



SHADOW^{cms}

Voice & Data Management
for Avaya IP Office



Communication management for every enterprise using Avaya IP Office

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

Management of telephone charges, equipment fees, VoIP traffic, internet usage, and provider discounts is a difficult task. SHADOW^{cms} provides the necessary tools to allow administrators to forecast, monitor and allocate communications management expenses. SHADOW^{cms} spans a range of industry sectors including retail, government, education, tourism, health care, professional, hospitality and general business environments. In vertical markets, RSI provides seamless integration to industry software such as hotel property management systems and professional accounting packages.

*Discover the benefits of
SHADOW^{cms} Voice and
Data Management:*

- ✓ Works in any environment including hospitality, professional and general business
- ✓ Scalable from a small office to a global multi-site environment
- ✓ Works with any call detail recording data
- ✓ Can be deployed anywhere around the globe
- ✓ Capacity is limited only by the size of the hard drive
- ✓ Produces reports in PDF, XLS, XML and many other formats
- ✓ A built-in job scheduler automates reporting and other recurring tasks.

AVAYA

DEVELOPERCONNECTION
GOLD

RSI

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SHADOW^{cms}

Voice & Data Management
is the most powerful scalable communication expense management solution for Avaya IP Office.



Visit our Avaya Compliant Products website for more information about our latest offerings tailored specifically for Avaya customers.

www.telecost.com/avaya

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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 Comparisons

For many years, long distance traffic was monopolized by the major telephone companies. Today, the complex and competitive sphere of alternate services, long distance carriers and countless discount strategies leaves most customers baffled about best available savings. SHADOW^{cms} will provide a concise unbiased picture of comparative rate structures using concrete historical data.

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 trunk usage, grade of service, all trunks busy and peak or busy hour analysis. SHADOW^{cms} pinpoints over or under capacity environments and assist in determining best available services.

Employee Productivity

Many organizations struggle with workforce management and productivity. SHADOW^{cms} provides exception management reports which highlight long duration, excessive cost and misdialed calls. Each call may be pinpointed to a particular password, account code, extension or authorization 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 and a variety of other formats.

Hotel Billing

In hospitality environments, SHADOW^{cms} interfaces directly with Avaya IP Office for real-time data retrieval. The information is processed, assigned a cost and immediately delivered to property management room folios for true billing integration.

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.

Managed Services

Many organizations have high overhead costs, staff turnovers and little time for in-house software. These businesses have the option of allowing our specialists create communication management reports for you.

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