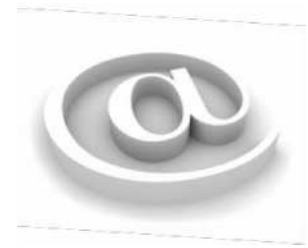


PhoneControl WebLink



PhoneControl WebLink is an Enterprise Level Telecom Usage Management solution providing full insight in the usage of telecom services for organizations of any size via the company's intranet or the internet. The powerful PhoneControl WebLink system will help members of the organisation to gain visibility, control the cost, and manage the telecom environment like never before.



Last name	Extension	Mobile	Email	Pleasantville	Department	FN	LN
Adams	4807	0400254567	kate.adams@pleasantville.gov	City of Pleasantville	Knoxville		
Ades	4571	040970432	jefr ades@pleasantville.gov	City of Pleasantville	Riverside Depot		
Agel Care	4792		sof@pleasantville.gov	City of Pleasantville	Liberty City		
Alde	4757		some.alde@pleasantville.gov	City of Pleasantville	Liberty City		
Allen	4857	041266786	colleen.allen@pleasantville.gov	City of Pleasantville	Liberty City		
Alvares	4569		trish.alvares@pleasantville.gov	City of Pleasantville	Riverside Depot		
Anderson	4907		jan.anderson@pleasantville.gov	City of Pleasantville	Knoxville		
Anderson	4546		ing.anderson@pleasantville.gov	City of Pleasantville	Knoxville		
Anderson	4523	040907221	jefr.anderson@pleasantville.gov	City of Pleasantville	Knoxville		
Andrews	4555		pat.andrews@pleasantville.gov	City of Pleasantville	Riverside Depot		
Angles	4724		vivienne.angles@pleasantville.gov	City of Pleasantville	Liberty City		
Arnold	4556	040799584	david.arnold@pleasantville.gov	City of Pleasantville	Knoxville		
Arnold	4523		virginia.arnold@pleasantville.gov	City of Pleasantville	Riverside Depot		
Arthur	4633		lisa@pleasantville.gov	City of Pleasantville	Arthur Library		
Arthur	4650		lisa@pleasantville.gov	City of Pleasantville	Arthur Library		
Aspe	4727	0402075123	elizabeth.aspe@pleasantville.gov	City of Pleasantville	Liberty City		

Secure and Controlled Access

PhoneControl WebLink has configurable security settings to define login procedures and password complexity. User Group profiles define the access rights for users to the Menu Options, individual Reports and Directory content on a per field basis. Hierarchical Access is provided based on the structure of the organisation; where individual users can report on their own usage data, and managers over all users belonging to their department.

Flexible Online Telephone Directory

The Directory provides staff with access to a central online corporate Telephone Directory. The ready-made, but fully customizable Directory Database supports multiple multi-level Departmental and Cost Centre structures and allows organisations to include any additional fields required. The user-friendly Directory interface allows users to select the fields to be displayed on the main page to suit the user's function. The Directory content can be automatically updated using the LDAP/Active Directory interface or scheduled flexible CSV & XLS import/export facilities.

Powerful Report Generator

PhoneControl WebLink comes with a powerful report generator which is extremely easy to use and can generate virtually any type and style of report in all popular file formats. The most commonly used reports are already pre-defined and can be created with a few mouse clicks from the user friendly interface. The content of reports can be customised to suit user requirements - users can select fields to be included, their sequence, sort order and adjust report headers and footers, incorporating a logo if desired and, where possible, drill-down to view further details.

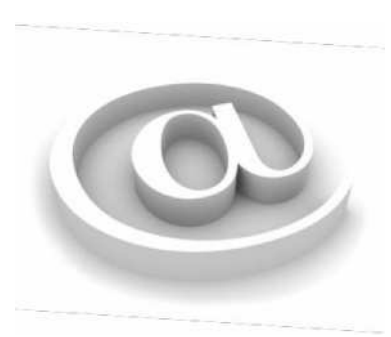
Multiple Provider & Site Capabilities

PhoneControl WebLink can report on complex telecom environments using a mixture of private and public infrastructure, multiple service providers or tariff tables, using different locations or telephone systems which can be located across the country or even the world. PhoneControl can collate the data belonging to the same users and departments providing you with a complete overview of the actual usage.

Automate Activities

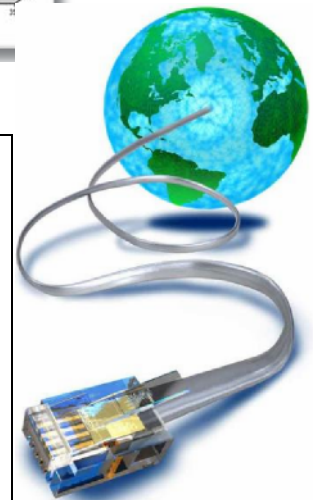
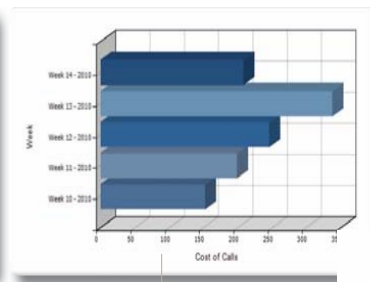
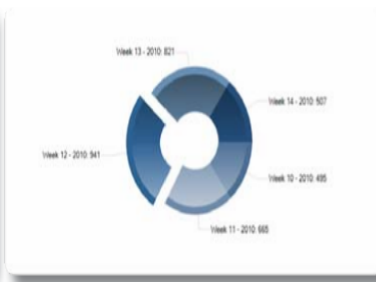
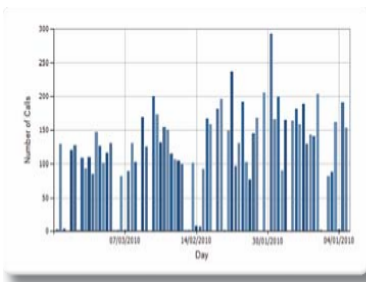
PhoneControl WebLink allows you to automate recurring activities, such as **Report Generation** with reports saved to file or delivered via email, **Directory Import & Export** to update the Directory content, and **Maintenance Activities**, such as back-ups. Each task can be scheduled to take place once or at regular intervals (daily, weekly, monthly, yearly) during times of minimum system activities.

PhoneControl WebLink



Available Report Types

- **Detailed Reports** - Reports providing a detailed overview with a line for each call showing call details including date, time, extension, called/calling number, destination/origin, duration, cost, trunk-line, and more.
- **Summary Reports** - Reports providing a summary overview with totals and averages of selected calls, for the number, duration and cost of the calls with an option to drill-down to view call details for individual users.
- **Organisational Summary Reports** - Report providing a summary overview of the telephone traffic for the organisation with an option to drill-down to view underlying departments and details of individual users.
- **Business / Private Call Reports** - Allows staff members to select their Business & Private calls for each billing period and organisations to manage private call usage or charge the private calls back to the staff members.
- **Exception Reports** - Reports exceptional calls: After Hours, Expensive, Long, Abandoned or Unassigned Calls.
- **Graphical Reports** - Displays selected Historical, Usage and Traffic data in selectable graphical formats.
- **Frequency Reports** - Shows the frequency of selected call items, e.g. most called, expensive, longest, etc.
- **Drill-down Reports** - Displays overviews of calls for Account Codes, Authorisation Codes and Cost Centres; surcharges and mark-ups can be defined for each Code based on the call duration or call type.
- **Custom Reports** - Customised reports to meet your specific reporting requirements
- Reports can be exported to CSV, TXT, HTML, RTF, XML, Excel, PDF (password protected) format.



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.

Organisational Directory

The PhoneControl Directory is flexible and fully customisable, allowing you to create 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.

Integration with Financial packages

Reports generated by the PhoneControl WebLink can be imported into your financial packages, facility management systems, Accounts Payable and other software using user definable import/export facilities.

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.