

# TotalVoice

by Softline



**softline**<sup>®</sup> We know we can

# TOTAL VOICE

Customer  
Presentation

Values &  
Differentiations

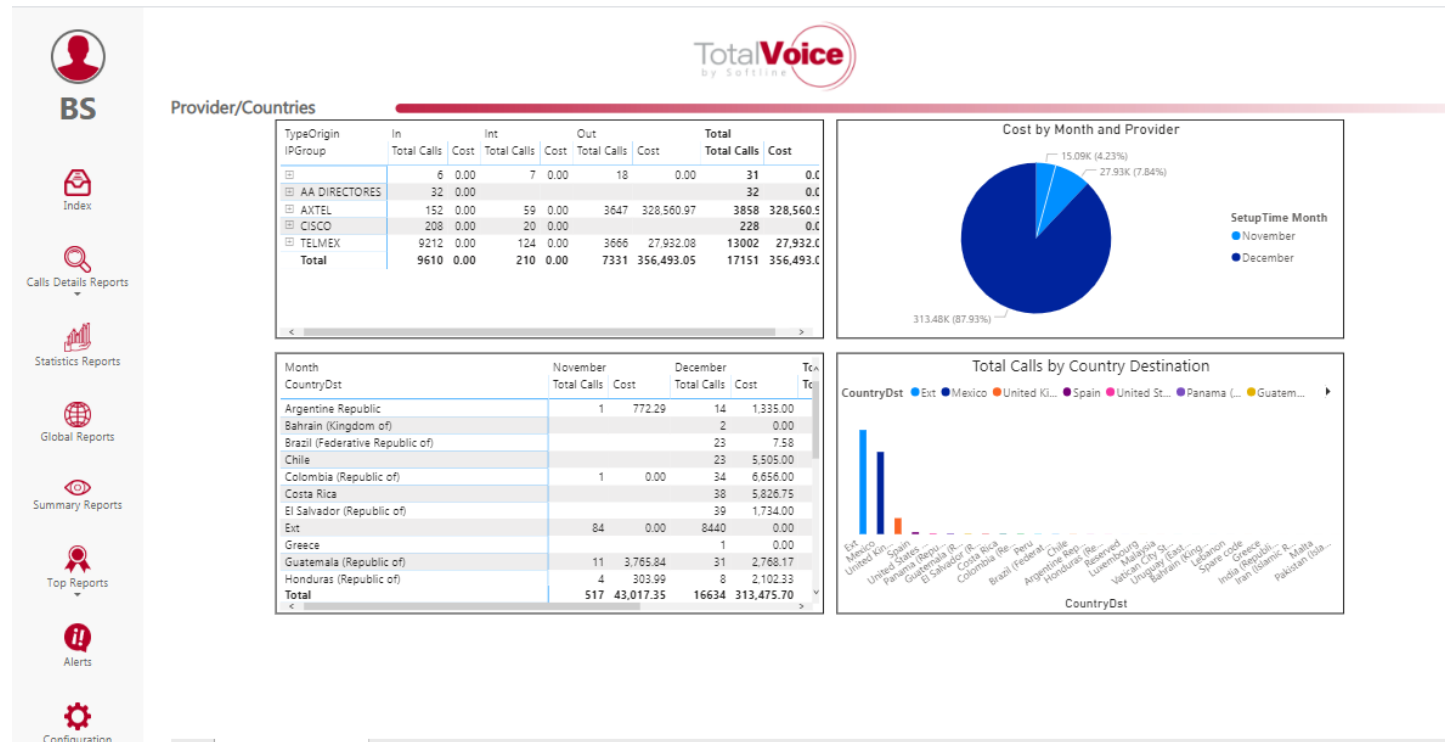


# BILLING Module = Expense & Inventory Management

TOTAL VOICE **Adds** to the Microsoft TEAMS solution complimentary functionalities like:

- Enables the Customers with TEAMS Phone System to provision per country, per Carrier, per trunk, each minute rate for the following categories:

- Emergency Calls
- Local Calls
- National Calls
- International Calls
- Celular Phone Calls
- 01800
- 01900



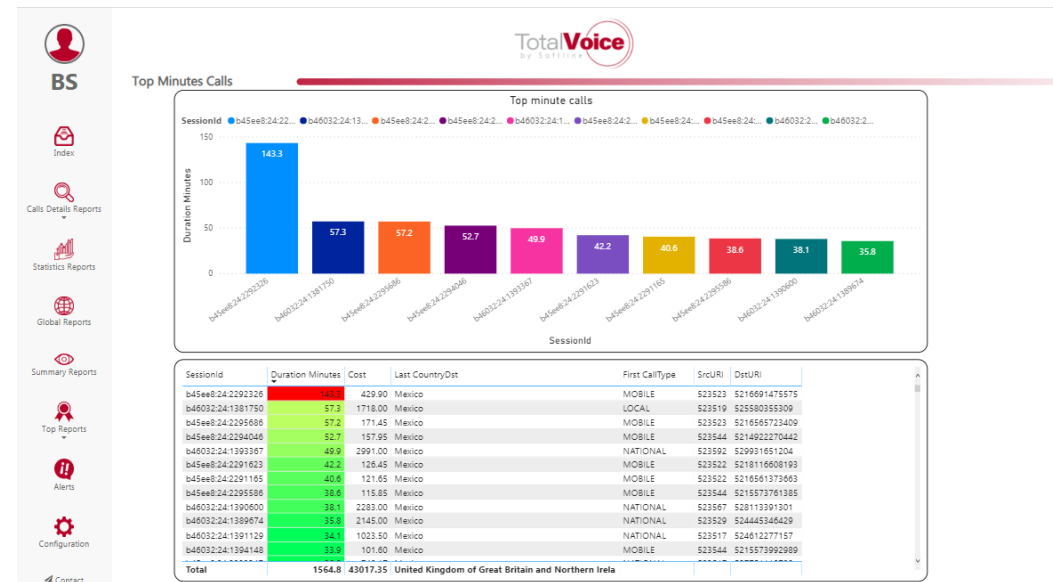
*Mandatory features to migrate a Digital/Analog Voice Network to Microsoft TEAMS.*

# Inventory Management

**TOTAL VOICE** Enables customers to allocate their telecom Budget, even in a world wide basis, including Trunks, Fixed Charges, and DSO & DID utilization per country, city, Gateway or even port. Can be done in USDs and/or local currency.

- Enables Customers with TEAMS Phone System to keep track of all their telephony INVENTORY expenses, including fixed rates per DSO, DID in the following modalities:

- Analog Lines
- E1s / T1s / J1s
- Sip Trunks
- DIDs
- 018000s
- 019000s



# BILLING Global Menu



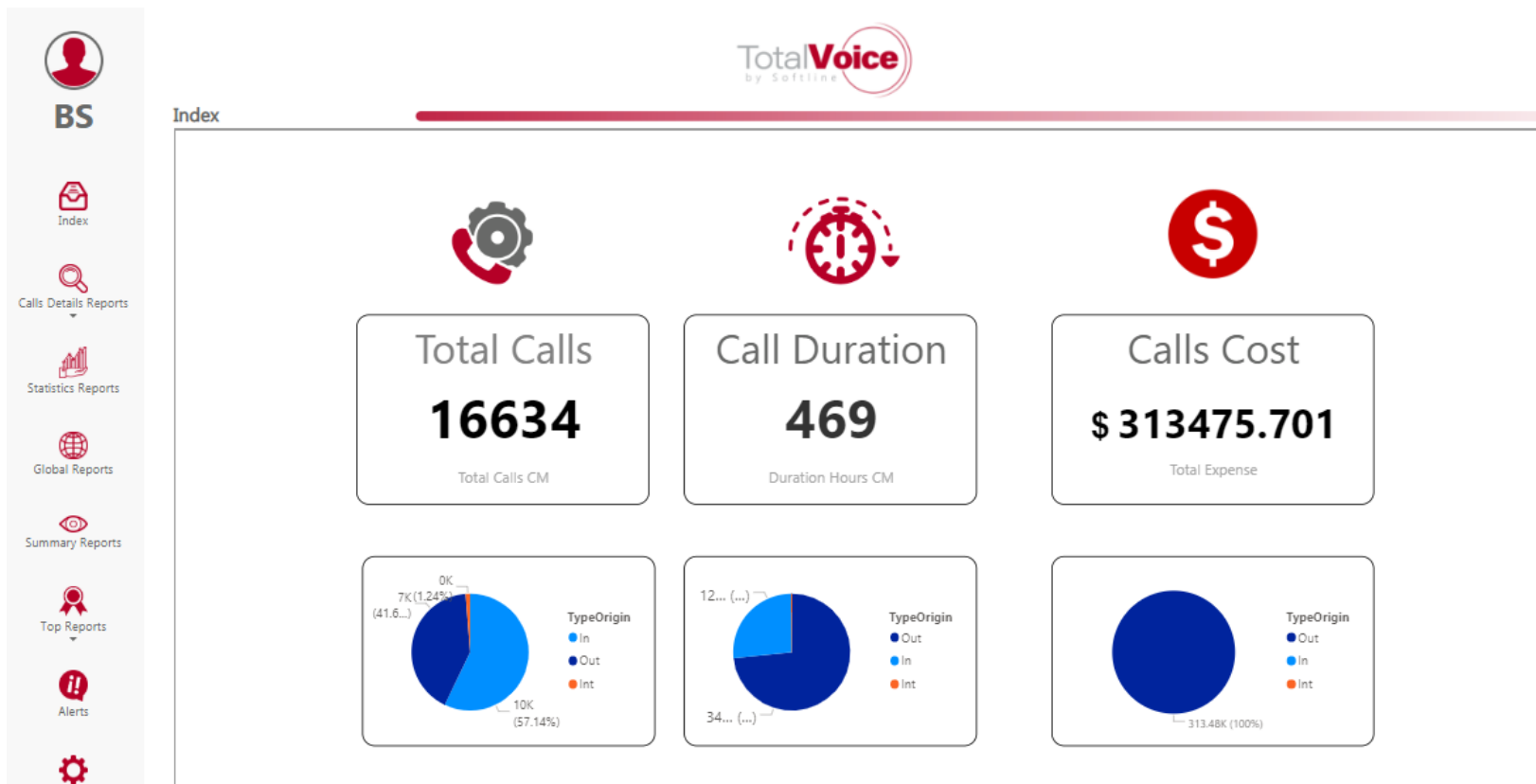
INDEX

## TOTAL CALLS

- Incoming Calls
- Llamadas Salientes
- Llamadas Federadas
- Llamadas WEB RTC

## TOTAL DURATION

## TOTAL COSTS




# BILLING Global Menu



## STATISTICS

## AVERAGE STATISTICS

- Daily
- Monthly
- Incoming
- Outgoing
- Failed
- Non-Answered



**BS**

Index

Calls Details Reports

Statistics Reports


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Alerts

Configuration



Statistics

### AVERAGE CALLS

Total Calls	Total Call Average by Month	Total Call Average by Day	Average total Calls No Answer by Day	Average total Calls No Answer by Month
<b>17151</b>	<b>8576</b>	<b>1906</b>	<b>386</b>	<b>1737</b>

### AVERAGE NO ANSWER

Average total Calls No Answer by Day	Average total Calls No Answer by Month
<b>386</b>	<b>1737</b>

### AVERAGE USERS

Average total Calls by User	Average total Calls Inbound by User	Average total Calls Outbound by User
<b>21</b>	<b>17</b>	<b>16</b>

### AVERAGE FAILED

Average Total Calls Failed by Month	Average Total Calls Failed by Day
<b>2758</b>	<b>613</b>

Month

- (Blank)
- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November

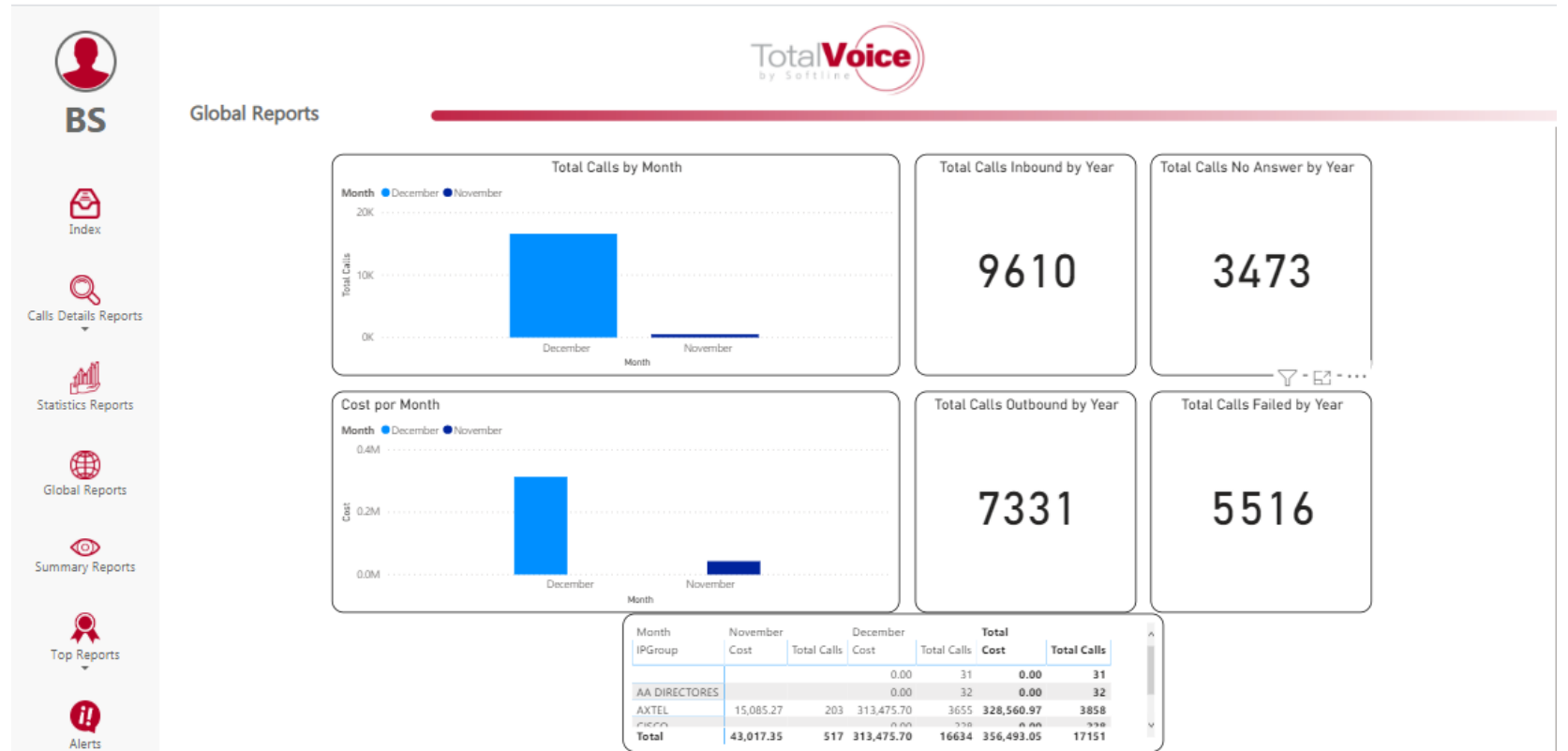
# BILLING Global Menu



## GLOBAL REPORTS

## CALLS AVERAGES

- Global Corporate Report
- Global Incoming Report
- Global Outgoing Report
- Global Non-Answered Report
- Global Failed Calls Report

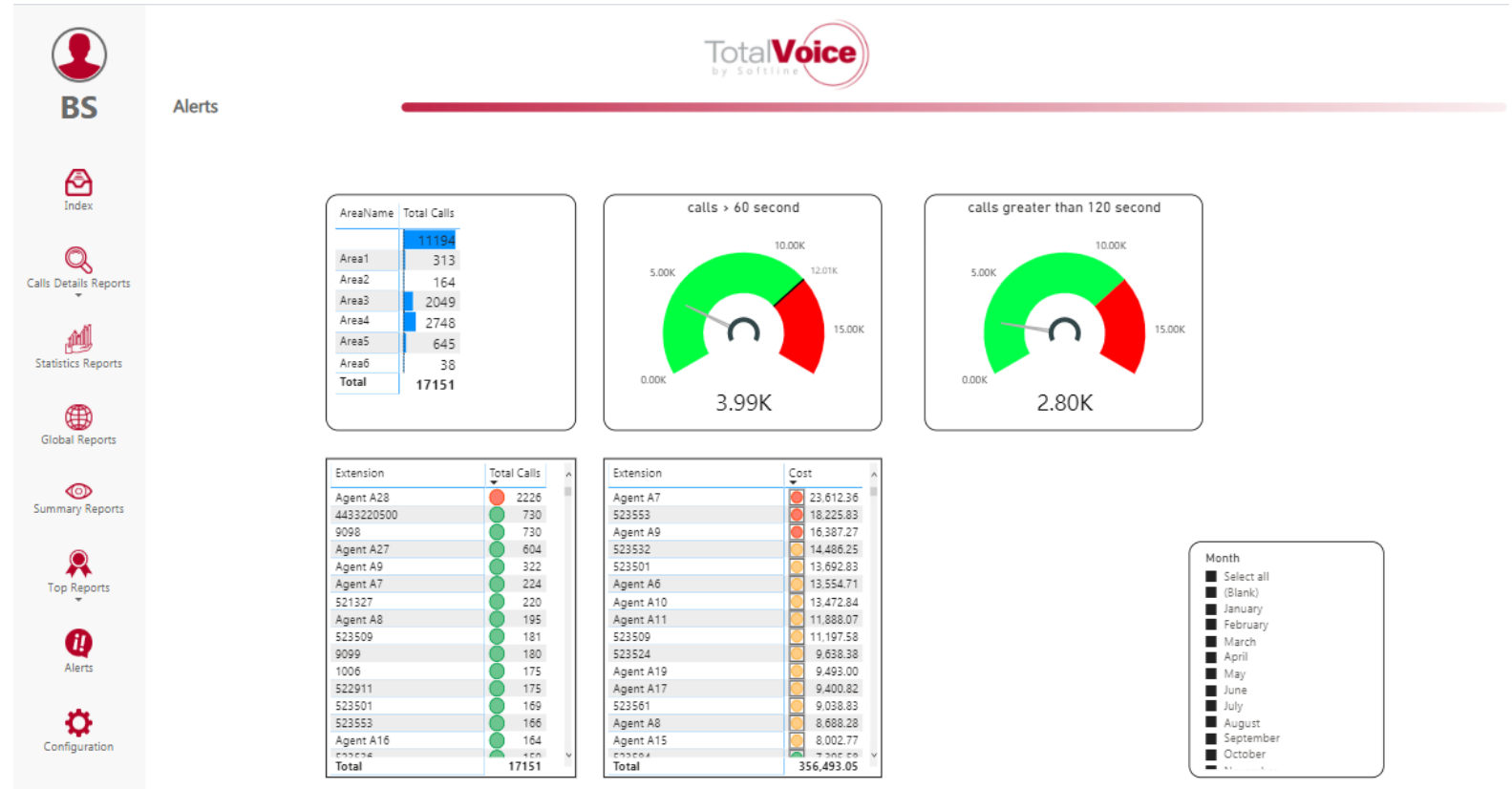


# BILLING Global Menu



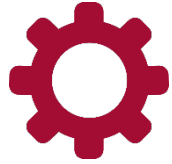
## ALERTS

- Reports of Alerts
- Alerts per Cost Center
- Alerts per User
- Alerts per hours of usage
- Bags of Minutes
- Bags of Money



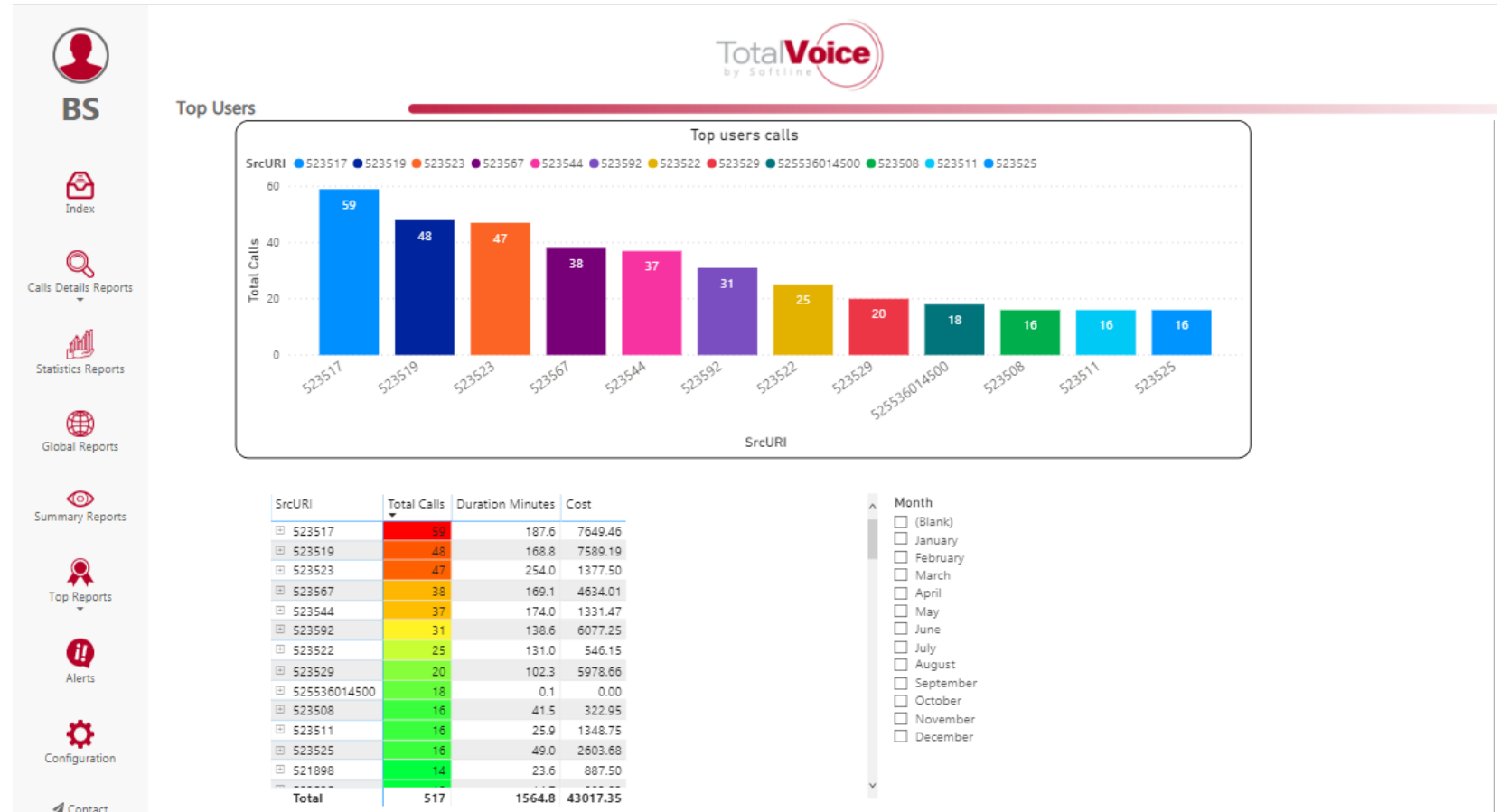


# BILLING Global Menu



## CONFIGURATION

- Languages
- Currencies
- File Upload
- Carriers
- Trunks
- DID's
- DSO's
- 01800's




# BILLING Global Menu












## SUMMARY REPORTS


## RESUME

- Areas
- Divisions
- Cost Centers
- Users
- Origins
- Destinations
- In/Out



**BS**

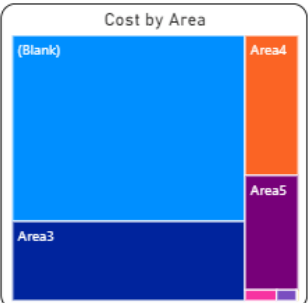
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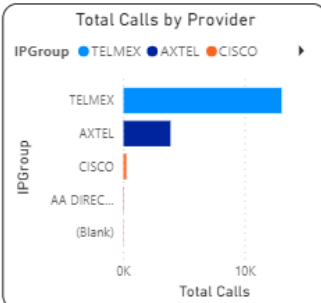
### Summary Reports

CostCenterName	Total Calls	Cost
CECO6	38	74,00
CECO1	313	1,031,00
CECO2	164	1,615,50
CECO5	645	28,631,00
CECO4	2748	35,052,00
CECO3	2049	86,769,50
11194		203,319,70
<b>Total</b>	<b>17151</b>	<b>356,493,00</b>

#### Cost by Area



#### Total Calls by Provider

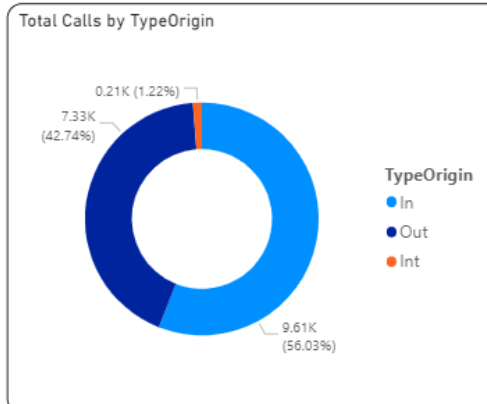


#### Month


- Select all
- (Blank)
- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

Extension	Total Calls	Cost
000000	40	0,00
015557529201	1	0,00
016566482230	1	0,00
017773201004	12	0,00
1002	57	0,00
1004	64	0,00
1006	175	0,00
1008	36	0,00
1804	1	116,00
1816	2	0,00
2324213	7	0,00
3143329	4	0,00
3249788	1	0,00
<b>Total</b>	<b>17151</b>	<b>356,493,00</b>

#### Total Calls by TypeOrigin



#### Total Calls by Country Destination




# BILLING Global Menu











## TOP CONSUMPTION REPORTS


### TOP

- TOP Most Expensive Calls
- TOP Most Long Calls
- TOP Most Used Users
- TOP Most Non Used Users
- TOP Incoming/Outgoing (failed)
- TOP Dialed Numbers
- TOP Errors



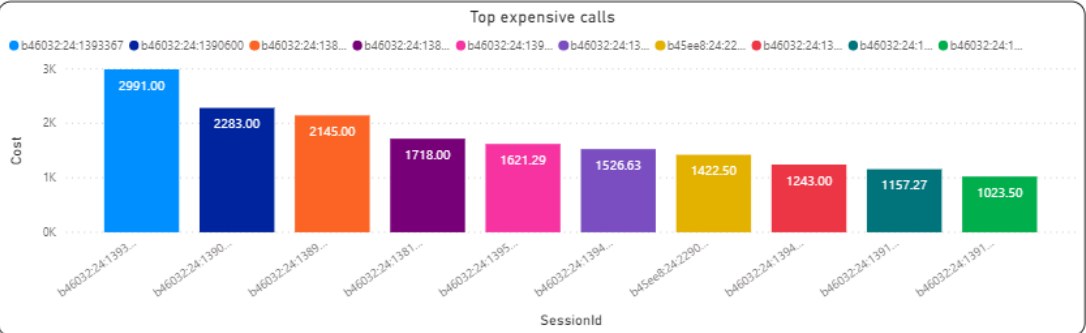
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### Top Expensive Numbers

Top expensive calls



SessionId	Cost
b46032:24:1393367	2991.00
b46032:24:1390600	2283.00
b46032:24:1389674	2145.00
b46032:24:1381750	1718.00
b46032:24:1395018	1621.29
b46032:24:1394627	1526.63
b45ee8:24:2290347	1422.50
b46032:24:1394299	1243.00
b46032:24:1391010	1157.27
b46032:24:1391010	1023.50

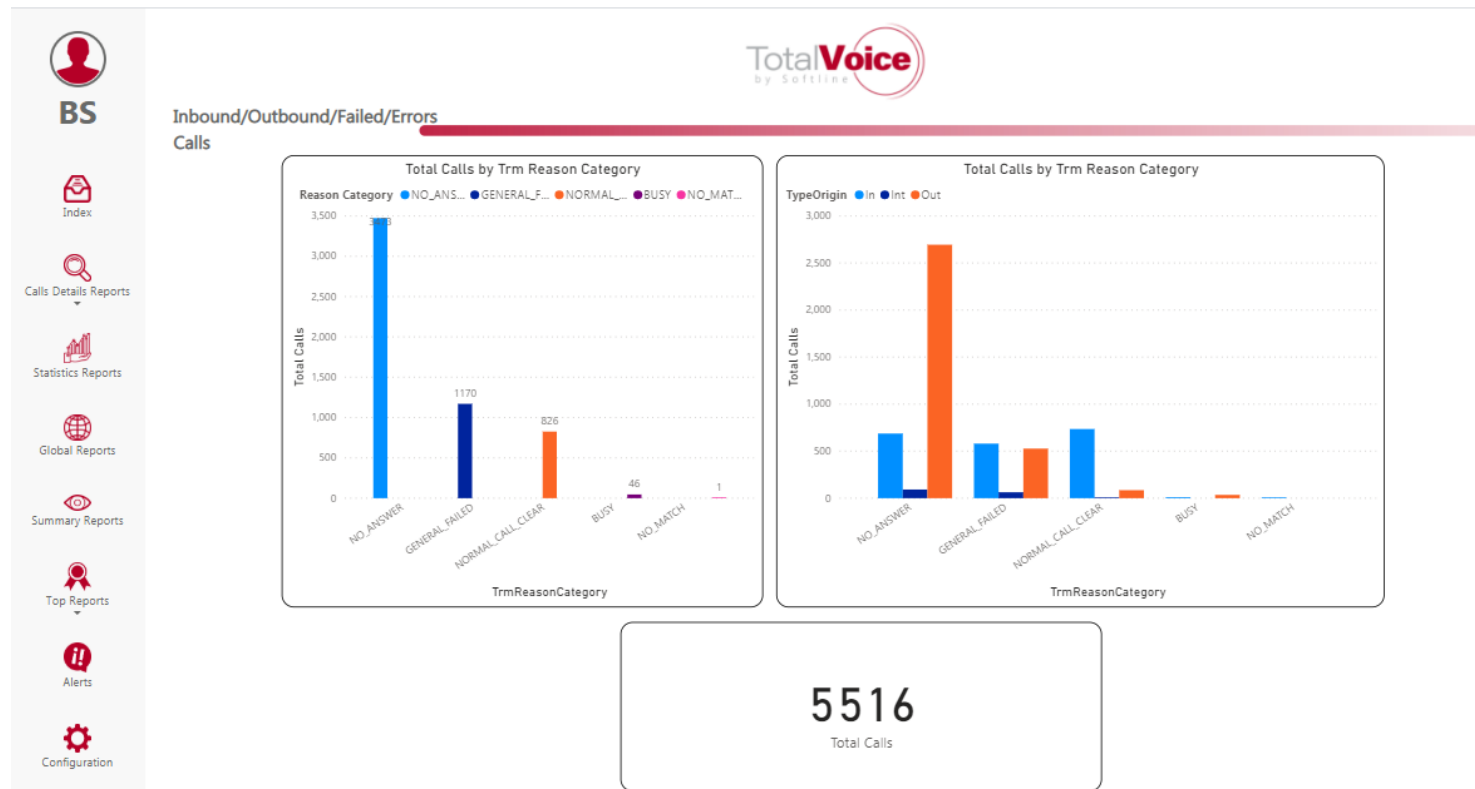
SessionId	Cost	Duration Minutes	CountryDst	CallType	SrcURI	DstURI
b46032:24:1393367	2991.00	49.9	Mexico	NATIONAL	52359	5299316512042
b46032:24:1390600	2283.00	38.1	Mexico	NATIONAL	52356	5281133913017
b46032:24:1389674	2145.00	35.8	Mexico	NATIONAL	52352	5244453464299
b46032:24:1381750	1718.00	57.3	Mexico	LOCAL	52351	5255803553099
b46032:24:1395018	1621.29	20.3	Guatemala (Republic of)	INTERNATIONAL	52351	502424095009
b46032:24:1394627	1526.63	19.1	Guatemala (Republic of)	INTERNATIONAL	52351	502334101027
b45ee8:24:2290347	1422.50	19.0	Mexico	NATIONAL	52352	5286613510959
<b>Total</b>	<b>43017.35</b>	<b>1564.8</b>				

# BILLING Global Menu



## Inventory Management

- E1s
- T1s
- J1s
- SIP Trunks
- Analog Lines
- WEB RTC



# BILLING Global Menu



## DETAILED REPORTS

## DETAILED

- Area
- Division
- Cost Center
- User
- Provider
- Country
- Trunk

BS

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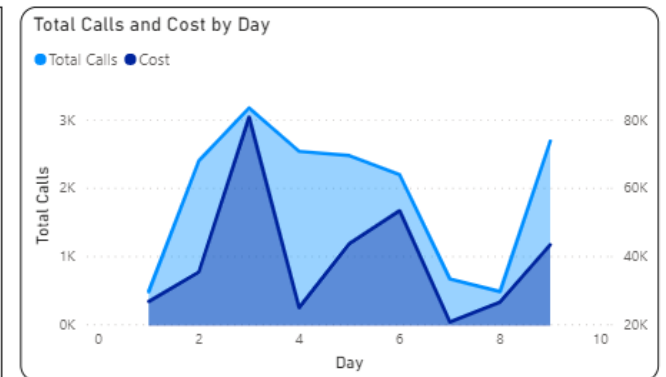
Contact



CECO/Extensions/Area

AreaName	Area1		Area2		Area3		Area4		Area5		Area6		Total
CostCenterName	Total Calls	Cost	Total Calls	Cost	Total Calls	Cost	Total Calls	Cost	Total Calls	Cost	Total Calls	Cost	Total
	11194	203,319.75											
CECO1			313	1,031.08									
CECO2					164	1,615.58							
CECO3							2049	86,769.51					
CECO4									2748	35,052.07			
CECO5											645	28,631.05	
CECO6													38 74.00
<b>Total</b>	<b>11194</b>	<b>203,319.75</b>	<b>313</b>	<b>1,031.08</b>	<b>164</b>	<b>1,615.58</b>	<b>2049</b>	<b>86,769.51</b>	<b>2748</b>	<b>35,052.07</b>	<b>645</b>	<b>28,631.05</b>	<b>38 74.00</b>

TypeOrigin	In	Int	Out	Total
AgentName	Total Calls	Cost	Total Calls	Cost
Agent A7			224	23,612.36
523553			166	18,225.83
Agent A9			322	16,387.27
523532			142	14,486.25
523501	2	0.00	167	13,692.83
Agent A6			154	13,554.71
Agent A10			119	13,472.84
Agent A11			108	11,888.07
523509			181	11,197.58
523524			106	9,638.38
Agent A19			124	9,493.00
Agent A17			177	9,400.00
<b>Total</b>	<b>9610</b>	<b>0.00</b>	<b>210</b>	<b>0.00</b>
			<b>7331</b>	<b>356,493.05</b>





GO GLOBAL



GO CLOUD



GO INNOVATIVE