



easy
essential
everywhere


eCAS™ Web-based call accounting

AVAYA
© 2007 Avaya Inc. All rights reserved.

Access business-critical information from anywhere
with new Avaya eCAS™ software



Time	Duration	Name	Location
10:01:27 AM	0:23:49	361-6647	
10:23:05 AM	0:06:40	004-4809800000	DIRECTOR, W
10:46:17 AM	0:22:19	1-800-610-0232	PERMAN
10:55:00 AM	0:06:12	1-817-340-9000	LAWRENCE, BC
12:51:37 PM	0:22:46	386-7325	EDITOR, W
3:15:02 PM	0:04:09	1-215-330-4100	DIRECTOR, W
5:28:05 PM	0:23:00	1-813-311-1111	PERMAN



Avaya eCAS™ software, a Web-based call accounting system, provides the very latest in call accounting all at the click of a button. With data available from any PC with a browser, you need only basic Web-navigating skills to view information that's essential to your business.

Get user-definable reports instantly, so that you can analyze usage and performance to improve productivity, allocate costs, and reduce telecommunications expenses.



EZ-Reports engine

Intuitive Web-based software makes report options more flexible and managers more productive.

Easy administration

Set-up, moves, adds, changes and reporting are simpler than ever.

Easy to own—on your server or ours

You can host eCAS software on your server, or access it as an outsourced solution from Avaya.



Our EZ-Reports engine offers both flexibility and power

Our comprehensive reporting engine is designed to work the way you want to work, and deliver what you need to know. You can use it to analyze telecom expenses and team productivity, or get a more accurate idea of trunk and system utilization. It also has extensive drill down capabilities, plus features—such as *VIP masking of digits*—that let you protect sensitive data.



The screenshot shows a web-based report interface. At the top, it says "[Organization Report]" with search criteria for "Top level of report" and "Previous level of report". Below that, it indicates "Page 1 of 1". The main heading is "US Personnel: Jones, Sue". A table follows with columns for "Dialled Numbers", "Location", and "Call".

Dialled Numbers	Location	Call
262-6547	ROCHESTER, NY	Incoming
011-49099305593	GERMANY	Incoming
1-604-532-3232	LANGLEY, BC	CANADA
1-617-345-9000	BOSTON, MA	National
383-7382	E ROCHESTER, NY	Local
1-315-332-4539	NEWARK, NY	In-State
1-415-823-5436	SFCZ 1A, CA	National

Organize reports in dozens of ways

As your needs change, eCAS reports change with you. They are specially designed to make modifying standard templates easy. You can include or exclude data, change column order, and re-sort information on demand. Then view reports online in HTML and analyze your data in real-time through hyperlinks.

Generating reports is also more efficient than ever. Export in ASCII and/or ASCII delimited text format for glitch-free use in other applications. Or create a report in PDF format to store or print.

Get the right information to the right person with EZ-Burst™ reports

EZ-Burst™ reports let you separate large reports for viewing by appropriate managers only. Once you set up the parameters—including who, what, where and when—they're sent automatically by e-mail. Reports can also be stored on your Web server for easy access.

Generate reports right on schedule or on the fly

You have the freedom to schedule reports at any frequency—by the month, by the week, or by the minute. Or, simply request reports as you need them.



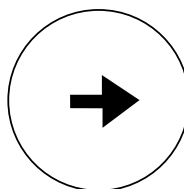
Find a needle in a haystack—in just seconds

Isolate important information simply by entering a date, time, number called, or other key facts. This powerful reporting engine sifts through thousands, even millions, of call records with remarkable speed.



Get fast facts without running a report

When you just need a few details, and not an entire report, use this online Quick Search feature. It helps you find what you need fast. Drop-down menus, context-sensitive help, plus a Hints & Tips section make it simple.



With Web-based eCAS software, more control is a lot less complicated

Compared to applications that merely provide Web front ends, eCAS software is completely designed around industry-standard browsers. Using your browser and a password, you can access every feature of eCAS software with the simplicity of surfing the Web.

Extensive switch and VoIP compatibility

No special equipment is needed. eCAS software is compatible with PBXs, IP-PBXs, key systems, hybrid communications systems, and CENTREX Systems from all leading manufacturers. The software also supports single and multi-switch environments.

It interfaces to Avaya DSA/DNA switch administration to give you *one-step* move, add and change control.




System alarms stop small problems from becoming big problems

Potential hacker activity, fraudulent use of banned numbers, and other misuse of your switch—they all come with alarms so that you can take action. eCAS software also lets you know if call records haven't been posted on schedule. And when your system's disk space is full.

Superior speed and processing power makes you more efficient

eCAS software has a 32-bit architecture, includes Microsoft® IIS Web Server, and uses high-performance XML and XSL technologies.



User-defined rates simplify cost tracking

Now, you can assign rates based on what you need. This valuable feature lets you anticipate and manage costs, compare rates of other carriers, or bill clients. As always, you can order carrier tariffs directly from us. Either way, you can expect an accurate accounting of rates, surcharges, and any mark-ups that apply.

Get the full report on eCAS software today

Call your Avaya representative or dealer to ask for your complete product overview, sample reports, PC and browser specifications, or send an email to avayaecas@veramark.com.

eCAS Web-based call accounting

easy

Intuitive Web-based architecture offers unprecedented ease of use

essential

More ways to manage costs and enhance productivity in your competitive business environment

everywhere

Quick access from any PC with a browser, anywhere in your enterprise—even the world



Copyright 2001. Avaya Communication and Avaya, Inc are registered trademarks of Avaya, Inc. Veramark is a registered trademark of Veramark Technologies, Inc. eCAS and EZ-Burst are trademarks of Veramark Technologies, Inc. All other marks are the property of their respective owners. Specifications are subject to change.