

FCS I-Enterprise (CDR)

Converge Enterprise Solution



FCS CDR Features And Functions

- Calculation Of Telephone Call Charge Based On Telco Rate
- Support Multiple and Separate Rate Table Per Telephone Carrier
- Automatic Identification Of Carrier
- Processing Of Incoming Calls
- Real-time Call Transactions Display
- Real-time System Parameters Change
- Multiple Level Grouping Of Extensions
- Scheduled Rate Table Update
- Ad hoc Monitoring Of Telephone Usage
- On-line Checking Of Phone Call Rate.
- Monitoring Out-going Call Traffic

• FCS Call Detailing Recording System (CDR)

FCS CDR processes, analyses and organize information on telephone calls from the CISCO Call Manager SQL Server, and then prepare reports on the data.

FCS CDR handles various call type such outgoing calls, incoming calls, internal calls, conference calls, call transfer, forwarded calls, parked calls as well as speed dial numbers.

• Benefits

- ◆ Reduce phone usage costs with fewer/shorter calls.
- ◆ Allocate costs to departments or tenants based on actual usage.
- ◆ Bill back clients for calls made on their behalf. Review and manage employees with heavy telephone usage.
- ◆ Verify telephone system call routing accuracy.
- ◆ Determine if there are too few or too many telephone lines

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