

MICROCALL®

Award-winning Telemanagement software

Sample Reports

Micro  **TEL**

Management Made Simple Since 1979

Your company will have many questions...

How much should each department / employee be billed for their phone calls?	Page 1
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MICROCALL gives you all the answers.

Note: The attached are a small sampling of Microcall reports. You can create an unlimited number of Microcall reports.

How much should each department / employee be billed for their phone calls?

COMPANY SUMMARY REPORT

Company Summary Report - Microsoft Internet Explorer

MICRO-TEL INC. Printed: 11/01/05 10:27
Company Summary Report Report Range: 10/01/05 - 10/31/05

Division: Eastern Region

Department	Calls	Duration	Equipment	Total Cost	% Total Cost
Board of Administration	4885	205:13:54	341.00	4855.49	8.90
Communication Services	4672	169:17:30	325.50	2023.90	3.71
Customer Care	3016	128:53:48	201.50	2261.05	4.15
Sales Center	4973	192:49:54	325.50	3335.08	6.12
Division	Calls	Duration	Equipment	Total Cost	% Total Cost
Eastern Region	17548	696:09:06	1193.50	12475.52	22.88

◀ The Microcall Company Summary report starts with the total number of calls from each department for a specific period of time and the associated cost. Often produced on a monthly basis, this report allows you to easily bill departments for their portion of the phone bill.

Company Summary Report - Microsoft Internet Explorer

MICRO-TEL INC. Printed: 11/01/05 10:27
Company Summary Report Report Range: 10/01/05 - 10/31/05

Division: Northern Region

Department: Accounting

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
Catlay, Patricia	188	8:11:36	9.75	103.80
Clark, Jeffrey	126	5:50:54	12.50	12.50
Dunkle, Nicholas	151	6:45:42	12.50	54.80
Earhart, Emma	162	7:59:06	10.00	110.98
Fisher, Paul	120	6:11:30	0.75	434.00
Fraser, Glenda				
Glover, Emily				
Hatch, Lucy				
Leech, Cameron				
Norton, Stewart				
Prichard, Justin				
Sloan, Dorothy				
Strickland, Roland				
Swift, Clayton				
Todd, Tyler				
Trull, Caleb				
Weeks, Christopher				

◀ To further analyze your telecom expenses, easily “drill down” on a department to view the expenses for each employee in that department.

▶ More detailed information can be found by drilling down on an employee to view a listing of every call placed and received by that employee.

Company Summary Report - Microsoft Internet Explorer

MICRO-TEL INC. Printed: 11/01/05 10:27
Company Summary Report Report Range: 10/01/05 - 10/31/05

Division: Northern Region Department: Accounting

Employee: Norton Stewart Extension: 7312

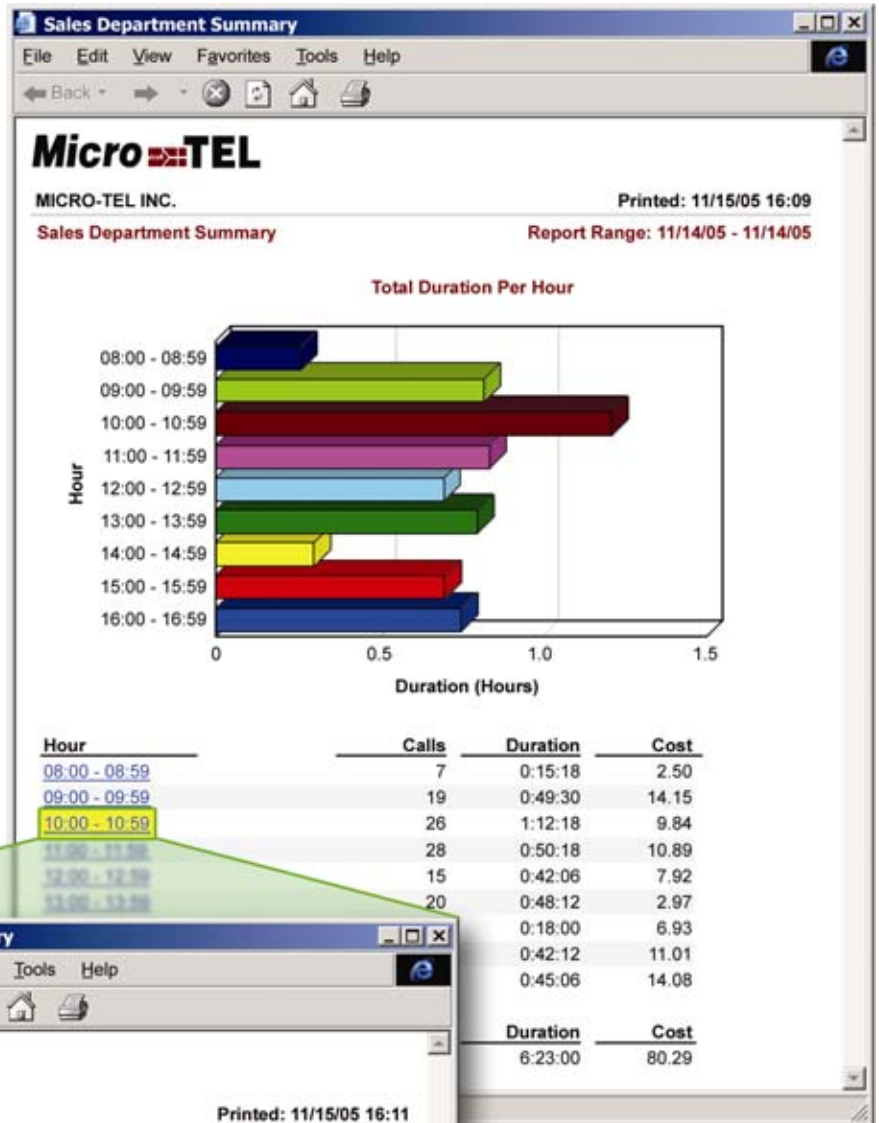
Date	Time	Duration	Trunk	Dialed Number	Place Called	Call Type	Cost
10/02/2005	10:35	0:01:54	212	202-962-3663	WASHINGTON DC	INCOMING	0.00
10/03/2005	07:19	0:00:36	220	1-202-962-3663	WASHINGTON DC	DOMESTIC LD	0.03
10/03/2005	08:37	0:00:24	210	770-581-1967	ZEBULON GA	LOCAL	0.00
10/03/2005	16:15	0:02:12	220	1-612-379-3926	TWIN CITIES MN	DOMESTIC LD	0.09
10/03/2005	16:47	0:05:06	210	770-232-3090	ATLANTA GA	LOCAL	0.00
10/04/2005	11:20	0:03:18	300	7527	INTERNAL EXT.	EXT. TO EXT.	0.00
10/04/2005	11:30	0:02:54	220	1-734-647-7402	ANN ARBOR MI	DOMESTIC LD	0.09
10/04/2005	12:03	0:01:00	211	1-800-225-5288	TOLL FREE	800 CALL	0.00
10/04/2005	12:41	0:01:24	210	770-271-0300	BUFORD GA	INCOMING	0.00
10/04/2005	12:43	0:03:36	210	678-582-1397	GRANTVILLE GA	LOCAL	0.00
10/04/2005	12:48	0:03:24	220	1-218-879-0450	CLOQUET MN	DOMESTIC LD	0.12
10/04/2005	14:42	0:06:30	210	770-447-5408	NORCROSS GA	LOCAL	0.00
10/04/2005	15:03	0:01:42	212	585-262-5130	ROCHESTER NY	INCOMING	0.00
10/04/2005	15:27	0:00:12	220	1-585-262-5130	ROCHESTER NY	DOMESTIC LD	0.00

What is the hourly call volume for my Sales Department?

SALES DEPARTMENT SUMMARY

▶ The Microcall 'Sales Department Summary' report shows the hourly call volume for a specific department. Call Center Managers will find this report helpful in determining the busiest times of the day. The report can also be used to monitor periods of inactivity.

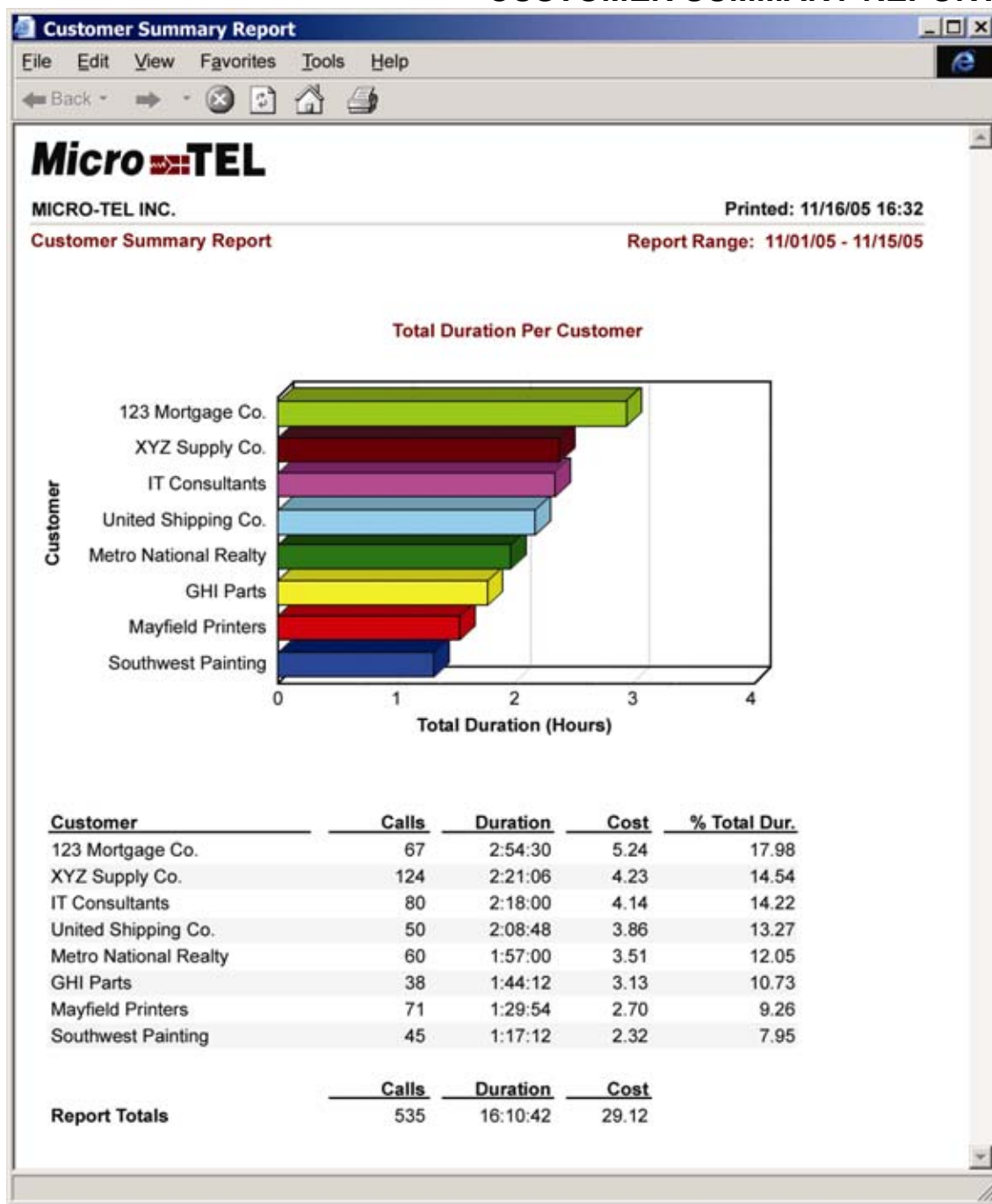
▼ Drilling down on a particular hour will offer a summary of each employee's phone usage for that hour. Managers can drill down on an hour of relatively low call activity to see a list of employees that were on the phone. Hourly drill down gives managers a better idea of call activity during each part of the day, and will help in addressing over or under staffing issues.



Hour: 10:00 - 10:59			
Employee	Calls	Duration	Cost
Ashmore, Allen	5	0:31:18	4.26
Gregory, Charles	10	0:20:42	2.82
Herrold, Matthew	3	0:04:48	0.65
Telford, Kevin	1	0:01:06	0.15
Wheeler, Andrew	1	0:00:54	0.12
Williams, Billy	6	0:13:30	1.84
Report Totals	26	1:12:18	9.84

How much phone time do we spend with each customer?

CUSTOMER SUMMARY REPORT



The Microcall 'Customer Summary' report shows how much time your employees spend on the phone with each customer. Drilling down on the specific customer provides detailed information that help managers evaluate whether or not employees are dedicating too much time to one client.

What are our most expensive calls?

MOST EXPENSIVE CALLS REPORT

Employee	Date	Time	Duration	Dialed Number	Place Called	Call Type	Cost	
Fraser, Christopher	10/06/2005	15:22	1:38:36	1-919-553-2722	CLAYTON NC	DOMESTIC LD	8.82	
Williams, Billy	10/12/2005	15:09	0:23:18	1-705-329-6660	ORILLIA ON	CANADA	8.25	
Lester, Beth	10/29/2005	14:15	1:05:30	1-860-284-0127	FARMINGTON CT	DOMESTIC LD	5.88	
Taggart, Ryan	10/19/2005	15:00	1:02:54	1-518-292-5264	ALBANY NY	DOMESTIC LD	5.61	
Weeks, Christopher	10/08/2005	16:24	0:58:30	1-704-597-0159	CHARLOTTE NC	DOMESTIC LD	5.26	
Bell, Mattie	10/29/2005	16:12	0:14:36	1-416-777-5777	TORONTO ON	CANADA	5.16	
Mcintosh, David	10/05/2005	14:37	0:56:18	1-904-924-1710	ST JOHNS FL	DOMESTIC LD	5.08	
Cass, Ray	10/30/2005	14:43	0:06:30	1-876-974-5626	OCHO RIOS JM	INTERNATIONAL	5.07	
Wallace, Whitney	10/26/2005	11:52	0:55:12	1-520-546-7672	TUCSON AZ	DOMESTIC LD	4.99	
Hatcher, Alex	10/01/2005	10:02	0:54:42	1-540-891-7942	ROANOKE VA	DOMESTIC LD	4.90	
Lester, Beth	10/23/2005	10:05	0:54:18	1-781-830-1368	CANTON MA	DOMESTIC LD	4.90	
Smith, Hannah	10/02/2005	15:50	0:54:00	1-603-749-2435	DOVER NH	DOMESTIC LD	4.81	
Barrett, Jack	10/02/2005	10:06	0:52:42	1-919-767-8529	DURHAM NC	DOMESTIC LD	4.72	
Sherlock, Valerie	10/26/2005	07:35	0:52:42	1-518-473-3343	ALBANY NY	DOMESTIC LD	4.72	
Mcintosh, David	10/26/2005	08:25	0:52:18	1-787-755-1127	TRUJILLALTO PR	INTERNATIONAL	4.72	
Weeks, Christopher	10/03/2005	19:51	0:51:42	1-214-575-7015	DALLAS TX	DOMESTIC LD	4.63	
Weeks, Christopher	10/06/2005	16:25	0:51:18	1-214-209-0093	DALLAS TX	DOMESTIC LD	4.63	
Taggart, Ryan	10/15/2005	09:18	0:50:06	1-518-474-3689	ALBANY NY	DOMESTIC LD	4.54	
Kemble, Chuck	10/22/2005	11:00	0:50:54	1-787-783-4417	PUEBLOVIEJ PR	INTERNATIONAL	4.54	
Caesar, Connor	10/23/2005	16:25	0:50:24	1-713-413-4461	HOUSTON TX	DOMESTIC LD	4.54	
Potter, Bobby	10/26/2005	10:33	0:50:30	1-440-786-8169	BEDFORD OH	DOMESTIC LD	4.54	
Weeks, Christopher	10/29/2005	16:23	0:49:36	1-214-209-0093	DALLAS TX	DOMESTIC LD	4.46	
Hatcher, Alex	10/05/2005	11:33	0:48:24	1-918-482-3656	HASKELL OK	DOMESTIC LD	4.37	
Campbell, Violet	10/15/2005	15:48	0:11:54	1-905-396-2461	COBOURG ON	CANADA	4.13	
Hatfield, Sarah	10/12/2005	08:00	0:45:12	1-407-518-2200	KISSIMMEE FL	DOMESTIC LD	4.10	
Report Totals		Calls	Duration	Cost				
		25	20:22:06	127.38				

The Microcall 'Most Expensive Calls' report lists the top 25 most expensive calls for a specified period of time. This report allows you to quickly find the calls that are costing you the most and, the employees that are responsible for making the expensive calls.

What are our longest calls?

LONGEST CALLS REPORT

Date	Time	Duration	Employee	Dialed Number	Place Called	Call Type	Cost
10/22/2005	09:56	1:54:18	Carr, Timmy	1-703-360-5151	BRADDOCK VA	DOMESTIC LD	7.14
10/06/2005	15:22	1:38:36	Fraser, Christopher	1-919-553-2722	CLAYTON NC	DOMESTIC LD	6.16
10/19/2005	17:33	1:34:42	Potter, Bobby	1-757-465-9368	NORFOLK VA	DOMESTIC LD	5.92
10/10/2005	18:13	1:20:36	Potter, Bobby	1-757-465-6239	NORFOLK VA	DOMESTIC LD	5.04
10/04/2005	09:55	1:14:18	Morris, Gordon	1-404-729-7444	ATLANTA GA	DOMESTIC LD	4.64
10/19/2005	15:38	1:11:42	Potter, Bobby	1-757-465-6239	NORFOLK VA	DOMESTIC LD	4.48
10/29/2005	14:15	1:05:30	Lester, Beth	1-860-284-0127	FARMINGTON CT	DOMESTIC LD	4.09
10/23/2005	17:24	1:03:24	Potter, Bobby	1-757-465-9368	NORFOLK VA	DOMESTIC LD	3.96
10/22/2005	15:01	1:01:12	Potter, Bobby	1-757-465-9368	NORFOLK VA	DOMESTIC LD	3.83
10/10/2005	16:24	0:58:30	Weeks, Christopher	1-704-597-0159	CHARLOTTE NC	DOMESTIC LD	3.66
10/05/2005	14:37	0:56:18	Mcintosh, David	1-904-924-1710	JACKSONVL FL	DOMESTIC LD	3.52
10/26/2005	11:52	0:55:12	Wallace, Whitney	1-520-546-7672	TUCSON AZ	DOMESTIC LD	3.45
10/01/2005	10:02	0:54:42	Hatcher, Alex	1-540-891-7942	FREDRCKSBG VA	DOMESTIC LD	3.42
10/23/2005	10:05	0:54:18	Lester, Beth	1-781-830-1368	CANTON MA	DOMESTIC LD	3.39
10/02/2005	15:50	0:54:00	Smith, Hannah	1-603-749-2435	DOVER NH	DOMESTIC LD	3.38
10/02/2005	10:06	0:52:42	Barrett, Jack	1-919-767-8529	DURHAM NC	DOMESTIC LD	3.29
10/26/2005	08:25	0:52:18	Mcintosh, David	1-787-755-1127	TRUJLLALTO PR	DOMESTIC LD	3.27
10/03/2005	19:51	0:51:42	Weeks, Christopher	1-214-575-7015	DALLAS TX	DOMESTIC LD	3.23
10/06/2005	16:25	0:51:18	Weeks, Christopher	1-214-209-0093	DALLAS TX	DOMESTIC LD	3.21
10/22/2005	11:00	0:50:54	Kemble, Chuck	1-787-783-4417	PUEBLOVIEJ PR	DOMESTIC LD	3.18
10/26/2005	10:33	0:50:30	Potter, Bobby	1-440-786-8169	BEDFORD OH	DOMESTIC LD	3.16
10/23/2005	16:25	0:50:24	Caesar, Connor	1-713-413-4461	HOUSTON TX	DOMESTIC LD	3.15
10/22/2005	14:17	0:49:42	Temple, Natasha	1-412-670-5597	UNIONTOWN PA	DOMESTIC LD	3.11
10/29/2005	16:23	0:49:36	Weeks, Christopher	1-214-209-0093	DALLAS TX	DOMESTIC LD	3.10
10/31/2005	15:12	0:48:36	Redding, Marian	1-312-337-3187	CHICAGO IL	DOMESTIC LD	3.04
			Calls	Duration			Cost
Report Totals			25	26:05:00			97.81

The Microcall 'Longest Calls' report shows calls with the longest durations and is useful in detecting employee internal abuse or misuse of the phone system. This report may also highlight issues such as stuck trunks, modems that do not disconnect, dial up ISP's, etc.

Which phone numbers do we call most often?

CALL FREQUENCY REPORT

Dialed Number	Place Called	Calls	Duration	Cost
1-612-867-3104	TWINCITIES MN	160	2:57:30	58.39
1-913-315-0736	KANSASCITY KS	147	4:06:18	41.55
1-201-845-1690	HACKENSACK			
1-813-887-5178	TAMPA			
1-845-692-2921	SCOTCHTOWN			
1-973-292-8697	MORRISTOWN			
1-973-292-8911	MORRISTOWN			
1-952-238-7540	TWINCITIES			
1-702-614-2310	LAS VEGAS			
1-863-676-1493	LAKE WALES			
1-813-635-4912	TAMPA			
1-813-882-4123	TAMPA			
1-732-563-6569	YOUNGBROOK			
1-908-203-5875	SOMERVILLE			
1-919-544-5569	DURHAM			

◀ The Microcall 'Call Frequency' report lists the 15 most frequently called telephone numbers. The report can also be sorted by duration to show the number with the most talk-time.

Employee	Department	Calls	Duration	Cost
Buck, Phillip	Finance	65	6:13:42	99.96
Evans, James	Marketing			
Grant, Linda	Telecom			
Reddick, Scott	Human R			
Steele, Rhonda	Admin			

◀ Simply "drill down" on a specific phone number to see a summary of employees that placed the calls, including total calls, duration and cost.

▶ Drill down one more level for detailed information for each call placed by the respective employee.

Date	Time	Duration	Extension	Dialed Number	Place Called	Cost
10/06/2005	08:45	0:00:06	1226	1-702-614-2310	LAS VEGAS NV	0.01
10/06/2005	09:35	0:00:48	1226	1-702-614-2310	LAS VEGAS NV	0.06
10/07/2005	09:57	0:00:06	3854	1-702-614-2310	LAS VEGAS NV	0.01
10/25/2005	09:03	0:02:24	7549	1-702-614-2310	LAS VEGAS NV	0.19
10/25/2005	09:28	0:01:18	7549	1-702-614-2310	LAS VEGAS NV	0.10
10/27/2005	10:45	0:01:36	1226	1-702-614-2310	LAS VEGAS NV	0.13

This Microcall report is helpful in monitoring phone abuse because oftentimes, the most frequently dialed numbers are Information "411" calls, Radio Contests, Horoscope lines, and Employee Home Phone Numbers.

Which Employees made or received calls to a specific telephone number?

SEARCH FOR DIALED NUMBER

Search For Calls To/From One Phone Number

File Edit View Favorites Tools Help

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Micro-TEL

MICRO-TEL INC. Printed: 11/11/05 16:59

Search For Calls To/From One Phone Number Report Range: 11/07/05 - 11/11/05

Phone Number: ?-404-555-2183

Employee	Date	Time	Duration	Trunk	Extension	Phone Number	Direction	Cost
Dickson, Randy	11/07/2005	10:19	0:12:54	201	8569	1-404-555-2183	OUT	0.39
Wallace, Elijah	11/08/2005	09:46	0:07:06	300	7425	404-555-2183	IN	0.00
Wallace, Elijah	11/08/2005	11:52	0:32:48	212	7425	1-404-555-2183	OUT	0.98
Wallace, Elijah	11/08/2005	16:33	0:02:36	201	7425	1-404-555-2183	OUT	0.08
Klockman, Annie	11/08/2005	16:45	0:15:24	300	8635	404-555-2183	IN	0.00
Wallace, Elijah	11/09/2005	08:13	0:01:06	210	7425	1-404-555-2183	OUT	0.03
Hosch, Beverly	11/09/2005	09:22	0:05:12	300	7749	404-555-2183	IN	0.00
Wallace, Elijah	11/09/2005	17:02	0:00:54	201	7425	1-404-555-2183	OUT	0.03
Yancey, Bruce	11/09/2005	17:05	0:09:42	300	8954	404-555-2183	IN	0.00
Carr, Matthew	11/10/2005	07:35	0:07:18	201	8442	1-404-555-2183	OUT	0.22
Glass, Ginger	11/11/2005	13:01	0:03:24	201	8852	1-404-555-2183	OUT	0.10
Patterson, Gordon	11/11/2005	16:42	0:13:06	212	7369	1-404-555-2183	OUT	0.39
Report Totals			Calls		Duration			Cost
			12		1:51:30			2.22

The Microcall 'Search for Dialed Number' report shows all call activity to and from a specific telephone number. Microcall makes it easy to run quick searches for single employees, extensions and dialed numbers. Information from this report is helpful to managers investigating harassing phone calls or phone abuse.

Are my employees abusing extension-to-extension dialing?

INTERNAL CALL REPORT

Internal Call Activity for John Richards

Printed: 11/23/05 08:06

Report Range: 11/22/05 - 11/22/05

<u>Date</u>	<u>Time</u>	<u>Duration</u>	<u>From Ext.</u>	<u>Source Description</u>	<u>To Ext.</u>	<u>Dest. Description</u>
11/22/2005	07:14:18	0:25:42	7530	Peterson, Mindy	7576	Richards, John
11/22/2005	08:16:54	0:15:06	7576	Richards, John	7308	Holcomb, Sarah
11/22/2005	08:49:30	0:09:30	7576	Richards, John	7308	Holcomb, Sarah
11/22/2005	09:20:12	0:20:48	7308	Holcomb, Sarah	7576	Richards, John
11/22/2005	09:48:36	0:12:24	7308	Holcomb, Sarah	7576	Richards, John
11/22/2005	10:48:54	0:32:06	7308	Holcomb, Sarah	7576	Richards, John
11/22/2005	12:55:12	0:19:48	7530	Peterson, Mindy	7576	Richards, John
11/22/2005	13:20:54	0:41:06	7576	Richards, John	7308	Holcomb, Sarah
11/22/2005	14:28:30	0:16:30	7576	Richards, John	7530	Peterson, Mindy
Report Totals		Calls	Duration	Cost		
		9	3:13:00	0.00		

Microcall records all types of calls including Intraswitch (extension-to-extension) calls. The Microcall 'Internal Calls' report can be used to get a quick summary of an employee's internal calls, including calls placed to and received from other employees.

Who just called “Emergency 911”?**INSTANT 911 ALARM**

Email - 911 Instant Alarm

File Edit View Insert Format Actions Help

From: Microcall System Sent: Wed 11/9/2005 9:53 AM
To: Security; TelecomAdmin; Attendant
Cc:
Subject: **911 Alarm!!!**

<u>Date</u>	<u>Time</u>	<u>Ext #</u>	<u>Employee</u>	<u>Building</u>	<u>Room</u>	<u>Dialed #</u>
11/09/2005	09:53	4216	Avery, Donald	South Warehouse	C-809	- - 911

Microcall alerts you instantly of 'Emergency 911' calls (and other such call types). Microcall automatically sends an email message (sample above) identifying the employee that placed the call along with their location. You (and other managers / security / etc.) can be alerted instantly of any type of call you desire via email, pager, and message to the screen.

How do I bill for calls made on my clients' behalf?

CLIENT BILLING REPORT

Billing Report for J&J Insurance Company

Printed: 11/02/05 12:27
Report Range: 10/01/05 - 10/31/05

Date	Time	Duration	Extension	Dialed Number	Place Called	Direction	Cost
10/13/2005	11:53	0:13:36	1124	1-503-555-0332	PORTLAND OR	OUT	0.54
10/15/2005	10:56	0:01:00	1126	212-555-8654	NEW YORK NY	IN	0.04
10/16/2005	11:41	0:01:00	8630	1-212-555-8654	NEW YORK NY	OUT	0.04
10/16/2005	12:29	0:22:30	9782	770-447-5408	NORCROSS GA	IN	0.90
10/16/2005	12:59	0:01:24	1355	212-555-6523	NEW YORK NY	IN	0.06
10/17/2005	09:54	0:03:00	7276	1-646-555-1256	NEW YORK NY	OUT	0.12
10/20/2005	08:27	0:02:30	7724	1-212-555-6523	NEW YORK NY	OUT	0.10
10/20/2005	11:53	0:03:06	7278	1-212-555-6503	NEW YORK NY	OUT	0.12
10/21/2005	14:06	0:01:36	9677	1-503-555-0332	PORTLAND OR	OUT	0.06
10/22/2005	11:27	0:00:30	7280	1-917-555-9201	NEW YORK NY	OUT	0.02
10/22/2005	15:55	0:01:48	7285	212-555-8654	NEW YORK NY	IN	0.07
10/23/2005	10:43	0:02:42	7293	503-555-0332	PORTLAND OR	IN	0.11
10/23/2005	12:14	0:00:36	8631	1-212-555-8933	NEW YORK NY	OUT	0.02
10/23/2005	15:36	0:00:18	8636	770-447-5408	NORCROSS GA	IN	0.01
10/25/2005	12:51	0:00:06	9924	1-646-555-1256	NEW YORK NY	OUT	0.00
10/26/2005	09:40	0:00:12	1124	1-212-555-8654	NEW YORK NY	OUT	0.01
10/26/2005	11:43	0:00:54	6711	1-770-447-5408	NORCROSS GA	OUT	0.04
10/26/2005	14:37	0:00:48	7280	503-555-0332	PORTLAND OR	IN	0.03
10/27/2005	10:43	0:04:54	7254	1-212-555-6523	NEW YORK NY	OUT	0.20
10/29/2005	10:33	0:00:12	1124	1-503-555-0332	PORTLAND OR	OUT	0.01

Account: 799504
Client: J&J Insurance Company
Address: 3095 Underwriters Street
City, State ZIP: New York, NY 10281

	Calls	Duration	Cost
Report Totals	20	1:02:12	2.51

This Microcall 'Client Billing' report shows the call totals for each account code. The account code can be up to 16 digits and can be subdivided into a Client and Matter code. The client is determined by the account code that was entered when the call was made. This is typically used by law firms to bill for calls made on a client's behalf. You have the option of printing detail information or summary information for each account code.

Direction abbreviations: IN=incoming, OUT=outgoing, TAND=tandem, INT=internal

How do I track an employee's calls placed on various extensions?

AUTHORIZATION CODE REPORT

Melissa Damato's Auth Code Usage

Printed: 11/02/05 08:25
Report Range: 11/01/05 - 11/01/05

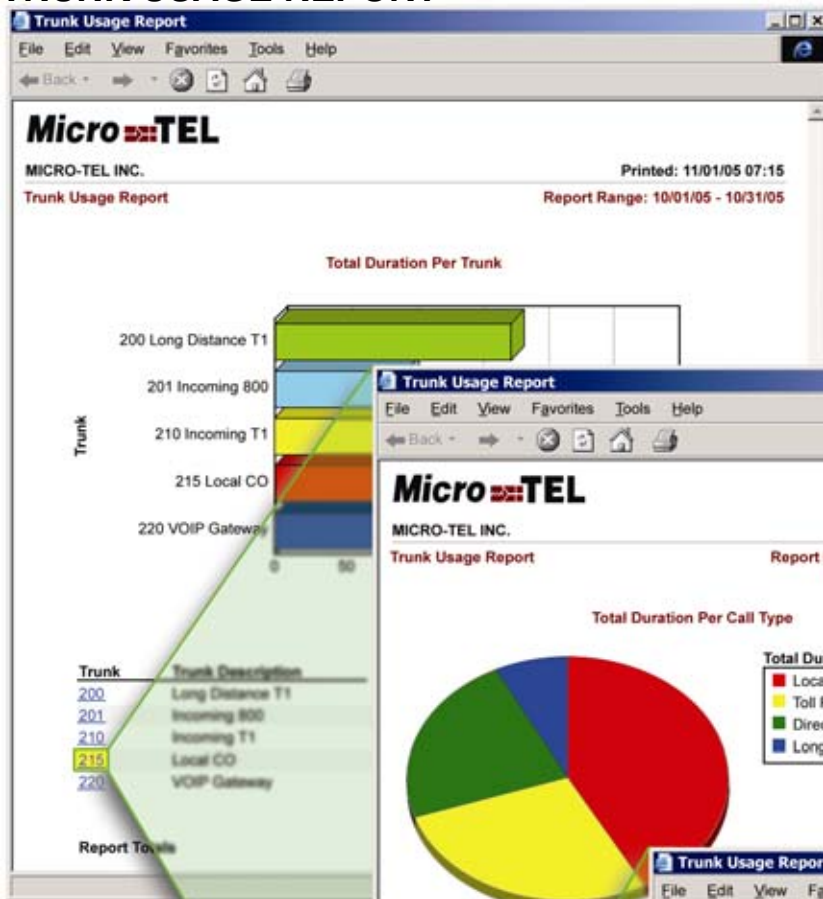
Department: Marketing
Employee: Damato, Melissa
Auth Code Level: Domestic Long Distance

Date	Time	Duration	Extension	Extension Location	Dialed Number	Place Called	Cost	Auth Code
11/01/2005	07:02	0:01:06	7022	Break Room	1-908-203-5876	SOMERVILLE NJ	0.06	3366
11/01/2005	07:11	0:00:18	7022	Break Room	1-909-793-3774	REDLANDS CA	0.02	3366
11/01/2005	07:53	0:02:06	4538	Damato, M. Office	1-813-887-5178	TAMPA FL	0.11	3366
11/01/2005	07:55	0:01:48	4538	Damato, M. Office	1-607-738-7851	ELMIRA NY	0.09	3366
11/01/2005	08:02	0:01:06	7573	Conference Room A	1-781-938-9100	WOBURN MA	0.06	3366
11/01/2005	08:05	0:01:18	7573	Conference Room A	1-702-614-2310	LAS VEGAS NV	0.07	3366
11/01/2005	08:15	0:00:24	4538	Damato, M. Office	1-919-749-5184	RALEIGH NC	0.02	3366
11/01/2005	08:19	0:00:30	6864	Media Room	1-352-392-2861	GAINESVILLE FL	0.03	3366
11/01/2005	08:20	0:00:48	6864	Media Room	1-678-549-5255	GAINESVILLE GA	0.04	3366
11/01/2005	08:20	0:00:30	6864	Media Room	1-201-368-8650	HACKENSACK NJ	0.03	3366
11/01/2005	08:22	0:00:30	4538	Damato, M. Office	1-770-441-1697	ATLANTA GA	0.03	3366
11/01/2005	08:28	0:03:18	6595	Conference Room B	1-518-458-7250	ALBANY NY	0.17	3366
11/01/2005	08:33	0:03:48	6595	Conference Room B	1-904-366-4435	JACKSONVILLE FL	0.19	3366
11/01/2005	08:34	0:00:36	6595	Conference Room B	1-973-292-8911	MORRISTOWN NJ	0.03	3366
11/01/2005	08:35	0:02:00	6595	Conference Room B	1-813-225-1234	TAMPA FL	0.10	3366
11/01/2005	08:38	0:00:12	4538	Damato, M. Office	1-515-557-8499	DES MOINES IA	0.01	3366
11/01/2005	08:39	0:01:06	4538	Damato, M. Office	1-614-866-9849	REYNOLDSBG OH	0.06	3366
11/01/2005	08:39	0:00:24	4538	Damato, M. Office	1-973-292-8911	MORRISTOWN NJ	0.02	3366
11/01/2005	08:42	0:00:36	7022	Break Room	1-216-771-2862	CLEVELAND OH	0.03	3366
11/01/2005	08:48	0:00:48	5573	Security Office	1-781-938-9100	WOBURN MA	0.04	3366
11/01/2005	08:49	0:00:12	5573	Security Office	1-203-346-6105	WATERBURY CT	0.01	3366
11/01/2005	08:50	0:00:48	3644	Basement	1-203-346-6104	WATERBURY CT	0.04	3366
11/01/2005	08:50	0:01:12	3644	Basement	1-518-438-6293	ALBANY NY	0.06	3366
11/01/2005	08:50	0:02:30	3644	Basement	1-973-292-8911	MORRISTOWN NJ	0.13	3366
11/01/2005	08:51	0:00:48	3644	Basement	1-203-346-6105	WATERBURY CT	0.04	3366
11/01/2005	08:52	0:01:00	7022	Break Room	1-410-385-1878	BALTIMORE MD	0.05	3366
11/01/2005	08:54	0:02:24	4538	Damato, M. Office	1-201-420-3066	JERSEY CITY NJ	0.12	3366
11/01/2005	09:00	0:01:12	7573	Conference Room A	1-607-522-3574	PRATTSBURG NY	0.06	3366
11/01/2005	09:03	0:00:30	7573	Conference Room A	1-352-369-7075	OCALA FL	0.03	3366
11/01/2005	09:03	0:01:06	7573	Conference Room A	1-518-457-2475	ALBANY NY	0.06	3366

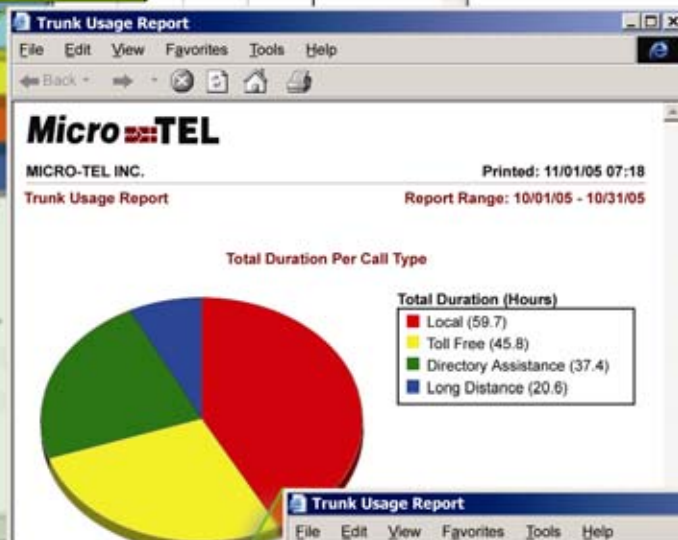
The Microcall 'Authorization Code' report shows all calls made by one employee using an assigned authorization (auth) code. Microcall's Company Directory allows you to associate authorization codes with employees. Authorization code entry is usually required in order to make long distance or international calls and is typically used in settings where employees can roam from phone to phone. This report shows all calls placed using a specific authorization code and even gives the extension and location where each call was placed.

Are our calls being routed over the correct trunks?

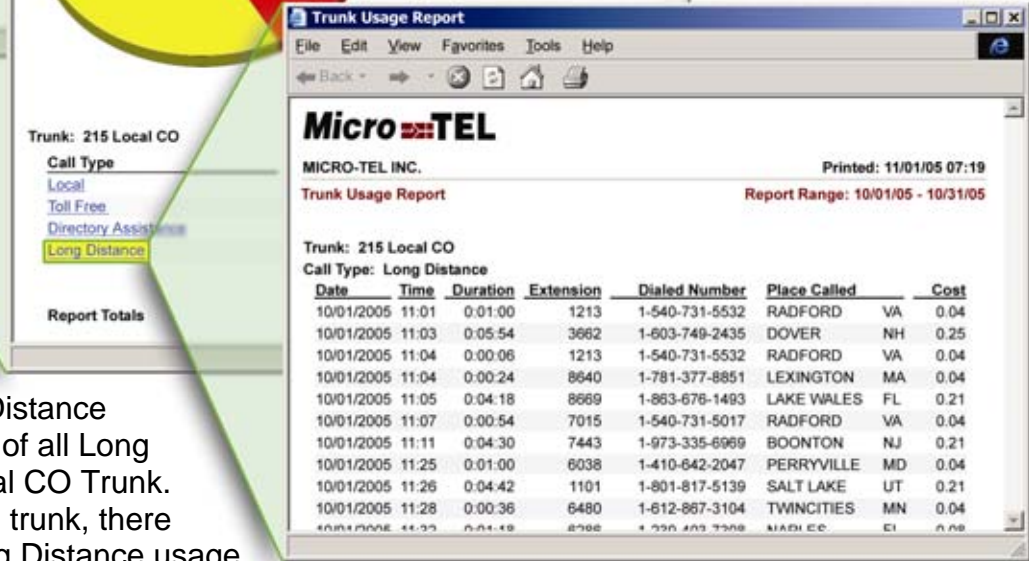
TRUNK USAGE REPORT



◀ The Microcall 'Trunk Usage' report allows for easy and up-to-the minute analysis of call routing and trunk usage. In this example a summary of trunk usage is shown including a bar chart indicating the total duration of usage for each trunk.



◀ Drilling down on trunk 215 (Local CO) shows a listing of the types of calls that are being routed over this trunk. A colorful pie chart gives an easy-to-read representation of the data.



▶ Drilling down on Long Distance provides a detailed listing of all Long Distance calls on the Local CO Trunk. Since trunk 215 is a Local trunk, there should not be a lot of Long Distance usage on it. The detail in this final drill down shows trunk 215 was used for Long Distance overflow on October 1, 2005, at 11:00; normally during a period of heavy call volume.

Which extensions and trunks were unused last month?

UNUSED EXTENSIONS REPORT

Department: Human Resources	
Extension	Employee Name
6014	Watson, Lee
6084	Harris, Christy
6135	Whitlark, Jake
6184	Howard, Gail
6236	Miller, Frank

Department: Information Services	
Extension	Employee Name
6812	Trice, Madison
6879	Cannon, Eric
6994	Harrison, Walter

◀ The Microcall Unused Extensions report helps to determine which Extensions were not used for a period of time (that you define). Often times, this report reflects employees that have moved from one department to another one, terminated employees, employees on maternity leave, etc. This report helps you to reassign these “unused” extensions instead of purchasing additional phones and phone cards for added extensions.

UNUSED TRUNKS REPORT

▶ A Microcall Unused Trunks report shows which Trunks have not been used for a specific period of time or detects problem trunks / circuits. Identifying these unused trunks can save you monthly fees in paying for trunks that are never used.

Trunk	Circuit	Trunk Description
200	20023	Local CO
201	20143	Long Distance T1
201	20144	Long Distance T1
210	21016	Incoming 800 Lines
212	21219	Long Distance Overflow
212	21220	Long Distance Overflow
212	21221	Long Distance Overflow
216	21654	Incoming
220	22033	International T1
220	22034	International T1

Can Microcall report on calls from sources other than my PBX?

PHONE USAGE REPORT

Phone Usage Report for Dillard, Amos

MICRO-TEL INC. Printed: 11/15/05 10:08

Phone Usage Report for Dillard, Amos Report Range: 10/01/05 - 10/31/05

Department: Human Resources
Employee: Dillard, Amos

<u>Phone Usage</u>	<u>Calls</u>	<u>Duration</u>	<u>Cost</u>		
Imported Calling Card Calls	249	14:06:36	33.86		
Imported Cell Phone Calls	517	29:17:48	140.62		
PBX Toll Calls	893	65:29:12	117.88		
Totals	1659	108:53:36	292.36	Equipment	Cost + Equip
ANALOG DESK PHONE			=	35.00	327.36
BLACKBERRY 7520			=	5.00	
BROTHER FAX MACHINE			=	20.00	
				10.00	

Phone Service Providers typically offer your call data in an electronic format. Call data in electronic format can be imported into Microcall and a report like the one above allows you to categorize the information from the multiple sources. The Microcall 'Phone Usage' report gives an example of an employee's phone usage for one month, including calls made from the office, from a cell phone and calls made using a calling card. This report also includes the equipment that the employee is using and calculates the total cost to easily summarize this employee's total telecom expenses.

What are our equipment expenses for each department?

COMPANY EQUIPMENT REPORT

Company Equipment Report

MICRO-TEL INC. Printed: 11/08/05 09:42

Company Equipment Report

Department: Board of Administrators

Equipment	Monthly Cost	Assigned	Total Cost
DESK PHONE W/ VOICEMAIL	15.50	22	341.00
FAX MACHINE	25.00	11	275.00
CELL PHONE	35.00	12	420.00
BLACKBERRY	40.00	16	640.00
PAGER	10.00	14	140.00
		Assigned	Total Cost
		75	1816.00

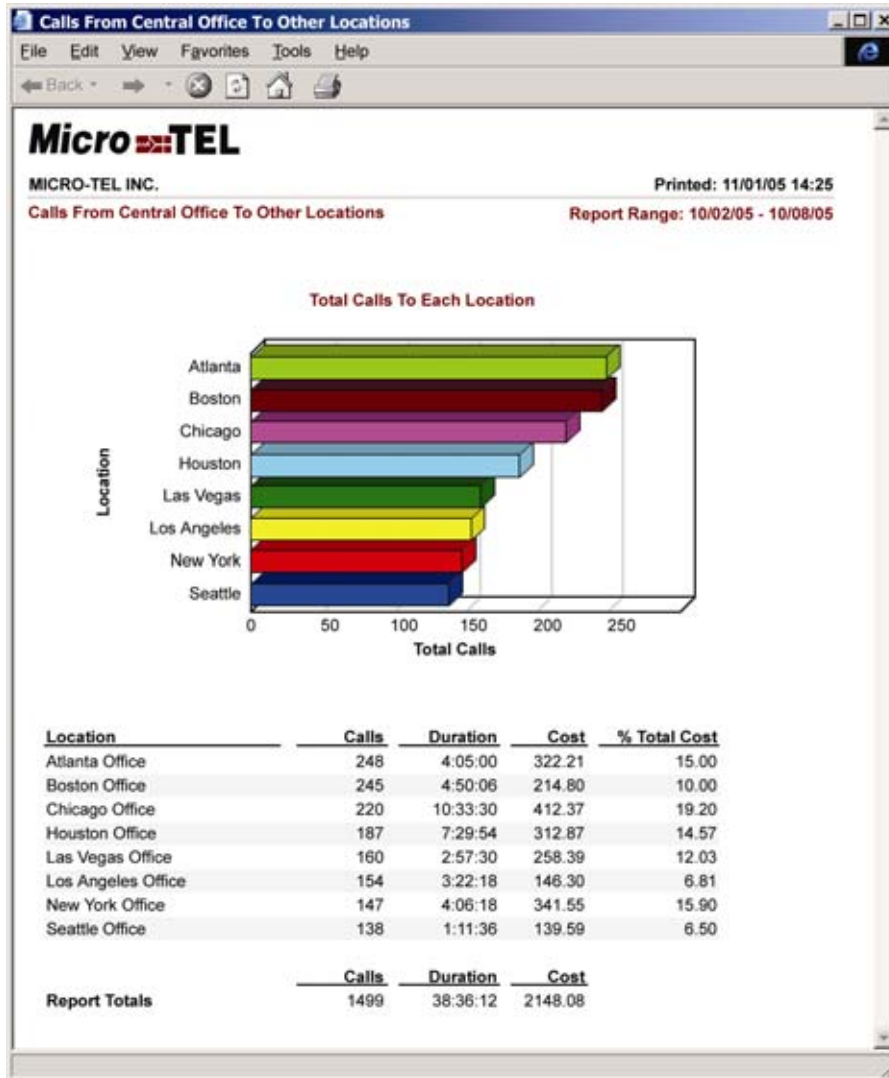
Department: Telecommunications

Equipment	Monthly Cost	Assigned	Total Cost
DESK PHONE W/ VOICEMAIL	15.50	21	325.50
FAX MACHINE	25.00	4	100.00
CELL PHONE	35.00	17	595.00
BLACKBERRY	40.00	3	120.00
PAGER	10.00	4	40.00
		Assigned	Total Cost
		49	1180.50

Use the Microcall 'Company Equipment' report to allocate both fixed and variable costs to the various departments. Many times the costs of the phone calls are small when compared to all the fixed charges you are paying.

Should we implement a T-1 line or VoIP?

CALLS TO OUR COMPANY’S OTHER LOCATIONS



The Microcall ‘Calls to Our Company’s Other Locations’ report measures the volume of phone traffic between offices, the frequency of high volume patterns as well as long distance expenses associated with these calls.

If this report shows that your company has high calling traffic between remote offices, you may also have a large long distance bill related to this traffic. By producing historical reports like – “How much was your company’s long distance expenses between offices, over the past 3 years?”, you can determine if this high volume of calling is a fluke or if there is a pattern of high long distance expense each month. Armed with these results, you can compare your current expenses with those associated with implementing Tie Lines or a VoIP solution.

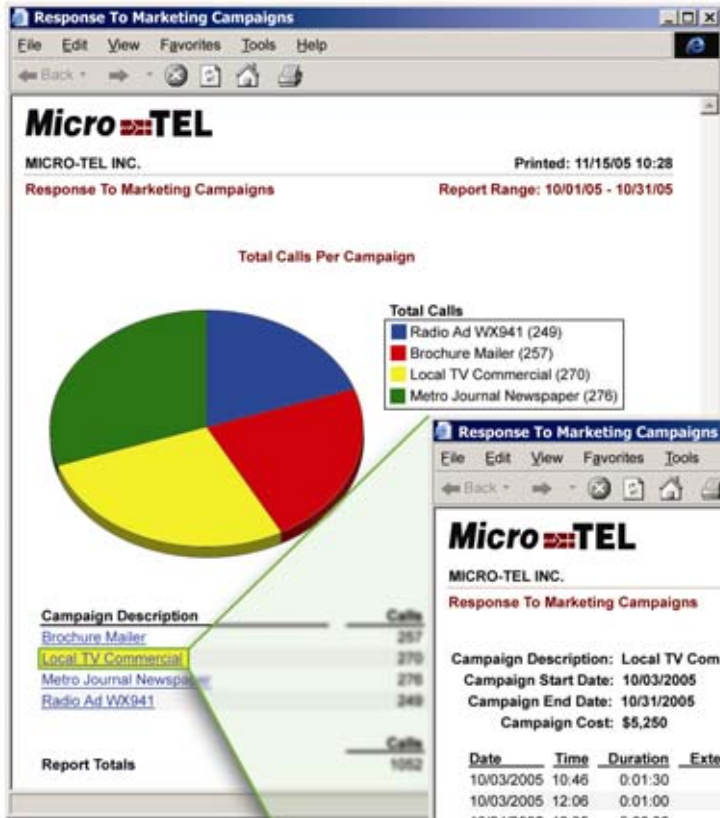
This report also presents a colorful bar chart for an easy-to-read visual. This chart can be used to quickly determine which location you are calling the most, which location received the least calls and how all of the locations compare to each other. Charts can be adjusted to show highest number of calls (above), highest duration or highest cost.

How successful are our Marketing efforts?

RESPONSE TO MARKETING CAMPAIGNS

◀ The Microcall 'Response to Marketing Campaigns' report offers a summary of response to recent marketing campaigns. The report lists the total calls that each campaign or ad generated and summarizes this information in the form of a pie chart for quick and easy analysis.

▼ Detailed information for each campaign can be found by "drilling down" to display all call activity for the selected campaign.



The screenshot shows a detailed view of the "Local TV Commercial" campaign. It includes the following information:

- Campaign Description:** Local TV Commercial
- Campaign Start Date:** 10/03/2005
- Campaign End Date:** 10/31/2005
- Campaign Cost:** \$5,250

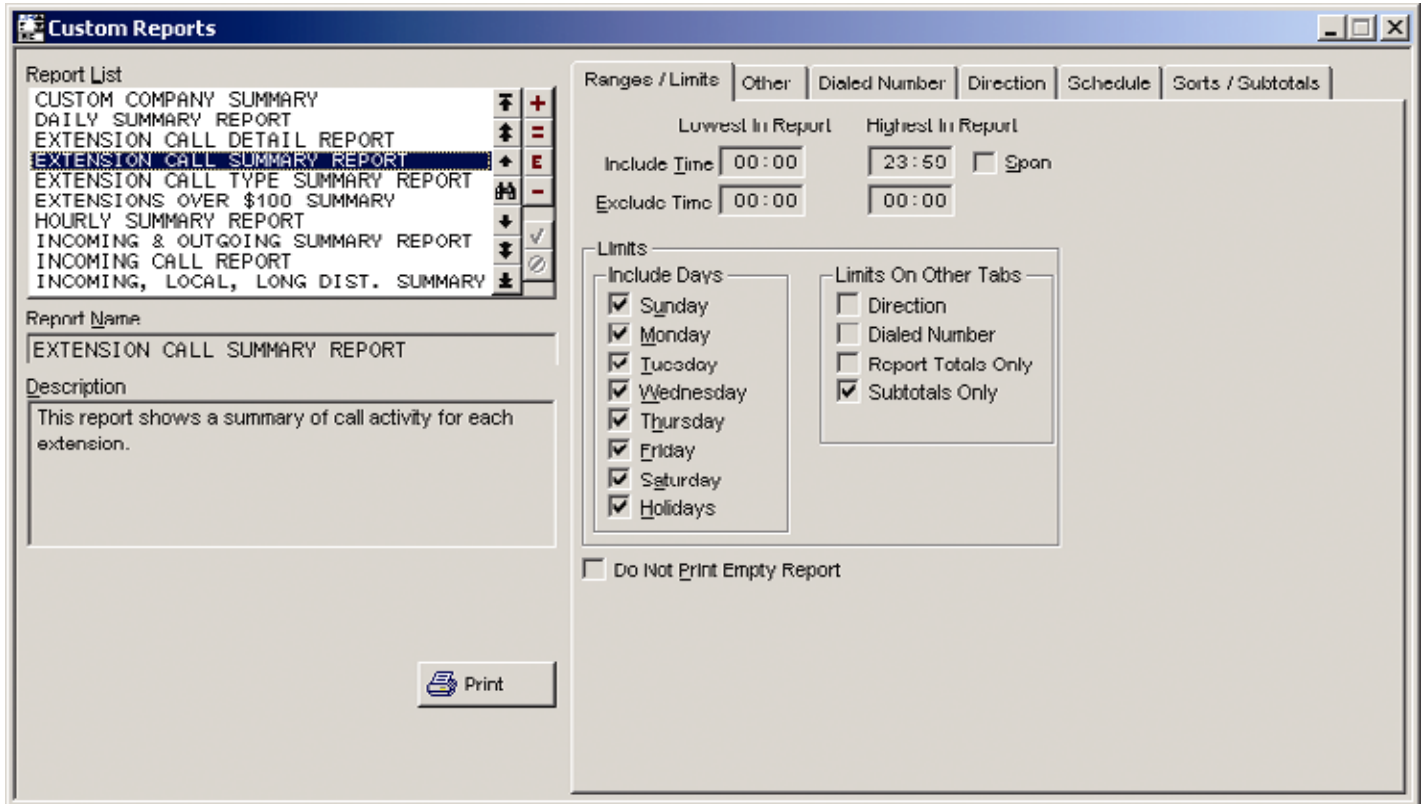
Below this is a detailed call log table:

Date	Time	Duration	Extension	Trunk	Caller ID Number	Place Called	Cost	Account
10/03/2005	10:46	0:01:30	5469	21205	404-359-8196	DUNWOODY GA	0.00	7995
10/03/2005	12:08	0:01:00	2569	21203	404-654-8035	CHAMBLEE GA	0.00	7995
10/04/2005	13:35	0:00:36	5498	21201	770-288-2880	ATLANTA GA	0.00	7995
10/05/2005	11:46	0:01:24	5691	21206	404-454-7145	DECATUR GA	0.00	7995
10/05/2005	11:49	0:07:36	5428	21201	678-266-6836	ATLANTA GA	0.00	7995
10/05/2005	11:53	0:13:36	5321	21202	770-427-8913	ATLANTA GA	0.00	7995
10/06/2005	10:56	0:01:00	5762	21204	678-227-9545	WINDER GA	0.00	7995
10/06/2005	11:41	0:01:00	5455	21204	404-222-1180	ATLANTA GA	0.00	7995
10/06/2005	12:29	0:22:30	5301	21203	404-222-1180	ATLANTA GA	0.00	7995
10/06/2005	12:59	0:01:24	5207	21199	770-453-9550	ATLANTA GA	0.00	7995
10/07/2005	09:54	0:03:00	2364	21206	678-464-9482	ALPHARETTA GA	0.00	7995
10/08/2005	08:27	0:02:30	2980	21204	770-453-9550	NORCROSS GA	0.00	7995
10/08/2005	11:53	0:03:06	5005	21202	770-502-9259	DULUTH GA	0.00	7995
10/08/2005	14:06	0:01:36	5634	21206	678-328-2680	DORAVILLE GA	0.00	7995
10/08/2005	14:27	0:00:30	5285	21198	678-274-6640	DONALDSONVILLE GA	0.00	7995

How do you track advertising response? When your representatives receive a call from a potential customer, they enter an account code that refers to a specific advertisement. You can assign account codes to various forms of advertisements such as TV Commercials, Billboards, Direct Mail Pieces, Radio Ad's, Magazine Ad's and more. Microcall then allows you to easily obtain reports illustrating the number of calls each advertisement generated.

Can I customize/design my own reports?

CUSTOM REPORTS INTERFACE



The above is a screen shot of the Microcall Custom Report Generator. Microcall lets you design an unlimited number of reports that can be saved and scheduled to print automatically and/or on demand.

The previous report examples are just a small sample of the available reports. A partial listing of additional reports includes the following:

- Tenant Detail Report (used in shared tenant scenarios)
- Tenant Summary Report (used in shared tenant scenarios)
- 411 / 555-1212 Information Report
- 900 Calls Report
- 911 Call Report
- Account Code Detail Report
- Account Code Summary Report
- Account Exception Report
- Add To Archive File
- After Hours Calls
- Call Type Summary Report
- Calls Over \$50
- Calls Over 30 Minutes
- Calls Over 45 Minutes
- Calls To A Specific Phone Number
- Custom Company Summary
- Daily Summary Report
- Employees With Fewer Than X Calls
- Employees With More Than X Calls
- Employees With Unusually High Durations
- Extension Call Detail Report
- Extension Call Frequency Report
- Extension Call Summary Report
- Extension Call Type Summary Report
- Extensions Over \$100 Summary
- Hourly Summary Report
- Incoming And Outgoing Summary Report
- Incoming Call Report
- Incoming, Local, Long Dist. Summary
- International Call Report
- Local Call Report
- Long Distance Call Report
- Tandem Calls
- Trunk Area Code Summary Report
- Trunk Call Type Summary
- Trunk Group Summary Report

Please feel free to call us if you do not see a particular report that you are interested in. We will provide you with a sample of your particular report.