



OfficeWatch XT Telemangement 2013 - METROPOLIS TECHNOLOGIES

File PBX PMS Setup Maintenance Assign Charges Alarms Trunks Web Tools Reports Help

OFFICEWATCH XT METROPOLIS TECHNOLOGIES

RATES SPECIAL EXTENSIONS DEPTS COST REPORTS DATASPY EXIT PBX Support

#	Date	Time	Ext.	Digits	Location	Duration	Trunk	Dir.	X.From	X.To	Ring	Hold
1	08/26/13	14:07:00	814	2765559	FL-Hollywood	00:00:35		O			0	
2	08/26/13	13:48:00	230	6965748	FL-#tauderdl	00:19:33	4213	O			0	00:33
3	08/26/13	13:48:00	223	4173517726	INC-Unknown	00:19:55		I	0	301	00:39	
4	08/26/13	14:04:00	822	9277211	FL-Hollywood	00:03:23	4115	O			0	
5	08/26/13	14:05:00	738	4221716	FL-Deerfbdh	00:02:39	4216	O			0	
6	08/26/13	14:05:00	632	17145757657	CA-Anaheim	00:02:47		O			0	
7	08/26/13	13:52:00	638	8235773	FL-#tauderdl	00:15:10	4126	O			0	
8	08/26/13	14:02:00	215	17072351521	CA-Santa_Rosa	00:05:28	4202	O			0	00:28
9	08/26/13	14:04:00	215	2966422	FL-#tauderdl	00:03:10		O			0	
10	08/26/13	14:04:00	738	4148010371	INC-WI-Milwaukee	00:03:13	4210	I	202	213	00:13	
11	08/26/13	14:05:00	118	8607177	FL-#tauderdl	00:02:39	4101	O			0	

Live View- Today Top 10- Duration Top 10- Charges Top 10- Dialed

Call Volume

Calling Locations

Alerts

- 07/29 12:12 Toll Fraud Alert: \$27.19
- 08/09 15:34 Emergency Call: Ext 107**
- 07/22 17:02 Toll Fraud Alert: \$36.29
- 07/21 15:08 Toll Fraud Alert: \$12.17
- 07/21 12:22 PBX Offline 1.0 hours
- 07/21 12:12 Toll Fraud Alert: \$27.19

Processing Data PBX: OK

XT ENTERPRISE TELEMANAGEMENT

Rich Analytics for your Voice Network

OfficeWatch XT is a powerful telemangement application designed specifically for the enterprise to simplify the management of the communication system and increase voice network visibility. The multi-site, multi-country, multi-pbx, multi-currency call tracking system centralizes reporting among the call network streams into a single database to provide enterprise-wide reporting capabilities.

The System

Enterprise Capacity

OfficeWatch XT is a highly flexible and powerful tool with a sophisticated platform that is capable of handling the high-capacity call volume produced by enterprise organizations.

Intuitive Interface

Designed for ease of use, XT includes a simple navigation menu and an intuitive dashboard to make configuration and even advanced functions accessible with the click of a button.

Multi-Site Configuration

Beginning with 1000 extension configurations, XT includes up to three sites to centralize reporting from varied data streams, and is scalable to increase extensions or sites as needed.

Global Implementation

OfficeWatch XT can be configured to utilize multiple currencies for organizations that have transglobal operations and need to track costs among their international sites in varied legal tenders.

PBX Independent Solution

OfficeWatch XT is PBX independent and integrates with multiple PBX models and manufacturers to provide detailed call analytics across the communication platform.



Centralized Reporting
Simplify the management of your telecom system



Any PBX, Anywhere
Integrate seamlessly with multiple PBX models and makes



Increase Visibility
Gain insight into the enterprise with over 200 report templates



Automation Options
Setup frequently used reports for automatic delivery



Alerts & Notifications
Receive immediate alerts for emergency calls and threshold alarms

Benefits

Simplified Telecom Management

Easily manage multiple sites and consolidate reports to gain insight into the overall functions of the enterprise as a whole, the usage of a single site, or even drill into the results of a single agent's performance.

Optimize your Voice Network

Utilizing trunk / SIP analysis tools, trunk threshold alarms, and QoS monitoring, telecom administrators can quickly troubleshoot and optimize voice network usage.

Improve Security

Features such as toll fraud monitoring, call plotting, and custom alarming notify users of suspicious and unauthorized usage to prevent future abuse.

Reduce Costs

Identify costly phone misuse and accumulated financial losses by monitoring the voice network and eliminating unnecessary expenses.

Improve Customer Service

Motivate your agents through performance monitoring with OfficeWatch XT. Track key success metrics such as abandoned call rates, call duration, and adherence to targeted goals.

Monitor Inbound Leads

Analyze the effectiveness of your marketing campaigns to generate inbound calls with DNIS call reporting.

Gain Valuable Insight

200+ Easy-to-Use Report Templates

Utilize one of over 200 report templates to provide insight into voice network performance, usage, security, trends, and identify phone abuse.

Report Automation

Set it and forget it! Reports can be easily automated with our report scheduler or memorized for quick on-demand reporting. Email, save to file, or print reports automatically on a weekly, monthly, daily, even hourly basis with the click of a button.

Ultimate Customization

Report on enterprise performance or drill down into granular user data. Pull a custom report or use one of our over two hundred templates with the click of a button.

Employee Performance

Improve the performance of your customer service agents with hunt group reporting, abandoned call reporting, call duration details



Voice Network Optimization

Trunk / SIP Analysis

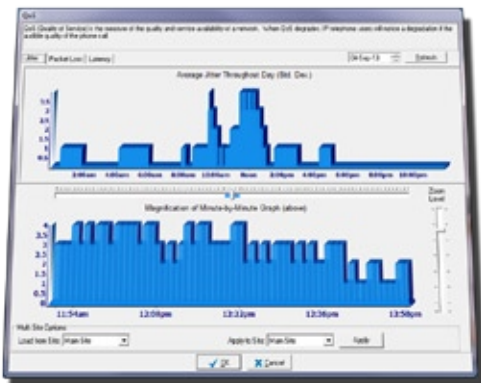
Utilize a simplified graphic to analyze the usage of your trunk lines and eliminate under-utilized trunks.

QoS

Measure your call quality of service with OfficeWatch XT and gain insight into the performance of your VoIP network. The easy to read interface provides a graphical representation to monitor jitter, latency, and packet loss on select PBX supported models.

Trunk Threshold Alarms

Receive notification when your trunk lines reach capacity to optimize the network and prevent callers from receiving busy signals.



Identify Threats & Reduce Liability

Toll Fraud Alerts

Advanced toll fraud notifications allow users to quickly identify voice network attacks or suspicious call patterns to address unauthorized usage.

Call Plotting

Identify expensive international and long-distance calls utilizing OfficeWatch XT's hotspot map, and custom map call plotting options to drill into abnormal call activities.

Emergency Call Alarming and Reports

Reduce liability with emergency call alerts that notify personnel via email, SMS text, and screen pop-up whenever a 911 call has been placed.

Identify Harassing Calls

Track calls to or from certain restricted numbers or identify threatening / harassing calls with customized alarms and historical call reports.

Data Collection Methods

OfficeWatch XT works with all PBX systems including IP-based telephony systems. Supported data collection methods include:

- File-based data
- I.P. (Internet Protocol)
- FTP
- Serial RS-232 ports
- Storage buffers
- Pollable buffers

System Requirements

Virtual environments, such as VMware may also be used.

- Windows 7, Server 2003, Server 2008, 32-bit or 64-bit
- Intel Xeon, 15, 17 processor (4 cores recommended)
- 8 GB RAM or higher (physical)
- 40 GB hard drive space Adobe Reader and/or Microsoft Excel/Word (to output reports)
- Internet Connection (for remote support)

“ I have been on the market, aggressively looking, for several years and I could not find anything easier to use than OfficeWatch XT... I setup automatic reporting daily, weekly, and can send reports as often as needed. ”

– Kelley Ashbrook, Telecom Administrator
El Centro Regional Medical Center

Why Choose A Metropolis Solution?

Exceptional Support 24/7

Metropolis includes one year of support with 24/7 emergency support with every OfficeWatch XT license.

Customer Training

Metropolis provides weekly end-user trainings to help customers utilize the full benefits of their solution.

Quarterly Updates

Quarterly tariff table, area code, and periodic product updates are available on-demand from the Metropolis website.

Satisfaction Guaranteed

Metropolis Technologies offers a 60 day unconditional money-back guarantee. If you are not completely satisfied, simply notify us within 60 days of purchase for a full refund.

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