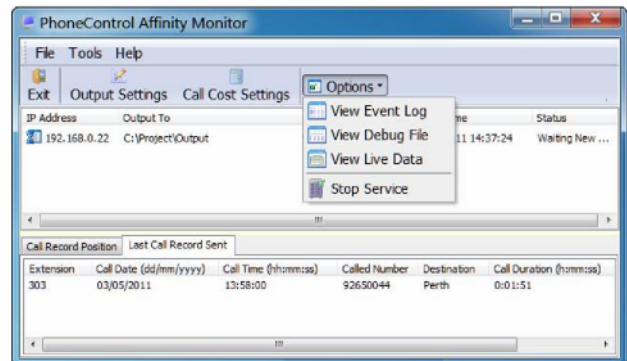# PhoneControl Affinity

Multi-award winning Call Accounting Solution providing real-time billing and Property Management System (PMS) integration with a bi-directional hospitality interface. PhoneControl Affinity provides the most flexible and accurate method of billing guests for phone services and comes with a complete Telephone Usage Management system.

Flexible and Accurate real-time billing

The flexible PhoneControl Affinity billing engine allows for the definition of different rates for different types of guests or rooms. PhoneControl Affinity collects call data from your phone system in real-time, calculates the cost at the correct rates and instantly forwards the costed call record to your PMS system.

Bi-directional Hospitality Interface (optional)

PhoneControl Affinity can be used for costing purposes only or include typical hospitality features, such as Check-in/Check-out, Message Waiting, Room Status, DND, Voicemail, Wake-up Call with the optional bi-directional Hospitality interface (available for supported phone systems only).

Multiple Property and PMS capabilities

A PhoneControl Affinity system can report on one or multiple properties using different telecom service providers. A PhoneControl Affinity system can collect data from multiple devices, apply the correct rates for each type of guest or room and forward the costed call record to one or multiple PMS systems.

Alarm Notifications

The PhoneControl Affinity system can automatically raise alarms in case no call data has been received for a defined period. Alarm notifications can be displayed on screen, a sound message can be played or an email can be sent to inform the person in charge.

Complete Telecom Usage Management System

Besides the real-time Billing module PhoneControl Affinity comes with a complete Telecom Usage Management system, including a Directory module which can be used as a central corporate telephone directory and powerful PhoneControl reports which will help you to gain visibility, control the cost and manage your telecom environment like you could never before.

Never have an out of date system

PhoneControl Affinity is continually developed and enhanced to support the latest technologies. A Maintenance and Support agreement entitles customers to free software updates when they become available and priority access to our friendly and qualified technical support staff.

For further information contact CommSouth at Tel: +9144 26213945 or email: phonecontrol@commsouth.in.

PhoneControl Affinity

Includes a Complete Telephone Usage Management System

Available Report Types

- **Detailed Report** - Text report containing a single line for each call showing selected details; selectable details include date, time, extension, dialled number, destination, duration, cost, etc.
- **Summary Report** – Text report showing a summary overview for the selected reportable items; Summaries can include totals and averages of amount, duration and cost for reportable items, such as departments, extensions, sites, providers, trunks and any other available reportable field.
- **Organisational Summary Report** – Text report providing a break-down of the selected items over the organisation, with summaries by departments, sub-departments and individual users.
- **Traffic Report** – Graphical histogram style presentation of trunk usage over the time of day.
- **Real Time Report** – Graphical or Detail report presenting call data on screen in real-time, providing ' LIVE ' reporting on call exceptions and alarms allowing you to take action instantly.
- **Graphical Report** - Displays selected historical or usage data in selectable graphical formats
- **Dispersion Report** – Displays a map or globe showing the geographical call dispersion.
- **Frequency Report** - Shows the frequency of selected call items, e.g. most expensive.
- **Account Code Report** - Assign your own Account codes with surcharges, mark-ups and PIN-numbers based on duration or call type
- **Export Reports** in CSV, TXT, HTML, RTF, XML, Excel, PDF (encrypted and password protected)

Information at your fingertips
The extremely user-friendly PhoneControl solutions offer a wide variety of reports providing you with complete information on the usage of the telecom services within your organisation.

Reporting - how and when you need it
PhoneControl solutions enable you to manually create reports when required or schedule reports for automatic creation and distribution for every level and all staff in your organisation.

Works with all major vendors and telecom service providers
PhoneControl solutions work with all the latest VoIP, Hybrid and PABX telephone systems. Electronic bills from most (mobile) telecom service providers can be imported and analysed.

Scalable and robust
PhoneControl solutions are designed to be scalable and robust and can aggregate and report on an unlimited number of data sources, services, sites and locations.

Your Organisational Directory
The PhoneControl Directory is flexible and fully customisable, allowing you to include any additional fields required, including for external contacts, such as suppliers or customers. The Directory includes multi-field search tools for ease-of-use by receptionists and users.

Ideal for Hospitality, Student Housing and Life Style Villages
PhoneControl systems are available to provide typical Hospitality solutions: The PhoneControl Classic Billing System can be used for properties without a property management system to bill guests for telephone usage and other services provided by the property.

We can grow with you
If your usage management requirements or your network grows or you need additional devices or services to be analysed, PhoneControl solutions are capable of incorporating this growth.

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