

eBilling and Analytics



eBilling and Analytics Defined

There are many reasons that companies use eBilling and Analysis software. The ability to analyze each invoice can help monitor and control telephony expense saving businesses of all sizes time and money in a time when budgets are tight.

CTI Group's eBilling and analysis suite offers complete visibility to its user. Whether you are a contact center reviewing work flow to better arrange staffing hours or a large business managing bills from multiple locations in one program... CTI Group has the tool for you.

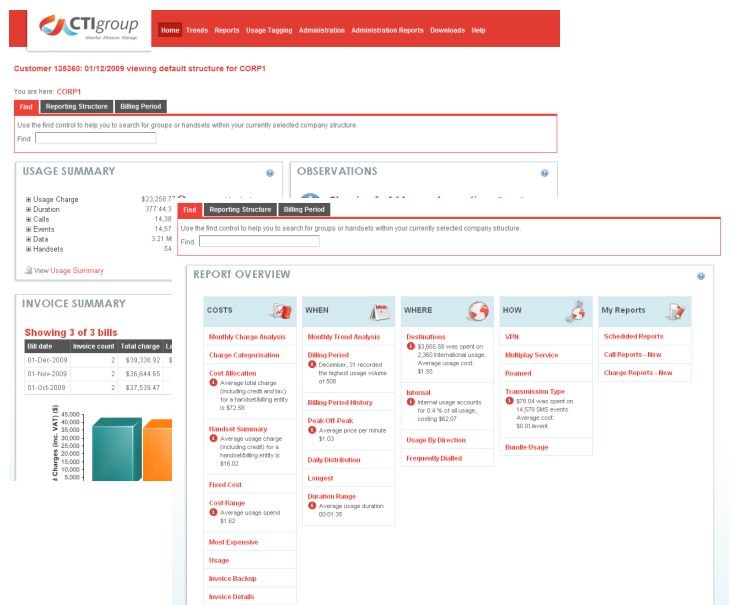
Who Benefits from eBilling and Analytics?

- Law Offices use analytics to manage their phone communications using the account codes function.
- Property owners who manage office space that have multiple companies are able to recover costs accurately and completely.
- Small to medium sized businesses use the solution to help filter out numbers for tracking, abuse and sift through lengthy phone bills.
- Any company with multiple locations is able to upload multiple bills and easily review a consolidated analysis on a corporate level.
- Large businesses use the tool for marketing purposes. With analytics they are able to simply track back calls to a phone line specified for a particular marketing campaign.

CTI Group's Product Suite

Analysis 7 is a web-based eBilling solution complete with analysis and reporting capabilities. The solution's patented "drill down" process enables the pre-processing of enormous volumes of usage and cost data (unique to business and corporate customers). This allows the end user to display, manipulate and analyze this data on a standard PC within seconds rather than hours.

Dynamic Reports provides summary and in-depth analysis of an organization's previous month telephony charges. Bills and reports are delivered via secure email, in the form of; statistics, 3D graphs, interactive charts and customer watch points.



The screenshot displays the CTI Group Analysis 7 web interface. At the top, there is a navigation bar with links for Home, Trends, Reports, Usage Tagging, Administration, Administration Reports, Downloads, and Help. Below this, the user is logged in as 'Customer 135380: 01/12/2009 viewing default structure for CORP1'. The interface is divided into several sections:

- Usage Summary:** A table showing usage metrics for 'CORP1'.

Category	Value
Usage Charge	\$23,258.77
Duration	377,443
Calls	14,38
Events	14,57
Calls	2,27 M
Handsets	54
- Invoice Summary:** A table showing the top 3 bills.

Bill date	Invoice count	Total charge
01-Dec-2009	2	\$39,330.92
01-Nov-2009	2	\$38,844.65
01-Oct-2009	2	\$37,539.47
- Report Overview:** A dashboard with various report categories:
 - Monthly Charge Analysis:** Shows average total charge and handset summary.
 - Monthly Trend Analysis:** Shows highest usage volume and peak call peak.
 - WHERE:** Shows international usage and internal usage accounts.
 - HOW:** Shows transmission type and usage by direction.
 - My Reports:** A list of available reports like Scheduled Reports, Call Reports, and Charge Reports.



eBilling & Analytics Finds Money You Never Knew was Missing

As businesses increase their communications investments, there is a growing need to see exactly where the dollars are being spent.

With the current pressure on operational budgets, organizations need automated tools that enable them to have complete visibility into their telecom expenditures, and the ability to easily monitor, audit and control costs and usage across their entire organization.

To assist businesses in managing and analyzing their invoices, eBilling & analytics offers a feature-rich, invoice management, analysis and reporting tool that helps you control, analyze and validate your monthly communications bills.

eBilling & Analytics Features that Maximize Your Business Investment

eBilling & analytics is the proven solution for automating the processing of monthly invoices and provides the ability to:

- Automate manual processes
- Schedule creation and distribution of reports
- Create ad-hoc reports on summary and detail data
- Analyze costs for resource allocation, trending, misuse, abuse, etc...
- Account for costs by department and individual
- Support complex account hierarchies with unlimited levels
- Allocate costs by location, department, and individual
- Easily integrate with other business applications
- Access current and historical data

Your Business will Benefit in a Number of Ways, Including...

- **Better cost control-** eBilling & analytics will help you break down the charges for your voice services to enable you to identify trends, recognize potential problems and detect areas for improvement. You'll be able to compile and calculate the information you need more efficiently.
- **Easy to use-** eBilling & analytics is flexible and easy to use with a user-friendly interface, hundreds of standard reports, chart and graph formats, as well as user-defined filters and sort criteria to create custom reports. Plus you can easily print, e-mail or export the data to anyone who needs it.
- **More efficient management-** With eBilling & analytics you'll have quick online access to the information you need to effectively manage telecom expenses including charge allocation functionality. With three options to choose from, you'll get the program that works right for your business.
- **Enhanced customer service-** You'll be able to take the guess work out of customer service with concise reports to identify trends and problems. Analyze call volumes against staff and facilities to make sure your resources are aligned to meet your customer's needs and improve your bottom line.
- **Improved sales productivity-** With eBilling & analytics' comprehensive reporting and wide selection of analysis tools, you can track sales calls and call duration to help establish realistic sales goals and benchmarks. In short, eBilling & analytics gives you the information you need to identify patterns and points to areas for improvement.
- **Better marketing effectiveness-** Find out how effective your marketing campaigns are by tracking call volume or chart volume by area code to see where your customers are located. With eBilling & analytics' flexible features, you'll be able to improve future campaigns and more accurately measure results.
- **Exceptional local customer care-** Local, knowledgeable and friendly customer care is just a phone call away to answer questions about eBilling & analytics.