

Call Xpress

Call Billing and
Traffic Analysis



Index

INTRODUCTION AND FEATURES	3
Web Access	3
Compatibility and Adaptability	3
Security	4
Tariff rates	4
Stored Data	5
Data Capture	5
Organization Chart	6
Calendar and Opening Schedule	6
Report Customization	6
REAL TIME GRAPHICS	7
REPORTS	8
MISSED CALLS	10
GRAPHIC ANALYSIS OF STORED DATA	11
REPORTS EXAMPLES	12
SCHEDULED REPORTS	14
ALARMS	15
MANAGEMENT OF FLAT RATES	15
OPTIONAL MODULES	16
Call - Back of incoming unanswered calls	16
Credit limit for extensions	16
CALLXPRESS HOTEL	17
CALLXPRESS MOBILE	19
CALLXPRESS CLOUD	20
TECHNICAL SPECIFICATIONS	21
PRE-INSTALLATION REQUIREMENTS	24
ABOUT JUSAN	25

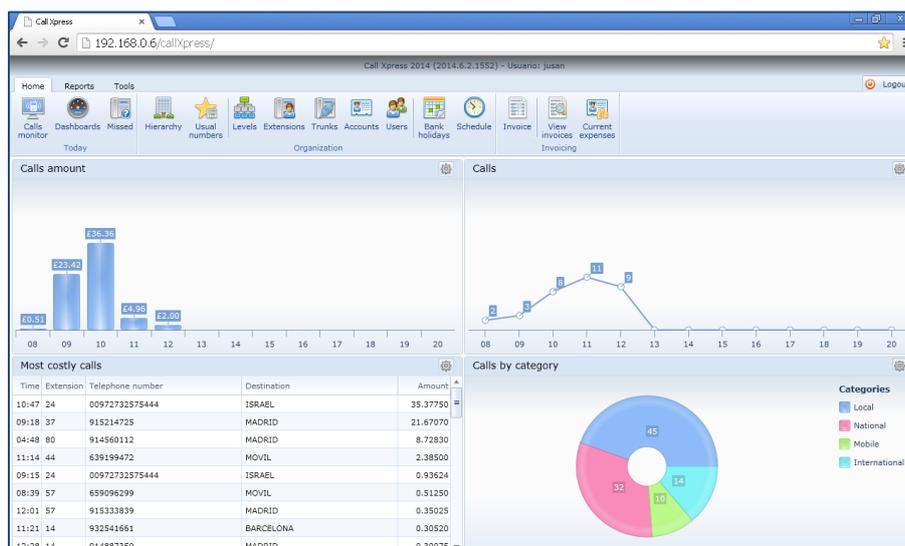
Introduction and Features

CallXpress is a state of the art, high performance telephone analysis and billing software designed for the management and analysis of traffic in any PBX. It is intended for both Hotels and Companies, and handles internal and external calls at any time and from any location.

Thanks to powerful graphic capabilities, both standard and user-configurable reports, and multi-carrier billing, Call Xpress is the ideal tool for the complete analysis of telephone traffic in your company. It is adapted to any kind of organization, from SMEs to larger companies, public entities, and multi-site installations.

Web Access

Users are able to access the call billing server via web in order to create and view the available reports, without the need to install additional software.



Dashboard

Compatibility and Adaptability

Call Xpress is compatible with all PBX models currently on the market thanks to its multiple data collection possibilities.

Call Xpress is a product designed to service companies with few extensions and a single location, as well as large enterprises with hundreds of extensions spread across various sites.

Security

Security Levels / User Profiles: Different users may have different Access levels.



Example: High ranking managers may generate all types of detailed reports for all calls of the Company, while lower level staff may only access their own calls, or the calls of their respective departments.

Tariff rates

The tariff rates which are used by Call Xpress in the calculation of costs are managed using **CallXpress Plan Manager**. This application allows at any time to create, modify or delete any new or existing tariff. Tariffs may also be imported from existing tables.

Call Xpress Plan Manager - 2011.5.30.1146

Actions: New, Delete, Edit, Print, Routing, New tariff by carrier, Set Default Carrier, Set country, Check consistency, Export, Import

Tools

Call plan < Tariffs 367 Tariffs

Tariff	Connection fee	Connection fee time	Minute price	Period	Days	Start time	End time
BOLIVIA	0,15000	0	0,36610	1	MoTuWeThFrSaSu	00:00	23:59
BOSNIA	0,15000	0	0,26150	1	MoTuWeThFrSaSu	00:00	23:59
BOTSWANA	0,15000	0	0,99370	1	MoTuWeThFrSaSu	00:00	23:59
BRASIL	0,15000	0	0,36610	1	MoTuWeThFrSaSu	00:00	23:59
BRUNEI	0,15000	0	1,09830	1	MoTuWeThFrSaSu	00:00	23:59
BULGARIA	0,15000	0	0,26150	1	MoTuWeThFrSaSu	00:00	23:59
BURKINA FASO	0,15000	0	1,09830	1	MoTuWeThFrSaSu	00:00	23:59
BURUNDI	0,15000	0	1,09830	1	MoTuWeThFrSaSu	00:00	23:59
CABO VERDE	0,15000	0	1,09830	1	MoTuWeThFrSaSu	00:00	23:59
CABMANES	0,15000	0	0,36610	1	MoTuWeThFrSaSu	00:00	23:59
CAMBOYA	0,15000	0	1,09830	1	MoTuWeThFrSaSu	00:00	23:59
CAMERUN	0,15000	0	0,99370	1	MoTuWeThFrSaSu	00:00	23:59
CANADA	0,15000	0	0,20920	1	MoTuWeThFrSaSu	00:00	23:59
CENTRO AFRICANA R.	0,15000	0	1,09830	1	MoTuWeThFrSaSu	00:00	23:59
CHAD	0,15000	0	1,09830	1	MoTuWeThFrSaSu	00:00	23:59
CHILE	0,15000	0	0,36610	1	MoTuWeThFrSaSu	00:00	23:59
CHINA	0,15000	0	0,57530	1	MoTuWeThFrSaSu	00:00	23:59
CHIPRE	0,15000	0	0,26150	1	MoTuWeThFrSaSu	00:00	23:59
COLOMBIA	0,15000	0	0,36610	1	MoTuWeThFrSaSu	00:00	23:59
COMORES	0,15000	0	0,67990	1	MoTuWeThFrSaSu	00:00	23:59
COOK ISLAS	0,15000	0	1,25520	1	MoTuWeThFrSaSu	00:00	23:59
COREA DEL SUR - KT	0,15000	0	0,57530	1	MoTuWeThFrSaSu	00:00	23:59
COREA REP. POP. DEM.	0,15000	0	0,99370	1	MoTuWeThFrSaSu	00:00	23:59
COSTA DE MARFIL	0,15000	0	0,99370	1	MoTuWeThFrSaSu	00:00	23:59
COSTA RICA	0,15000	0	0,47070	1	MoTuWeThFrSaSu	00:00	23:59
CROACIA	0,15000	0	0,26150	1	MoTuWeThFrSaSu	00:00	23:59

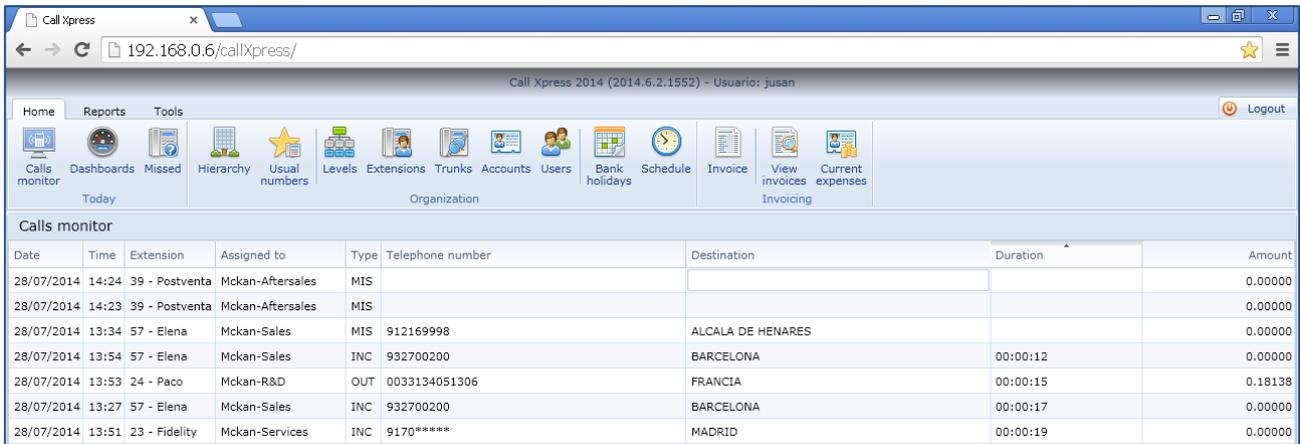
CallXpress Plan Manager (tariffs)

The cost of each call is determined according to four variables:

- **Call Destination** (dialed number)
- **Call Duration** (Pricing may be defined per minute or per second)
- **Call Date and Time** (to apply off-peak discounts)
- **Telephone Carrier**

Stored Data

Call Xpress captures data (CDR's) from any PBX and for the different types of calls. The data is stored in an SQL database on the server PC and analyzed to provide a wide variety of reports and graphs.



Date	Time	Extension	Assigned to	Type	Telephone number	Destination	Duration	Amount
28/07/2014	14:24	39 - Postventa	Mckan-Aftersales	MIS				0.00000
28/07/2014	14:23	39 - Postventa	Mckan-Aftersales	MIS				0.00000
28/07/2014	13:34	57 - Elena	Mckan-Sales	MIS	912169998	ALCALA DE HENARES		0.00000
28/07/2014	13:54	57 - Elena	Mckan-Sales	INC	932700200	BARCELONA	00:00:12	0.00000
28/07/2014	13:53	24 - Paco	Mckan-R&D	OUT	0033134051306	FRANCIA	00:00:15	0.18138
28/07/2014	13:27	57 - Elena	Mckan-Sales	INC	932700200	BARCELONA	00:00:17	0.00000
28/07/2014	13:51	23 - Fidelity	Mckan-Services	INC	9170*****	MADRID	00:00:19	0.00000

Real Time Call Monitor Screen

The data stored for each call include *:

Call Types

- Outbound
- Inbound
- Internal
- Outbound Unattended
- Inbound Unanswered

Call Origin (ANI)

Dialed Number (DNIS)

Date and Time

Call Duration

Ring Time

Account Code

Call Destination

* The exact data depends on the PBX model

Data Capture

Call Xpress supports a large variety of options for the capture of call billing data from the PBX: TCP, UDP, TFTP, XML, TCP SMDR, RS-232, and is compatible with all PBX models in the market.

Organization Chart

Extension	User
13	Moisés
14	Inma
15	José L.
42	Graciano
55	Postventa Modem

CallXpress allows creating a multi-level organization chart and assigning names to extensions and organization levels (departments, divisions, sections), enabling the production of structured reports.

The organization structure is presented in a clear graphic format and may be modified at any time.

Extension number	User	Email	Use missed call alarm	Incluir enlace para llamar
10	Fernando		No	No
11	Operadora		No	No
13	Moisés	mlasry@jusan.es	Yes	Yes
14	Inma		No	No

Calendar and Opening Schedule

	From	To
Monday	9:00	18:00
Tuesday	8:00	18:00
Wednesday	8:00	18:00
Thursday	8:00	18:00
Friday	9:00	17:00
Saturday	0:00	0:00
Sunday	0:00	0:00

With CallXpress, it is possible to introduce the usual working schedule of the company, as well as the bank holidays, long weekends, etc.

This enables CallXpress to generate alarms for calls made or received out of normal office hours.

Report Customization

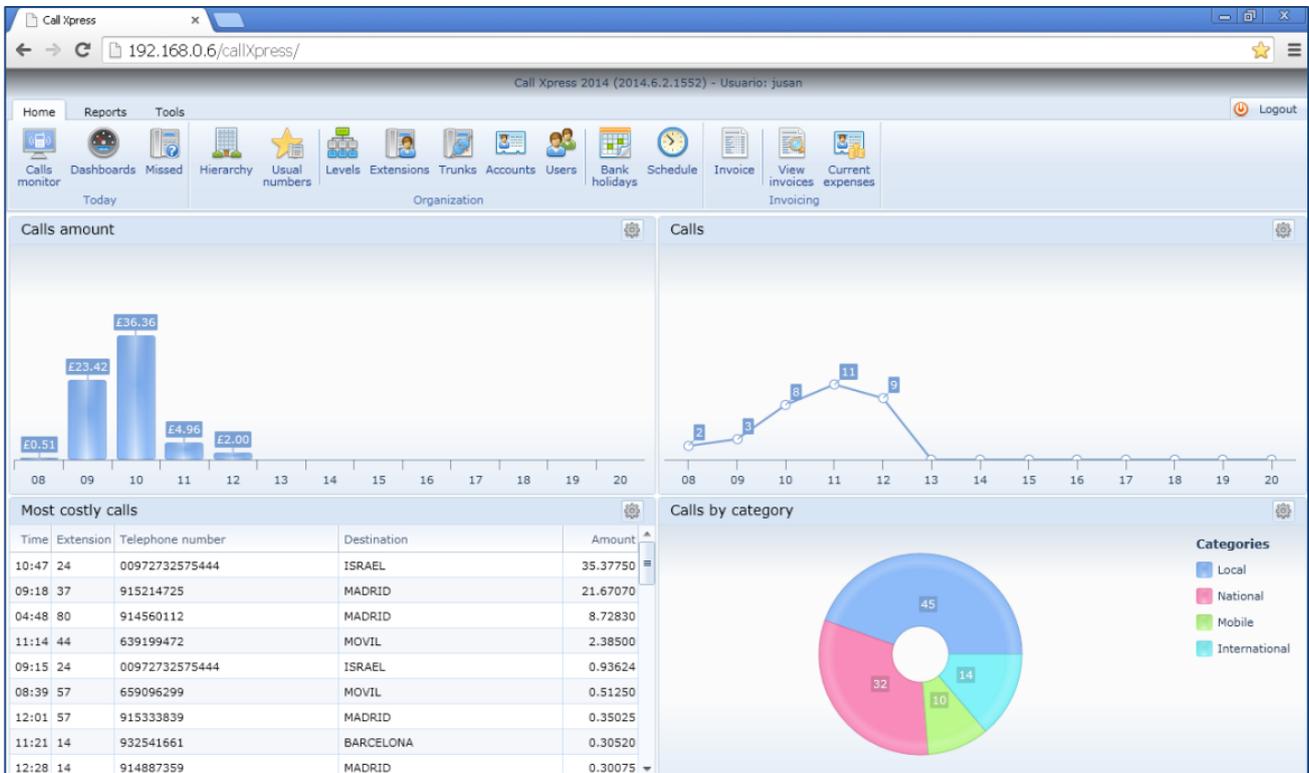
Headers of reports and graphics may be customized with the customer log.

Hierarchy	Calls	Duration	Amount
Company: Mckan	198	29:36:02	49,33
Department: Administration	122	03:16:20	14,56
Department: Aftersales	76	26:19:42	34,77
	198	29:36:02	49,33

Hierarchy	Calls	Duration	Amount
Company: Jusan	198	29:36:02	49,33
Department: Administration	122	03:16:20	14,56
Department: Aftersales	76	26:19:42	34,77
	198	29:36:02	49,33

Real Time Graphics

CallXpress offers a dashboard-type display which shows in real time analytical information about the last calls of the day: number of calls per hour, cost per hour, most expensive calls, etc.



Telephone Expense

Shows the total expense per day of the week (if the time period selected is less than one week), per day of the month (if the time period selected is less than one month), or per month is the time period selected is more than one month.

Total Number of Calls

Line Graph showing the total number of calls (of the selected types) per day of the week (if the time period selected is less than one week), per day of the month (if the time period selected is less than one month), or per month is the time period selected is more than one month.

Most Expensive Calls

Shows a detailed list of the 50 most expensive calls made during the selected time period.

Calls by Category

Pie Chart showing the total number of calls during the selected time period, divided by destination types (Local, Mobile, International, etc.)

Reports

CallXpress generates a broad range of reports enabling a full analysis of the telephone traffic of the Company, in order to increase efficiency and reduce costs.

Reports may be viewed on-screen, printed directly or saved in a variety of different formats including: tiff, pdf file, excel, enriched text, CSV and XPS: Excel, web file, CSV, XPS and enriched text.

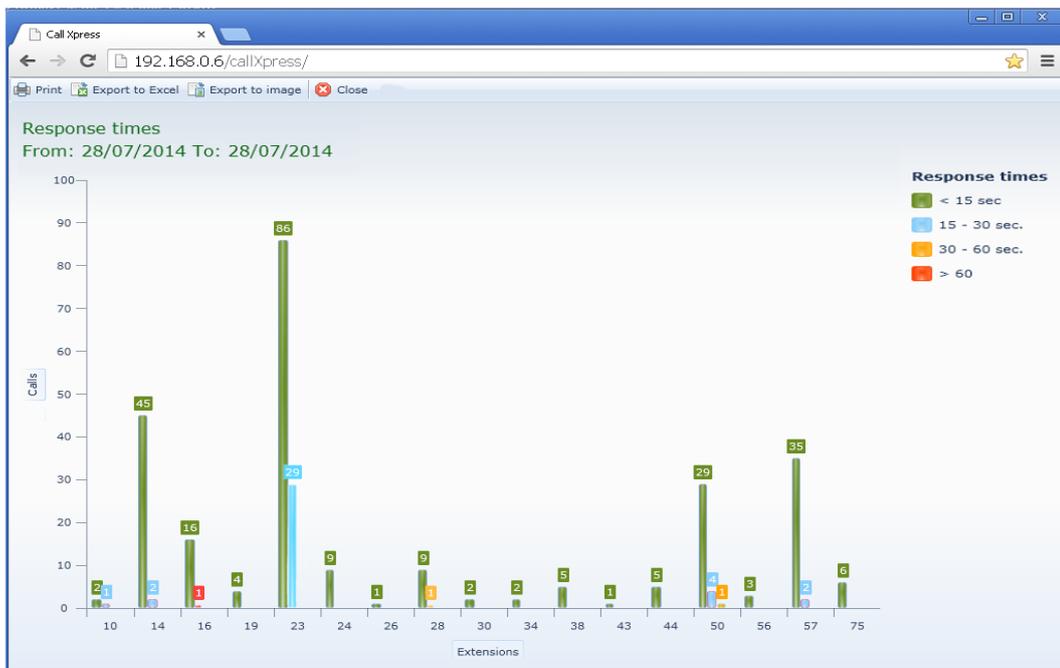


When selecting the report tab, the different reports appear grouped according to their type and objective, as described hereafter:

Organization: The report of this group provide a list of all extensions, the user assigned to each extension, and the various organization levels (departments, sections) that have been configured

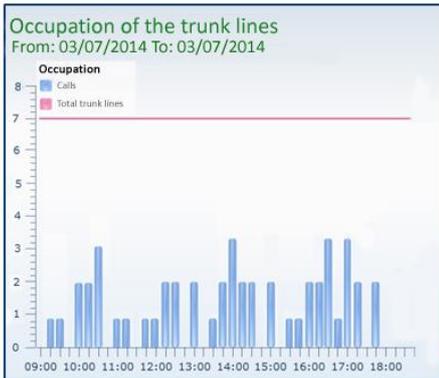
Hit Parade: The reports of this group are intended to quickly find out the most frequently dialed numbers, and the extensions generating most of the calls or most of the cost.

Quality of Attention: The reports of this group show in detail, summary or graphic mode, the response times for each extension, as well as the unattended calls during a given period of time.



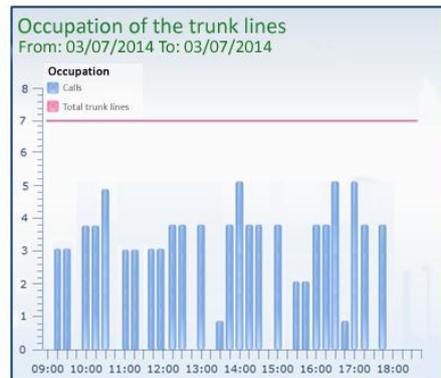
Response Time per extension report

They also show the level of occupation of the trunk lines if this information is provided by the PBX.



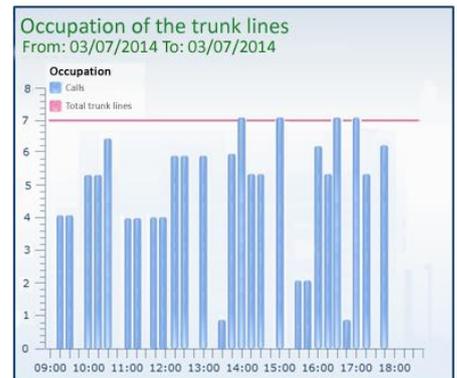
More than half the lines
with no use.

Overdimensioned



Balanced occupation of the
telephone lines

Adequate



Line saturation at
specific times

Underdimensioned

Calls: The reports of this group provide detailed and summarized call information, according to organization levels and different selection filters.

Chronological: Displays a list of all calls in strict chronological order.

Organizational: Displays call details or summary grouped by organization level.

By Extension: Displays call details or summary for one or several extensions.

By Trunk: Displays call details or summary for one or several trunk lines.

By account: Displays call details or summary for the different account codes defined on the PBX and configured in the "Accounts" option of CallXpress.

Traffic by Hours: Displays summarized call information for the different time intervals of the selected period.

Categories: Displays summarized call information for the different call categories (local, mobile, International) defined in the system.

The different reports may be filtered according to the date, type of call, account code, category, duration, cost, and called or origin number.



Calls by extension

From: 28/07/2014 To: 28/07/2014

Types: All
Extensions: 14
Categories: All

Extension: 14 - Inma

Date	Time	Type	Trunk	Telephone number	Destination	Duration	Amount
28/07/2014	09:28	OUT	2	950151727	ALMERIA	00:02:36	0.29
28/07/2014	10:12	INC	5	914571082	MADRID	00:00:56	0.00
28/07/2014	11:16	OUT	2	961366247	VALENCIA	00:01:20	0.20
28/07/2014	11:17	OUT	2	932541661	BARCELONA	00:00:18	0.12
28/07/2014	11:21	OUT	2	932541661	BARCELONA	00:02:51	0.31
28/07/2014	11:24	INC	1	944575075	BILBAO	00:01:26	0.00
28/07/2014	11:32	OUT	2	914201234	MADRID	00:01:20	0.12
28/07/2014	11:34	OUT	2	914201234	MADRID	00:00:56	0.11
28/07/2014	11:36	OUT	2	986214040	VIGO	00:01:41	0.22
28/07/2014	11:38	OUT	2	986093118	VIGO	00:01:16	0.19
28/07/2014	11:40	OUT	2	944747767	BILBAO	00:00:43	0.15
28/07/2014	11:42	INC	5	0097297732750	ISRAEL	00:00:43	0.00
28/07/2014	11:47	INC	1	915931478	MADRID	00:02:12	0.00
28/07/2014	11:48	INC	5	944575075	BILBAO	00:00:08	0.00
28/07/2014	11:55	OUT	2	915931478	MADRID	00:02:21	0.14

OUT: Outgoing - UNA: Unanswered - INC: Incoming - MIS: Missed - INT: Internal - *: Transferred

28/07/2014 13:25:12

Extension report (Detail)

Missed Calls

The “Missed Calls”, a option of CallXpress, displays all the incoming calls unattended, and shows date and time, extension number, as well as the origin number and origin name if available. Search filters may also be applied.

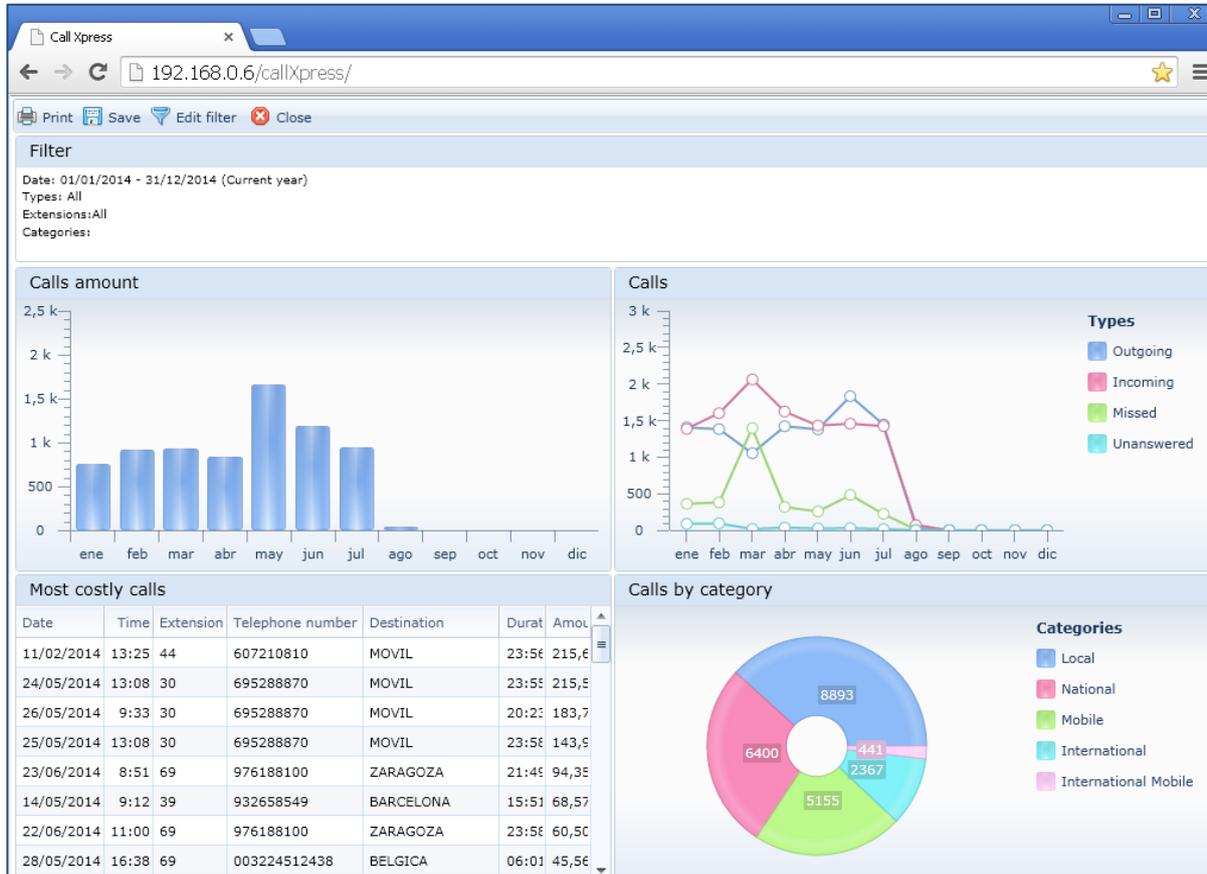
Missed call notification is also available by means of an email sent to the email address associated with the specific extension. The body of the email shows the calling number and the date & time, as well as a link to a web page for the automatic callback (if the callback license has been installed). When clicking on the link, the call back is made from the extension which lost the call.

Missed calls					
From:	01/07/2014	To:	18/07/2014	Find	Dial
Date	Time	Extension	Telephone number	Destination	
18/07/2014	18:37	16 - Fernando	912014220	MADRID	
18/07/2014	15:23	16 - Fernando	0010114420305109	ESTADOS UNIDOS	
18/07/2014	15:22	16 - Fernando	0033134051301	FRANCIA	
17/07/2014	17:03	23 - Fidelity	915570094	MADRID	
17/07/2014	15:19	13 - Moisés	932278111	BARCELONA	

In some PBX models, this feature requires the use of CTI technology in order to identify missed calls that have initially been answered by the automatic attendant of the PBX. Please check with your supplier case by case.

Graphic Analysis of Stored Data

CallXpress incorporates a kind of “programmable dashboard” of historical data divided in four windows where the following information is displayed:



Telephone Expense

Upper Left Window

Shows the total expense per day of the week (if the time period selected is less than one week), per day of the month (if the time period selected is less than one month), or per month is the time period selected is more than one month.

Total Number of Calls

Upper Right Window

Line Graph showing the total number of calls (of the selected types) per day of the week (if the time period selected is less than one week), per day of the month (if the time period selected is less than one month), or per month is the time period selected is more than one month.

Most Expensive Calls

Lower left Window

Shows a detailed list of the 50 most expensive calls made during the selected time period.

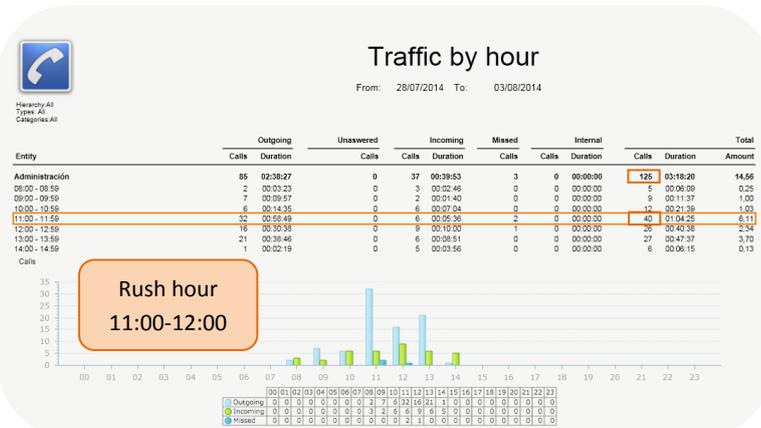
Calls by Category

Lower Right Window

Pie Chart showing the total number of calls during the selected time period, divided by destination types (Local, Mobile, International, etc.)

Reports Examples

Traffic by hour report



Comment:

This report identifies the peak times for calls made or received.

In this specific period of time, the Administration received a total of 125 calls, of which 40 were made between 11:00h and 12:00h.

Missed calls report

Comment:

In this specific period of time, the most efficient extension is number 23. It is the extension with the highest number of received calls (103) and the smallest number of lost calls (1).



Extensions: All

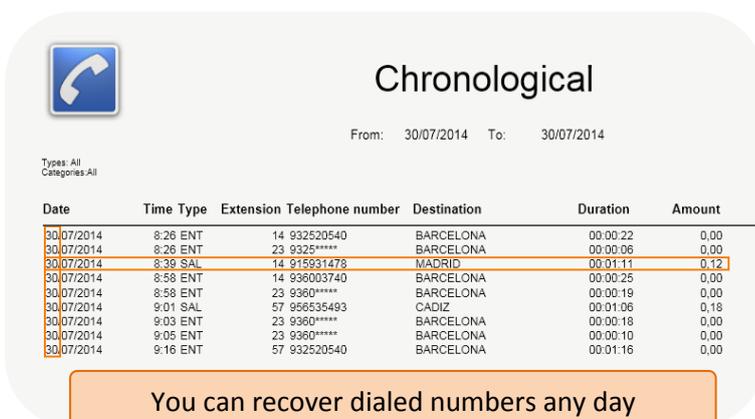
Missed calls

From: 28/07/2014 To: 03/08/2014

Extension	Received	Missed	% Missed	Avg. waiting time
14	33	3	9,09	0
16	7	3	42,86	28
19	10	0	0,00	27
23	103	1	0,97	0
24	7	0	0,00	1
26	1	0	0,00	0

You can check the efficiency of your staff

Chronological report

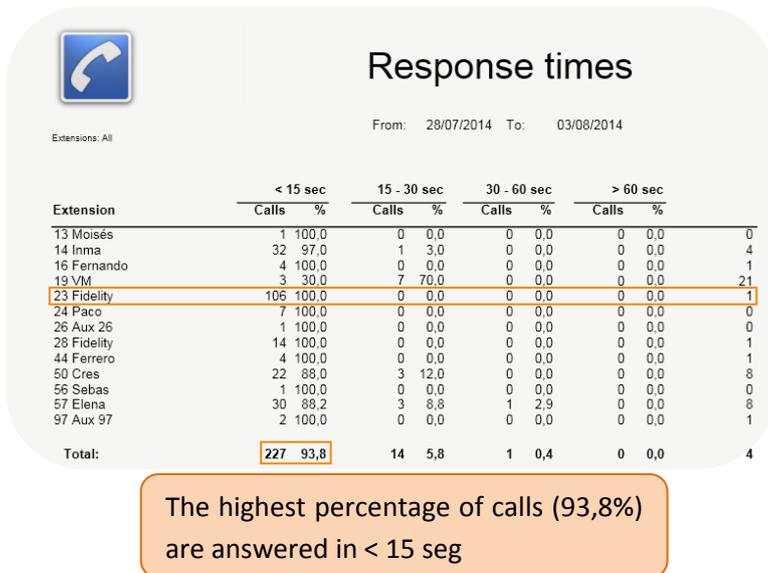


You can recover dialed numbers any day

Comment:

With this report, you can recover a lost telephone number. For example when we know the date in which a call to the desired destination has been made. We can easily locate it on the report.

Response times report



Comment:

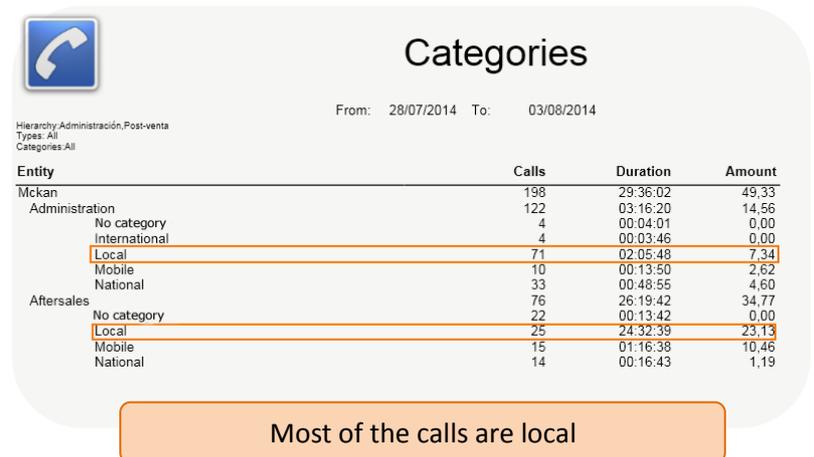
This report shows for each extension the number of calls grouped according to the response time interval.

The company has a very good customer service because most of the calls have been answered in the shortest period of time. The extension number 23 has been the most effective extension in the company because all its calls were answered in less than 15 seconds.

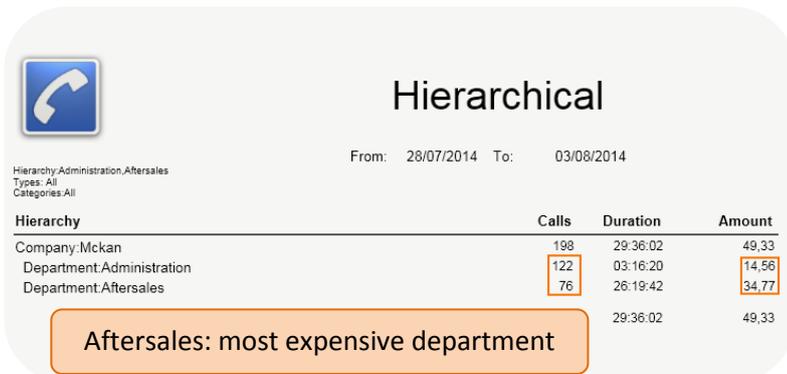
Comment:

This report shows information about the calls according to the destination category: international, local, national...

In this specific department and period of time, most of the calls are local. You can also check the total amount for each call category.



Hierarchical report



Comment:

This report provides call details or summaries for one or several departments.

You may see that the department with the highest expense is Aftersales.

Scheduled Reports

All the reports described in the previous section may be obtained on the spot, or may be scheduled to be run at specific dates and times, and sent by email to a programmed address. This way, we may preset the different filters and parameters of the most usual reports.



Example: Every Monday morning, the CFO may receive by email a report summarizing for each department the telephone expense of the previous week.

Report	Frequency	Time	Week days	Month days	Send to	Format	Next run
Sales Missed Calls	Monthly	23:00		30	ferrero@jusan.es	PDF file	30 July 2014 23:00
Outsourcing Hit Parade by Extension	Monthly	00:00		1	jfrodriguez@jusan.es	PDF file	01 August 2014 00:00
Outsourcing Hit Parade by Dial Number	Monthly	00:00		1	jfrodriguez@jusan.es	PDF file	01 August 2014 00:00
Outsourcing Missed Calls by Extension and Hour	Monthly	00:00		1	jfrodriguez@jusan.es	PDF file	01 August 2014 00:00
Outsourcing Response Times by Extension and Hour	Monthly	00:00		1	jfrodriguez@jusan.es	PDF file	01 August 2014 00:00
Outsourcing Traffic by Department	Monthly	00:00		1	jfrodriguez@jusan.es	PDF file	01 August 2014 00:00
Outsourcing Traffic by Hours	Monthly	00:00		1	jfrodriguez@jusan.es	PDF file	01 August 2014 00:00

Example of scheduled report

This report shows the details of the calls made during the previous week, and for which the cost was higher than €5. The report is generated every week and sent to the email address shown on the screen. The report scheduling tool enables data export to a number of formats such as Excel, PDF, and XLS.

Scheduled Report

Name: Last week's detail > 5€

Daily
 Weekly
 Days a week: Monday

Monthly
 Days:

Execution Time: 9:00

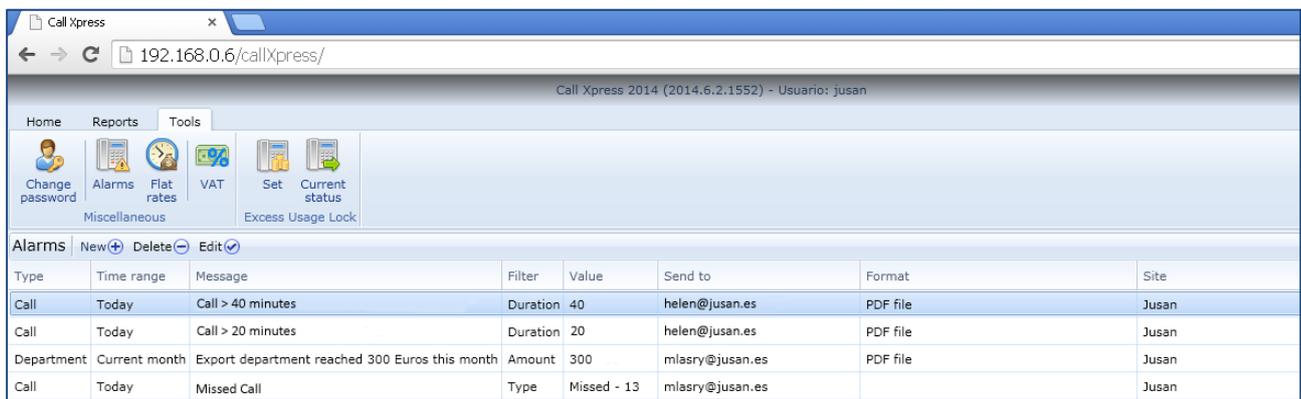
Send to: mlasry@jusan.es

Output Format: PDF File

Alarms

Call Xpress incorporates an alarm server for immediate detection of suspicious events, such as calls above a certain cost or duration, calls from specific extensions, or calls to a forbidden destination. Every time such an event is detected, Call Xpress sends an email to the system administrator, or any programmed address. It is possible to define as many events as needed, and each such event generates an email in real-time.

It is possible to define alarms code for individual calls (example: call cost > € 5), or for groups of extensions or calls. (Company, Department, Account). For example: Total Monthly Expense of Sales Department > € 500. Alarms may also be defined for calls made out of working hours, or if no traffic is reported from the PBX during a given period of time.



The screenshot shows the Call Xpress web interface. The browser address bar displays '192.168.0.6/callXpress/'. The page title is 'Call Xpress 2014 (2014.6.2.1552) - Usuario: jusan'. The navigation menu includes Home, Reports, and Tools. The Tools menu is expanded, showing options: Change password, Alarms, Flat rates, VAT, Set, Current status, Miscellaneous, and Excess Usage Lock. Below the menu is a table titled 'Alarms' with columns: Type, Time range, Message, Filter, Value, Send to, Format, and Site. The table contains four rows of alarm configurations.

Type	Time range	Message	Filter	Value	Send to	Format	Site
Call	Today	Call > 40 minutes	Duration	40	helen@jusan.es	PDF file	Jusan
Call	Today	Call > 20 minutes	Duration	20	helen@jusan.es	PDF file	Jusan
Department	Current month	Export department reached 300 Euros this month	Amount	300	mlasry@jusan.es	PDF file	Jusan
Call	Today	Missed Call	Type	Missed - 13	mlasry@jusan.es		Jusan

Management of flat rates

CallXpress is able to handle the different flat rates negotiated with the Telephone Operators, on a trunk by trunk basis, or for a group of trunks. Once the traffic on the trunks reaches the authorized number of minutes for the specified time period, CallXpress sends an alert by email, so that the supervisor may take the appropriate action, for example to route the outgoing traffic through a different group of lines.

Optional Modules

Call - Back of incoming unanswered calls

As a standard feature of the CallXpress basic package, each extension owner is notified when he/she has received a call in his/her extension and the call has not been answered. The ability to automatically call-back those numbers is optional and requires separate license. The notification may be performed in 2 different ways:

1

Entering the Call Xpress Software with a password providing access only to the specific extension data, and selecting the "Missed Calls" icon.

The program will show all the unanswered calls, and if the Call-Back license is installed, the automatic callback can be obtained by positioning the cursor on the selected call and by pressing the "CALL" button.

2

By means of an email sent to the email address associated with the specific extension.

The body of the email shows the calling number and the date & time, as well as a link to a web page for the automatic callback (if the callback license has been installed). When clicking on the link, the call back is made from the extension which lost the call while the owner in within the company network.

Note: The Call-back option is only available for PBX with an active CTI link.

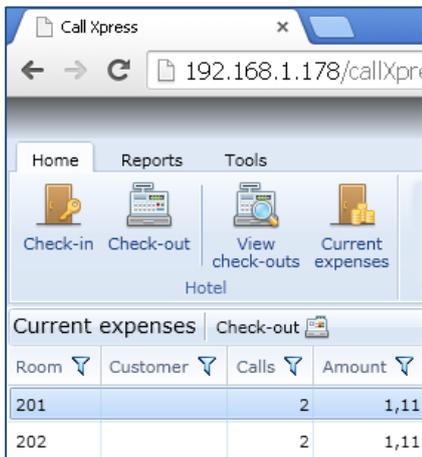
Credit limit for extensions

When this option is installed, it allows setting up call limits per extension (duration or cost during a given time period). When those limits are exceeded, no new calls may be made from the extensions concerned. It is possible to **refill the credit of an extension**, and to view the current status of all the extensions (locked or unlocked).

Note: The credit limit option is only available for PBX with an active CTI link.

CallXpress Hotel

Call Xpress Hotel is part of the Call Xpress range. The application is designed to enable the management, billing and data analysis of telephone traffic in hotels, hospitals and any organization that needs to charge phone calls to its customers/patients.

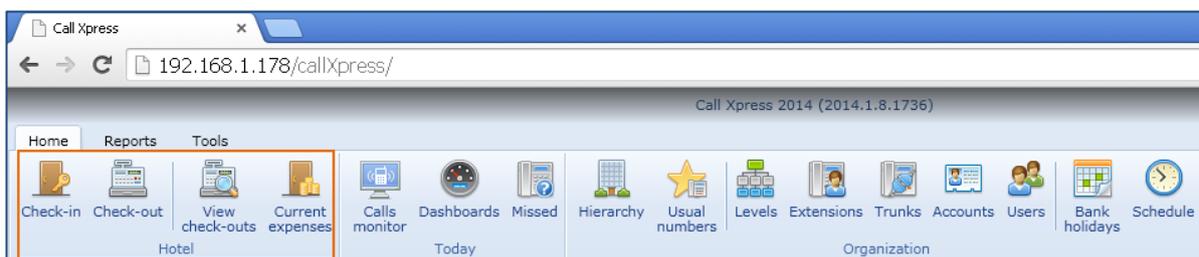


The screenshot shows the 'Current expenses' section of the Call Xpress Hotel application. It features a table with columns for Room, Customer, Calls, and Amount. The data is as follows:

Room	Customer	Calls	Amount
201		2	1,11
202		2	1,11

Call Xpress Hotel provides full details of the calls made in the hotel, both incoming and outgoing. Call Xpress Hotel always specifies the extension (room) from which the call was made. Each extension is assigned to a category with its own charging scheme in order to simplify the task of guest call billing.

Call Xpress Hotel offers all the possibilities of Call Xpress as well as specific options for the hospitality sector. These specific options are:

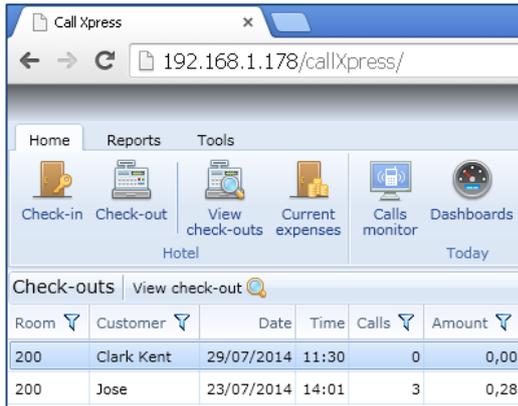


Check-in: When a new customer enters in the room, this option sets its telephone expense to 0.

Check-out: This option bills the telephone expenses of the room since the last check-in. The bill shows: the date, time, telephone number, destination, duration and amount.

View check-outs: This option provides a list with the last bills of that room.

Current expenses: This screen shows the rooms with pending telephones charges.



Check-out window

Date	Time	Telephone number	Destination	Duration	Amount
23/07/2014	13:10	0044599501234	UNITED KINGDOM	00:00:02	0,00
23/07/2014	13:10	0044599501234	UNITED KINGDOM	00:00:02	0,00
29/07/2014	13:26	00441234456789	REINO UNIDO	00:01:01	0,28
29/07/2014	13:29	911234567	MADRID	00:10:08	0,83

Number of calls	4
Total duration	00:11:13
Tax base	1,11 €
21,00 V.A.T	0,23 €
Total amount	1,34 €

Room Telephone Bill

The Call Xpress Hotel human interface is the same as that of Call Xpress. It is intuitive, easy to use and also, it is compatible with all PBX models and brands. Call Xpress Hotel can be used by any sector and size of hospitality business. Some of the features of Call Xpress Hotel are:

Check-in and Check-out operations with automatic printing of invoices.

Extensions may be assigned to different categories: rooms, booths, Administration, etc.

Alarms via e-mail: If cost and/or duration limits are exceeded.

Flexible programming of guest calls charges and promotional rates.

Optional Interoperability with PBXs (classes of service, wake-up calls, room status...). Available in project mode only.

Wide range of detailed reports for guest rooms, meeting rooms, convention floors...

Access levels limited by password.

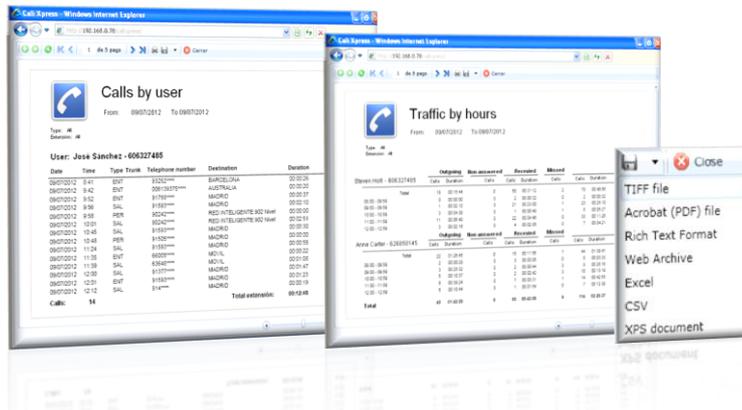
Optional interface with Property Management Systems.

Centralized management of several sites/properties.

CallXpress Mobile

CallXpress Mobile is a reliable and powerful solution for the control in real-time of the mobile phones of the Company, enabling the production of activity reports for each user including fixed traffic (from the user extension) and mobile traffic (from the user Smart phone).

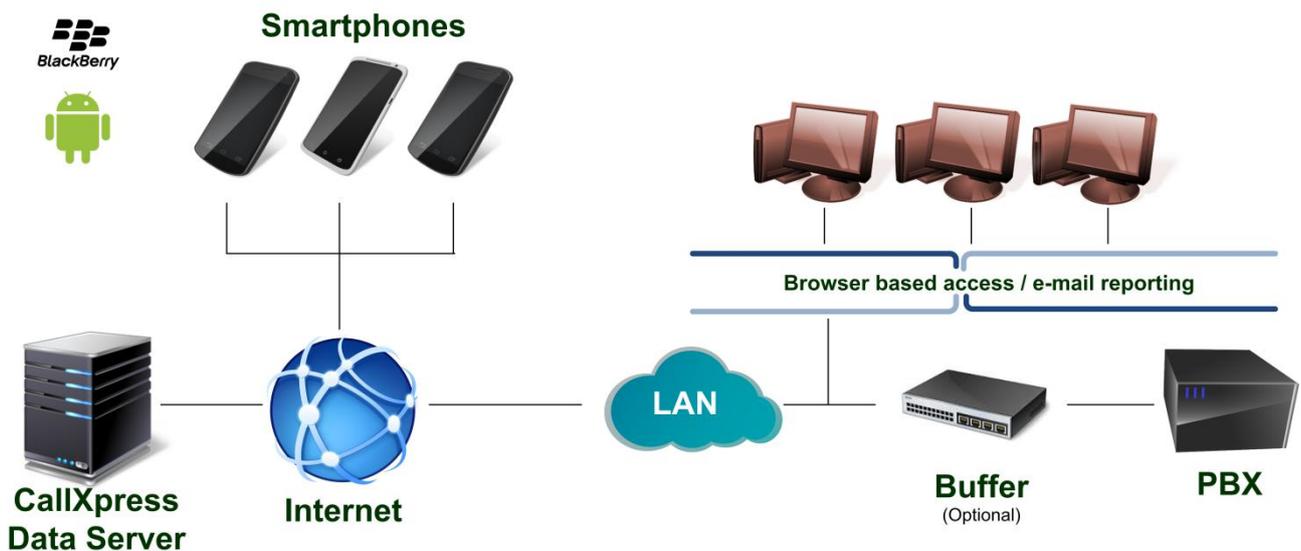
More and more, mobile traffic accounts for the major part of the Company telephone expenses, and it is often greater than the expense generated by fixed lines.



The solution is based on a mobile APP to be downloaded on each of the Android Smart Phones to be monitored, and on a web server that receives the data from each of the mobile devices with an active data connection.

With this architecture, each mobile device is treated in the same way as a PBX extension, even if there is no connection whatsoever between the PBX and the mobile devices. All the CallXpress features (reports, alarms) may be applied to the mobile devices.

CallXpress Mobile is compatible with all mobile operators.

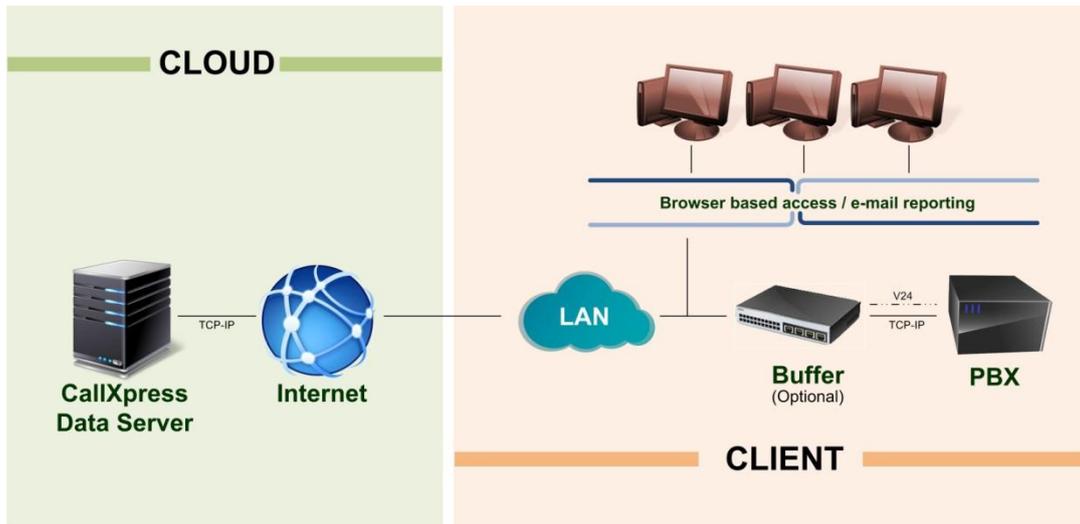


CallXpress Mobile Architecture

CallXpress Cloud

The **outsourcing** traffic analysis service based on CallXpress allows the customer to analyze and manage his telephone traffic without any effort and without installing any software at its premises.

The customer receives a set of predefined reports by email on a weekly or monthly basis, and may access at any time all its call data from any web browser, by means of a login and a password.



CallXpress Cloud Architecture

When subscribing to the CallXpress Cloud Service, the customer has access to a number of features depending on the type of contract:

- Choice of more than 15 reports for a comprehensive analysis of the telephone traffic of the Company.
- Permanent Monitoring of the CallXpress software to ensure the proper capture of the information sent by the PBX. Suspicious events are sent by mail to the system administrator, in addition to the on-screen monitoring at our data center.
- Update and reconfiguration of tariffs, extensions, lines, carriers, departments, etc.
- Maintenance of all the parameters
- Real-Time Access to the information stored and processed.
- Sending alerts by e-mail in case one of the events defined by the customer occurs, for example:
 - o Calls with a cost over X.
 - o Monthly budget of a given department is reached.
 - o Calls to unauthorized destinations.
 - o Llamadas a determinados países.

Technical Specifications

ARCHITECTURE

Call Xpress runs on a windows-based server PC, which is responsible for the capture, storage (SQL database) and processing of all call data, as well as the subsequent generation of reports and graphics. Authorized users are able to access this information via http from any web browser.

Call Xpress is made up of the following components:

A server PC (not supplied) housing both the configuration program and as well as the call data.

The different software modules running on the PC server responsible for capturing the CDR* output (V24, XML, TCP, etc.), processing it, calculating costs according to the configured rates, and finally storing the data relative to each call in the database.

** Exact format depends on the PBX manufacturer*

Finally, the IIS (Internet Information Server) must be installed to provide authorized users with browser based access to stored data.

CAPACITY

Call Xpress may be licensed for capacities starting at 8 extensions, and up to 20.000 extensions. If a stand-alone buffer is required, Call Xpress may be complemented with Jusan's **Data Xpress** LAN/V24 buffer.

Data Xpress is a powerful LAN or V24 based data collection solution complementary to the Call Xpress billing range. Data Xpress provides reliable data collection, versatile data access, and is the perfect solution for data polling via network and modem, for call billing and analysis services.



Data Xpress boasts an easy-to-use web based configuration and administration tool, on board dialup modem, up to 8Mb memory capacity, and versatile, secure data access.

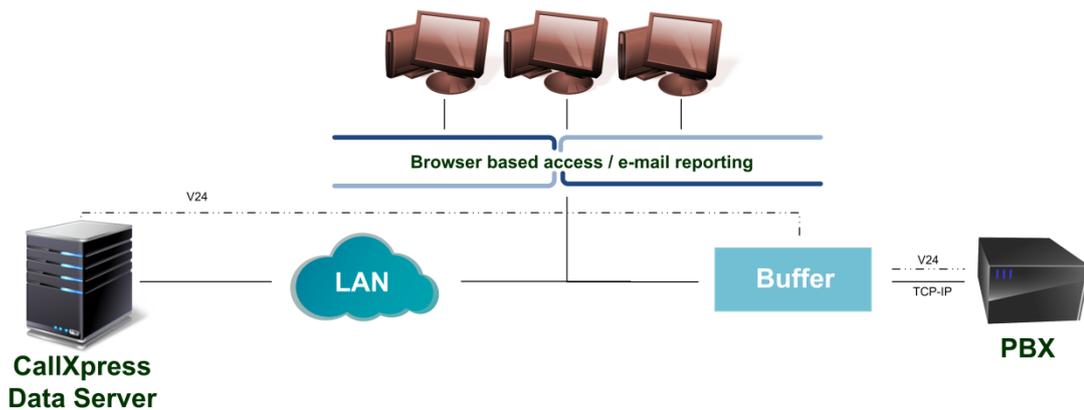
LOCAL / MULTI-SITE CONFIGURATION

Call Xpress may be used as a local solution for one PBX, or as a centralized solution for organizations with various locations and different PBX models.

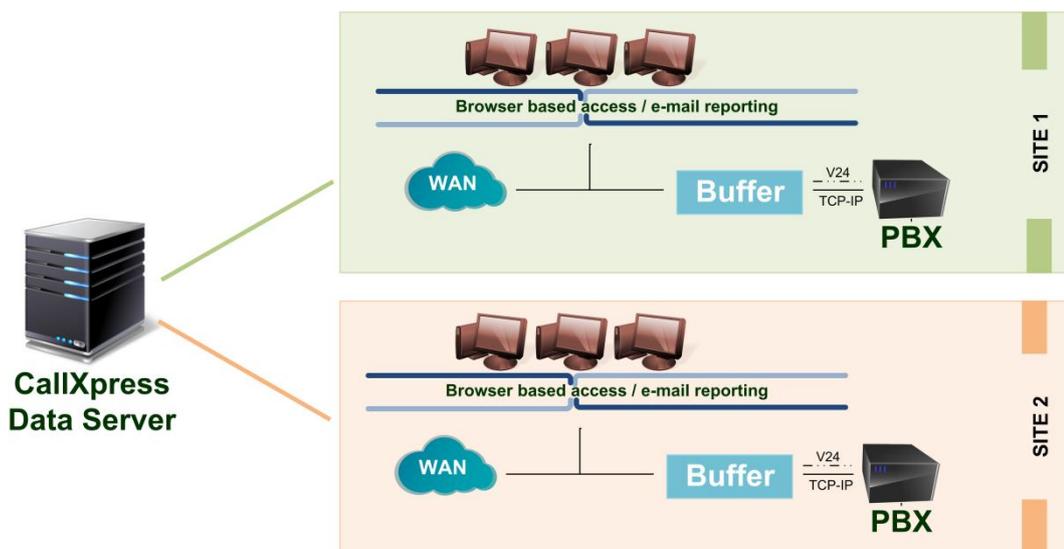
In multi-site configurations, a data capture unit (generally a non-dedicated PC with a special software, but it could also be a stand-alone DataXpress buffer) is used in each location for data capture and storage, and the Call Xpress server PC collects the data from the remote locations via modem, LAN, WAN or Internet.

Local and Multi-Site installations are described hereafter:

Local Installation: the server captures the data from the PBX's SMDR, V24 or TCP-IP port. If the server cannot remain active on a 24 basis a data capture unit (buffer) is used to store the call data until sent to the server.



Multi-Site installation: A data capture unit (buffer) is installed at each remote location. In general it is a software buffer installed on a non-dedicated PC at the remote location, connected to internet. In some cases, it is possible to use a stand-alone device: DataXpress, which does not require the use of a PC. The server at the central location receives the call data via modem, WAN or FTP.



LANGUAGE SUPPORT

Call Xpress currently supports the following languages: English, French, Spanish and Dutch.

By default, the language of the different screens and menus is the same as that of the user PC. If this language is not supported by CallXpress, default language shall be English.

INSTALLATION / CONFIGURATION

Call Xpress is installed and configured by means of an intuitive graphic tool. The **configuration program** requires the following parameters to be defined:

Locations

- The number of remote locations must be defined.

PBX

- the exact make and model of the PBX installed in each location must be defined, as the different manufacturers use different output formats.

Connection

- the type of connection must be selected: TCP, UDP, TFTP, XML, TCP SMDR, RS-232, etc.

The screenshot shows the 'Call Xpress Setup' dialog box with the following fields and values:

- Name: JUSAN
- Site Telephone: S14560110
- Prefix: (empty)
- PBX driver: C:\Program Files\Call\press\PBX Drivers\Siemens\HIFATH test.LF3
- Timeout (min.): 1
- Cooling: TIME
- Add Date and time: OFF
- Protocol Type: TCP Server, File, Data\press FTPServer, RS232, UDP Server, File\XML-DIG, Data\press FTPCient, Smart Buffer, TCP Client, TFTP Server, FIFO IP, Disabled
- Port: 21
- IP Address: 192.168.0.73
- User: (empty)
- Password: 1234
- Source File Name: (empty)
- Destination File: C:\Users\Public\Documents\Call\press\TicketCollector.xml
- RS232 settings: Comm Port, Speed, Parity, Data Bits, Stop Bits (all dropdown menus)

Each Call Xpress kit is licensed for a specific number of remote sites and extensions. Once installed, getting the system up and running simply requires the introduction of the supplied license code and password.

Pre-installation requirements

Call Xpress Server PC hardware requirements

CPU: Intel Core i3 or equivalent
RAM: 4GB DDR
Hard Disk: 500GB

Call Xpress Server PC software requirements

Operating System: Windows XP SP3, Windows 7, Windows 8, Windows Server 2008,
Windows Server 2012.
IIS: Internet Information Server

Client PC software requirements

Web browser: Internet Explorer, Mozilla Firefox, Google Chrome, Safari.
Silverlight installed.

About Jusan

Jusan

Creating added value

JUSAN is one of the global leaders in value added solutions for telephony, with 40 years' experience in the telecommunications sector, with consolidated products present in 50 countries and certified by top market players.

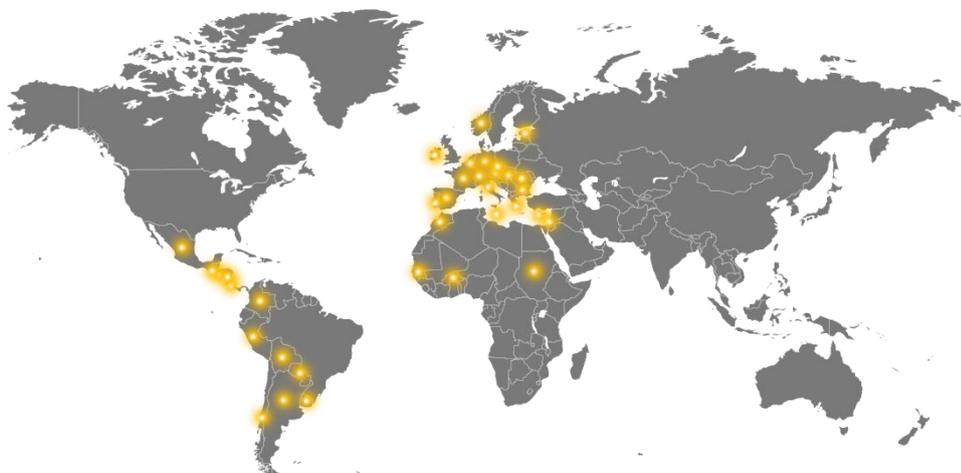
Jusan sells and supports its products through a network of partners and distributors, and closely cooperates with leading carriers and manufacturers for the certifications of interoperability between its applications and the most prestigious telephone systems in the market.



A unique platform

Unlimited solutions development possibilities across all sectors

The company designs solutions for Call Centers, Call Recording, CTI, Vocal Servers and Call Billing and Traffic Analysis. Lately, Jusan is orienting its activity to Cloud solutions and to Software as a Service (SaaS) applications, and keeps bringing value by developing projects that fit the specific needs of its customers.





www.jusan.es
export@jusan.es
tel. +34 914 560 110
fax +34 915 531 411



© Jusan S.A. 2016