on a separate machine or loaded on the same machine.

<sup>3</sup> 32 bit versions only.

<sup>4</sup> Vista Home versions are not supported.

<sup>5</sup> Internet Information Services and Internet Explorer are included with the operating system.

## The Micro-Tel Product line:

» ***Microcall Single Site***

Telemanagement Solution

» ***Microcall Enterprise***

Telemanagement Solution

» ***Micro-Tel Service Bureau***

Outsourced Telemanagement Solutions



**Micro-Tel, Inc.  
Micro-Tel Center  
3700 Holcomb Bridge Road  
Norcross, GA 30092  
800-622-2285  
[www.microcall.com](http://www.microcall.com)**

Microcall is a registered trademark of Micro-Tel, Inc. Windows 2000, Windows 2003 Server, Windows 2008 Server, Windows Vista, Windows 7, Windows XP are trademarks of Microsoft Corporation. AT&T is a registered trademark of American Telephone and Telegraph. MCI is a registered trademark of MCI Telecommunications Corporation. Sprint is a registered trademark of SPRINT Telecommunications Corporation.

© 2010 Micro-Tel, Inc.