Communication facilities are the lifeline of most successful businesses and often the most taxing expenditure.

Communication managers have always had the unenviable task of stretching funds while maximizing tightly controlled budgets. They must walk a tightrope to effectively manage current facilities while identifying and implementing new and innovative solutions that enhance business communications, improve the customer experience and increase productivity.

Shadow CMS offers a scalable open design architecture that supports the capture, processing and reporting of communication metrics including mobile, conference, voice mail, call center agent/queue, attendant, etc. Shadow CMS allows you to take full control of your entire communications ecosystem.

Call Accounting
Call Center Reporting
Trend Line Analysis
Traffic Analysis
Mobile Tracking
Real Time Dashboard
Hotel Billing
Patient Billing
more...

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Some businesses make it a practice to bill employees for excessive non-business and long distance calls. In many cases, the call accounting system acts as a watchdog and reduces personal activity. This results in more right to business calls and greater productivity.

Industry studies suggest that proper telecom accountability can result in a 10% to 30% savings in telecom expenses.

Corporate Cost Allocation
Many enterprises find it difficult to manage communication expenses from multiple sites. Shadow CMS provides a scalable centralized solution for gathering, processing and allocating charges to various locations, divisions or departments, cost centers or other corporate levels.

Network Management
Network performance is critical in a call center, emergency dispatch service, hospitality, government or even a small business. Shadow CMS produces statistics for bandwidth, trunk usage, grade of service, all trunks busy and peak or busy hour analysis. Shadow CMS pinpoints over or under capacity environments and assists in determining best available services.

Employee Productivity
Many organizations struggle with workforce management and productivity. Shadow CMS provides cradle to grave management reports which highlight long duration, excessive cost and misdialed calls. Each call may be pinpointed to a particular account code, extension or mobile number. Shadow CMS provides detailed telephone charges reports, which highlight usage practices.

Customer Billing
Professional services firms often face the tedious task of allocating communications expenses to customer account files. Shadow CMS can deliver expense, account code, project or authorization code reports. These results can be automatically directed to accounting systems, spreadsheets, HTML, email, the cloud and a variety of other formats.

Customer Care
Customer relationship management is fundamental to the success of many organizations. Shadow CMS utilizes calling line information delivered by the telephone system for comprehensive inbound traffic analysis. These reports assist in designing regional campaigns, network planning and call center staffing.