

# The Simple Solution for Wireline & Wireless Call Accounting

Call accounting can be complex; VeraSMART makes it simple

VeraSMART Call Accounting gives you the visibility you need to simplify your wireline and wireless usage management and reduce your telecom spend. With enhanced dashboards, flexible reporting capabilities, and options including personal call identification, VeraSMART offers a complete, integrated, and simple solution.

The screenshot displays the VeraSMART Call Accounting web application. The main dashboard includes a 'Calls by Type' pie chart, a 'Calls by Time of Day' bar chart, and a 'Frequently Dialed Destinations' table. A call log window is open, showing a detailed view of national calls.

**Monitor usage and spend at a glance. Drill down through interactive graphs, charts, and tables to access the underlying data.**

Start date	Duration	Extension Used	Dialed/CLI number	Call destination	Call type	Trunk	Cost
7/23/2012 4:42:45 AM	00:21:16	50880	1-713-385-4351	HOUSTON, TX	National	165	\$0.90
7/23/2012 4:50:20 AM	00:10:04	50812	1-214-435-6565	GRAND PRAR, TX	National	141	\$0.43
7/23/2012 5:03:04 AM	00:23:32	50238	1-303-924-3345	DENVER, CO	National	348	\$1.00
7/23/2012 5:09:05 AM	00:17:45	50502	1-201-835-4432	FAIR LAWN, NJ	National	160	\$0.75
7/23/2012 5:28:49 AM	00:26:41	50979	1-616-454-6389	GRAND RPDS, MI	National	175	\$1.13
7/23/2012 5:33:10 AM	00:12:34	50945	1-616-454-6389	GRAND RPDS, MI	National	270	\$0.53
7/23/2012 5:38:07 AM	00:19:46	50237	1-401-454-6500	PROVIDENCE, RI	National	282	\$0.84
7/23/2012 5:39:20 AM	00:25:11	50593	1-203-577-9856	WATERBURY, CT	National	340	\$1.06
7/23/2012 5:42:37 AM	00:12:30	50945	1-203-577-9856	WATERBURY, CT	National	239	\$0.53
7/23/2012 5:52:49 AM	00:21:04	50172	1-617-345-9000	BOSTON, MA	National	300	\$0.89
7/23/2012 5:54:40 AM	00:05:00	50158	1-808-556-8342	KAUNAKAKAI, HI	National	237	\$0.21
7/23/2012 6:05:02 AM	00:20:52	50262	1-916-486-0900	SACRMNTO N, CA	National	129	\$0.88

## The call accounting solution for the fastest-growing portion of your telecom spend

VeraSMART® Call Accounting gives you the visibility you need to simplify your telecom management, reduce costs, and improve productivity. Compatible with wireless and wireline networks, VeraSMART lets you collect, analyze, and report on call activity and expenses.

VeraSMART's user-friendly interface makes it easy to create and distribute customized reports, perform inbound and outbound traffic analysis, track client and project billing, assign costs, identify toll fraud and abuse, and measure productivity of call centers and individuals.

With integrated reporting and analysis, configurable dashboards that let you monitor trends at a glance, and optional modules such as personal call identification, VeraSMART Call Accounting will simplify your life and reduce your telecom distractions...so that you can focus on more profitable pursuits.



# VeraSMART Call Accounting

## Fast answers and insight into questions of telecom usage

### Do you know where your telecom dollars are going?

VeraSMART Call Accounting gives you insight into your calling activity, so you can take appropriate action to reduce your telecom costs. VeraSMART enables you to quickly and easily answer questions like these:

- How much is your organization spending on personal calls?
- What are the longest, most costly, and most frequent calls?
- Where are your customers calling from, and who is taking the calls?
- How many directory assistance calls are being made?
- How can you optimize your telecom network and eliminate unused trunks?
- Is there a way to allocate usage costs to individuals or cost centers?

### Interactive dashboards for data at a glance

VeraSMART dashboards let you monitor calling activity, track usage and cost trends, and access the underlying data.

- Use the powerful dashboards provided, or design your own
- Instant access to data such as longest calls, usage trends for voice, data, texting, and wireless invoice costs
- Interactive graphs and charts let you drill down to detailed views of the data

### Configurable usage and exception reports

Includes reports to monitor or search for specific types of calls, manage employee productivity, identify abuse and misuse.

- Dozens of configurable report templates with flexible output options and distribution methods make it easy to get the right information to the right people in your organization
- If the VeraSMART system includes both wireless and wireline capabilities, reports reflect PBX and wireless activity combined, simplifying the complex and time-consuming task of gaining visibility into telecom activity
- Report Designer lets you create new, easy-to-use report forms from the dozens of templates provided

### Easy data sharing

Need to export your VeraSMART data to HR, AP, or other ERP systems? It's easy with the optional EZ-Share™ export utility. Use the visual data mapper to create as many export templates as you need in a variety of output formats, including CSV, Microsoft® Excel®, ASCII, Unicode, UTF8, and XML.

If you need just a few exports and would rather not license the EZ-Share utility, you can get the specific export capabilities you need and save money by licensing individual EZ-Share exports.

### Import assigned one-time charges with Enhanced Chargeback

Optional Enhanced Chargeback capability supports customized accounting periods, distributed charges, one-time charges, and pro-rated recurring charges for chargeback reporting.

Enhanced Chargeback includes a single EZ-Share export license and the ability to import and charge back one-time non-PBX

### VeraSMART Call Accounting highlights

- Track emergency calls and suspicious calling activity
- Measure productivity of call center teams and individuals
- Optimize trunking to match capacity to demand
- Monitor calling activity with interactive dashboards
- Create custom reports from dozens of configurable report templates
- Generate reports in HTML or ASCII for hassle-free use in applications such as Microsoft® Excel®
- Distribute reports via email or through the MySMART™ end-user portal
- Web browser-based – access from any PC in the network
- Supports Windows® Internet Explorer®, Mozilla Firefox®
- Scales to thousands of extensions at hundreds of sites
- Easy setup wizards and context-sensitive help
- Optional capabilities include International Call Rating, Enhanced Chargeback, EZ-Share™, and more
- Wireline call accounting is tested and certified by Cisco, Avaya, and supports other leading switch manufacturers; compatible with TDM, IP or hybrid networks
- Wireless call accounting, providing all the benefits of call accounting for your corporate mobile plans; integrates seamlessly with VeraSMART wireline call accounting
- Optional Personal Call Identification (PCI) add-on for enabling greater accountability for personal vs. business calling on corporate wireline and wireless devices
- The foundation for a complete TEM solution

charges that can be generated in text format, such as charges for:

- Toll-free numbers
- Pager numbers
- External conference service accounts

Enhanced Chargeback lets you use the organization reporting structure you've already set up to charge back non-PBX charges and easily export data to other systems, providing more value and flexibility to support your unique business processes.

### HIPAA compliance

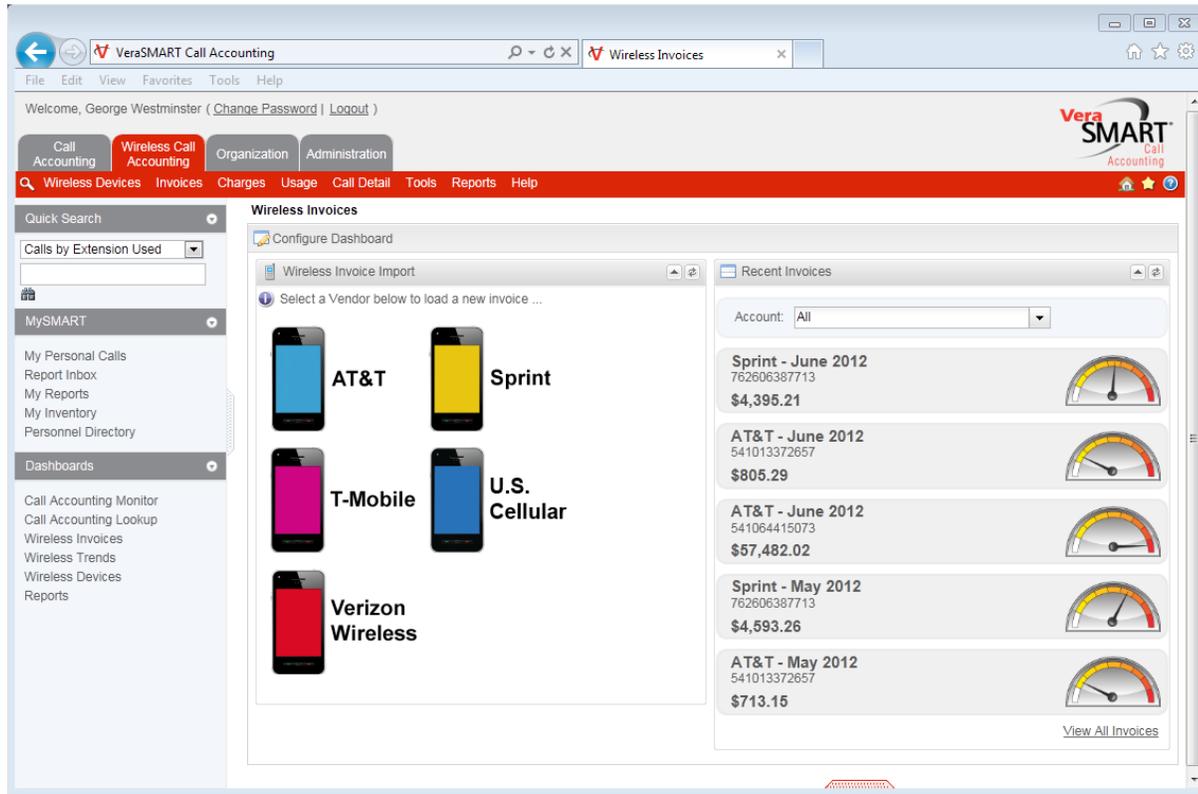
While Veramark solutions do not handle patient data, VeraSMART Call Accounting can be deployed in HIPAA compliant configurations that meet the information security and privacy requirements of healthcare and other medical institutions.

### International Call Rating

VeraSMART's International Call Rating option lets you configure CDRs for PBXs outside of the North American Numbering Plan (NANP) to provide a consolidated view of multi-national telecom usage and expenses.

# VeraSMART Wireless Call Accounting

All the benefits of VeraSMART – for your wireless communications



Wireless Call Accounting dashboards give you key data at a glance, such as device costs by vendor, savings opportunities, and more. You can easily configure dashboards to match your specific call accounting requirements.

## Wireless Call Accounting

VeraSMART Wireless Call Accounting can be used as a standalone application or added to your existing VeraSMART Call Accounting solution. As a combined solution, it provides a consolidated view of all wireless and wireline usage and allows you to leverage your organization structure in VeraSMART to charge back expenses – including wireless device costs – to appropriate cost centers.

### Unique capabilities:

- Wireless savings analysis of every invoice – Eliminates the time spent manually reviewing wireless usage and device charges for potential savings and plan optimization. VeraSMART Wireless Call Accounting automatically performs up to 20 checks on each wireless data import for savings opportunities and displays the results in a single, interactive console.
- Wireless expense chargeback – VeraSMART's organization reporting structure makes it easy to assign wireless devices to personnel so their monthly charges can be charged back to the appropriate cost center.
- Configurable usage and exception reports – Includes reports to monitor specific types of calls, manage employee productivity, identify abuse and misuse. Reports reflect PBX

and wireless activity, making it far easier to answer questions about combined telecom usage and spend.

- Interactive and configurable analytics for instant access to data – Provides pre-defined and configurable analytics for instant access to data such as longest calls, usage trends for voice, data, texting, and wireless invoice costs, allowing users to drill down to the details with only one click.
- A wireless call accounting solution you'll never outgrow – VeraSMART Wireless Call Accounting scales from 25 to 100,000+ devices, so you'll never outgrow it.
- Support for major U.S. wireless carriers – Import data from AT&T Wireless, Sprint PCS, T-Mobile, US Cellular, and Verizon Wireless. We continue to support new mobile providers based on market demand.



# VeraSMART Personal Call Identification

Easily monitor personal use of corporate wireline and wireless phones

Welcome, Robert H Abel ( [Change Password](#) | [Logout](#) )

**My Personal Calls**

- 1 Review the 52 unidentified number(s) listed below.
- 2 Click on **B** or **P** to mark each phone number as business or personal. You may also associate a nickname with each number by clicking on **N**.  
[Mark remaining unidentified numbers as business](#)  
[Mark remaining unidentified numbers as personal](#)
- 3 Press Done!

Business	Personal	Dialed number	Nickname	Destination	Earliest call	Number of calls	Total duration	Total cost
<input type="checkbox"/>	<input type="checkbox"/>	1-374-5486		NAPLES, NY	9/9/2011 10:11:50 AM	5	01:41:34	\$3.69
<input type="checkbox"/>	<input type="checkbox"/>	585-383-7382	Home	E ROCHESTER, NY	9/9/2011 10:25:26 AM	5	01:33:29	\$2.35
<input type="checkbox"/>	<input type="checkbox"/>	011-44713456714		UNITED KINGDOM	9/9/2011 10:30:04 AM	2	00:26:41	\$9.21
<input type="checkbox"/>	<input type="checkbox"/>	1-293-4490		CHURCHVL, NY	9/9/2011 10:46:34 AM	4	00:18:59	\$0.70
<input type="checkbox"/>	<input type="checkbox"/>	585-671-3366		W WEBSTER, NY	9/9/2011 11:02:51 AM	8	02:19:55	\$3.47
<input type="checkbox"/>	<input type="checkbox"/>	585-442-6572		ROCHESTER, NY	9/9/2011 11:22:53 AM	2	00:17:24	\$0.52
<input type="checkbox"/>	<input type="checkbox"/>	585-334-8712		HENRIETTA, NY	9/9/2011 11:36:31 AM	7	02:03:45	\$3.13
<input type="checkbox"/>	<input type="checkbox"/>	585-987-0234		ROCHESTER, NY	9/9/2011 11:43:41 AM	4	00:41:19	\$1.09
<input type="checkbox"/>	<input type="checkbox"/>	1-604-985-3232		NOVANCOUVR, BC	9/9/2011 11:56:20 AM	9	02:04:18	\$220.16
<input type="checkbox"/>	<input type="checkbox"/>	1-212-875-4325		NY CZ01A, NY	9/9/2011 1:27:29 PM	3	00:32:21	\$1.31

	Number of calls	Total duration	Total cost
Unidentified	207	54:13:26	
Business	7	02:08:15	
Personal	5	01:33:29	\$2.35

VeraSMART PCI makes it easy for users to classify their own calls as either personal or business. Users can drill down to see the details of all their calls to or from a given number.

## Personal Call Identification

Whether your organization has a formal reimbursement policy regarding personal calls or simply wants to get a better handle on personal call volume and cost, VeraSMART Personal Call Identification (PCI) is an inexpensive and effective way to gather the necessary personal call and cost information.

PCI is an option that you can use with VeraSMART Call Accounting, VeraSMART Wireless Call Accounting, or a combined system. Users simply log on to their PCI page and classify their calls as "B" for business or "P" for personal. Numbers never need to be reclassified. The system tallies the cost of the personal calls as the employee identifies them.

## Let us help you build your VeraSMART system with PRO-Builder professional services

PRO-Builder services are 2-hour remote sessions with a Professional Services expert, each focused on a specific VeraSMART advanced implementation task. With PRO-Builder EZ-Share, Veramark will design a customized data export – to an accounting system, for example. There are also PRO-Builder options to configure your organization structure, your telephony rates, or customized reports and dashboards.

## About Veramark

Veramark is a publicly traded, global telecommunications management provider. Launched as a call accounting software company in 1983, Veramark has innovated forward in an era of growing reliance on costly communication devices, services, and networks. Veramark has established a legacy of guarding resources for performance-driven companies that demand value from their telecom investments. Veramark solutions are used daily by over 3,300 customers around the world.

For more information on VeraSMART Call Accounting, visit us on the Web at [www.call-accounting-solutions.com](http://www.call-accounting-solutions.com), email us at [info@veramark.com](mailto:info@veramark.com), or call 585.383.6806.

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