



TELECOST CMS provides powerful Communications Management Solutions

Communication facilities are the lifeline of most successful businesses and often the most taxing expenditures. Management of telephone charges, equipment fees, VoIP traffic, internet usage, and provider discounts is a difficult task. TELECOST CMS provides the necessary tools to allow administrators to forecast, monitor and allocate communications management expenses.

TELECOST cms

voice & data management

Traditional methods of communication are constantly evolving. No longer are the telephone and facsimile machine the core components for successful business communication.

Telecommunications has evolved to include high speed internet, instant messaging, e-mail, wireless, hand-held and personal devices. All are facilitated through media communications servers around the globe.

TELECOST CMS is a powerful set of dynamic modules for managers to track, process and allocate communications transactions (analog, VoIP and data).

Communications transactions are delivered by your IP switch, PBX or telephone system to TELECOST CMS. This information is processed real-time, summarized or submitted to a central server for multi-site consolidation.

TELECOST CMS provides a series of sophisticated traffic analysis reports of network efficiency and alternate cost modeling for facility planning. Grade of service, regional distribution and alternate route management reports assist in determining best available services.

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. TELECOST CMS will provide a concise unbiased picture of comparative rate structures using concrete historical data.

Network performance is critical in a call center, emergency dispatch service, hospitality, government or even a small business.

TELECOST CMS produces statistics for trunk usage, grade of service, all trunks busy and peak/busy hour analysis. TELECOST CMS pinpoints over or under capacity environments.

Many organizations struggle with workforce management and productivity. TELECOST 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. TELECOST CMS provides detailed telephone charges reports, which highlight usage practices.

Professional services firms often face the tedious task of allocating communications expenses to customer account files. TELECOST CMS coupled with the telephone system can deliver expense account code, password or authorization code reports. These results can be automatically directed to accounting systems, spreadsheets, HTML, email and a variety of other formats.

In hospitality environments, TELECOST CMS interfaces directly with your IP switch, PBX or business telephone system for real-time processing. The information is processed, assigned a cost and immediately delivered to property management room folios for true billing integration.

Customer relationship management is fundamental to the success of many organizations. TELECOST 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.

Web-based communications management at your fingertips using TELECOST webcms

Many organizations have high overhead costs, staff turnovers and little time for in-house software. These businesses have the option of allowing our Communication Services specialists to implement a solution for you.

Our web designers will design a custom solution for organizations that wish to produce their reporting through a browser. You can access your reports daily from any browser from your desktop, your home office or anywhere around the world.

You can preview pre-canned or ad hoc reports anywhere, anytime! Many large organizations with multi-site environments prefer a centralized solution custom tailored by RSI.

Whether it is a small business telephone system in a law firm or a complex multi-site configuration, TELECOST CMS is the superlative communications management solution.

Contact Us

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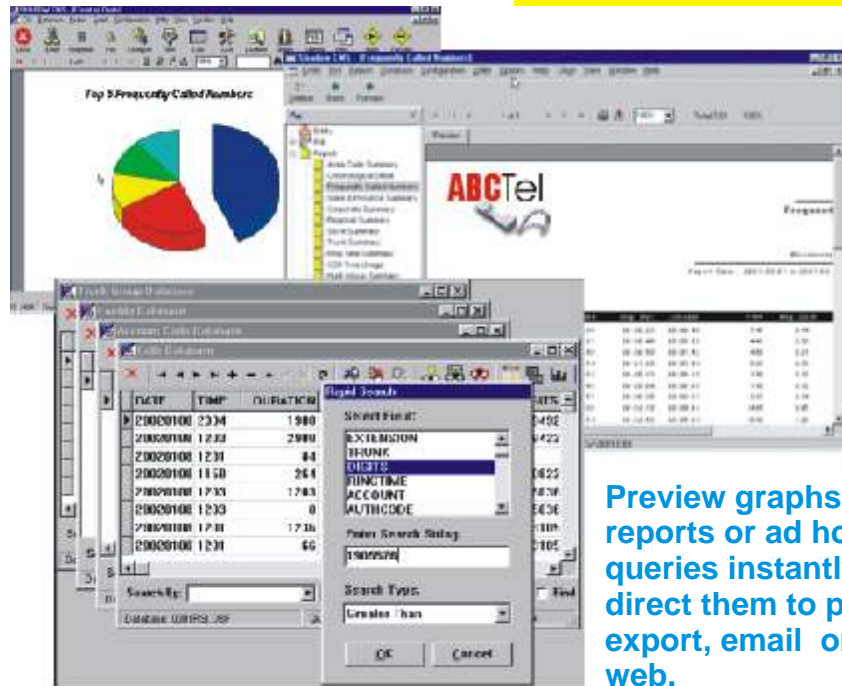
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Preview graphs, reports or ad hoc queries instantly or direct them to printer, export, email or the web.

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