



CallWatch Interactive

CallWatch Interactive delivers the following features:

- *Creation and storage of personalised report templates*
- *Rapid creation of multi-dimensional call data reports*
- *Easily explore complex call profiles to identify savings and trends*
- *Powerful 'drilldown' capability allowing data to yield a range of information*
- *Export reports or link data to work in preferred software packages*
- *Advanced data mining and trend analysis tools*

CallWatch Interactive is an advanced billing analysis tool that empowers businesses to make faster, better informed decisions regarding their network usage. As part of 8el's complete solution, CallWatch Interactive easily identifies potential cost savings and efficiencies to your business.

Challenge

Increasingly, companies need to gain visibility and control over their voice communications to enhance performance and reduce costs. For example, businesses may need to allocate costs to specific business units or clients, easily identify team or individual performance or monitor telephone misuse across an organisation.

Currently, many businesses are faced with the challenge of easily identifying their often numerous or complex call profiles across a multi-site organisation. To conduct thorough analysis of voice traffic often require the installation of a call logger on each customer site – a potentially costly exercise.

Solution

8el's on-line telephony billing and analytical tools provide customers with a cost effective way to gain complete control and visibility of spending patterns.

Available on-line 24/7, 8el's CallWatch services deliver valuable, up-to-the-hour information to telecoms and IT managers.

CallWatch Interactive

CallWatch Interactive was developed to offer sophisticated analysis of complex voice traffic, activity and spend. As an advanced billing analysis tool, it empowers telecoms managers to make faster and more informed decisions regarding their voice usage and trends.

For a modest monthly fee, customers log into CallWatch Interactive via an intuitive, user friendly portal, accessed through a secure web page at **www.my8el.com**.

Customers are able to extract detailed, graphical reports on their voice activity from 8el's multi-dimensional SQL billing database.

About 8el

8el is a trusted supplier to leading companies nationwide, delivering services to over 40,000 users. Designed by industry experts in collaboration with end users, solutions complement existing business infrastructures and provide a clear ROI.

Our reputation for providing efficient, cost effective communications networks comes from our ability to combine cutting edge technology with quality expertise and accessible, proactive support.

What makes us different?

- Flexible networks to match your changing business needs
- Dependable support you can rely upon
- Innovative technologies to deliver business benefits
- Knowledgeable team providing a consultative approach
- Passionate about customer experience

Valuable business intelligence leads to smarter decisions

By taking a snapshot of a relational database, CallWatch Interactive restructures data into multi-dimensional data, capitalising on technology that gives the ability to answer complex queries at speed.

CallWatch Interactive enables a greater understanding of how telephony costs are incurred across your business quickly and efficiently. For example, it can identify lines that are under or over utilised, highlight call trends, judge the success of promotional campaigns or identify areas that require a more detailed investigation.

Customers can view detailed call analysis of telephone lines, calls to mobiles or costly private and out of hours calls with graphical representations.

CallWatch

For customers who do not require CallWatch Interactive's depth of reporting, standard CallWatch reports are available as part of their solution.

CallWatch provides users with telephone billing and form based reporting functionality.

- Real time web based call monitoring
- Analysis of office based and remote calls (including cost centre, customer account code, and individual extensions)
- Online access to historical invoices
- Easy to use online reporting forms
- Ability to filter data into reports which are then exportable into Microsoft Excel
- Bulk CDR download facility

Using 8el CallWatch, customers can access their invoices, reports and call data records through a password encrypted link on 8el's web site. Users have the ability to look up a wide selection of information they require on any call.

Customers can also generate tailored billing reports using their own criteria or use a number of predefined reports, available via download quickly and directly into any database or spreadsheet package.

