

# Revolution Web Call Accounting



ShoreTel & Resource Software International Ltd. (RSI)



## Resource Software International Limited (RSI)

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## Company

Founded in 1990, RSI is a developer and manufacturer of a broad range of total communication management solutions including call accounting, hotel billing, CRM integration, mobile tracking, presence console, managed services and multi-vendor management. RSI is focused on providing customers products, training and resources that manage, control and reduce the expense of their communication ecosystem.

## Spotlight Product

### • Revolution Web Call Accounting

Revolution Web is a robust call accounting solution that can be used in institutions such as offices, hospitals, universities and organizations that need to allocate telecom costs to various individuals, departments or cost centers. It can also be used to monitor telephone productivity of each employee in the company. The software can be accessed from your desktop or from around the world through a true web interface.

## Complementary Products

- Shadow CMS Enterprise
- Shadow CMS Hospitality
- Hosted Call Accounting

For more information visit  
[www.telecost.com](http://www.telecost.com)

## Product Overview



**Revolution Web Call Accounting** helps businesses equipped with ShoreTel® systems to track, manage and optimize both traditional and IP communications.

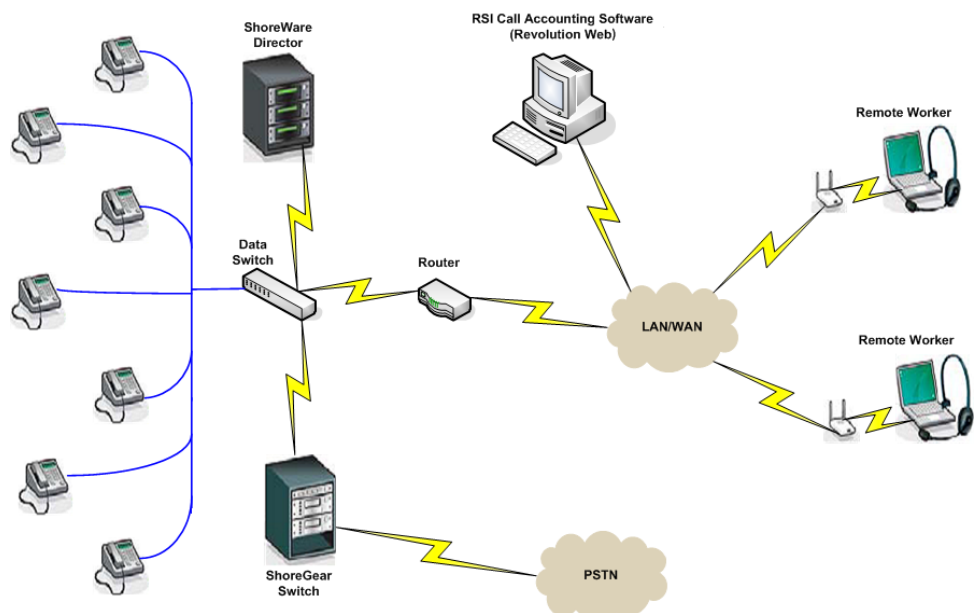
Communication managers can utilize Revolution Web Call Accounting to maximize efficiency and productivity, track and analyze network performance and forecast, monitor and allocate communication expenses. Whether you are sitting at your office desk or traveling around the world.

Revolution Web Call Accounting can be at your disposal. Our unique web based interface allows you to access the software by pointing your browser to the computer IP address. You can perform administrator tasks, assign user privileges and create and email management reports all from any location.

## Solution Overview

Revolution Web Call Accounting is a 100% browser based solution that installs easily and quickly on a customer provided computer. The built-in Web server provides full browser implementation without the need for complex industry web servers like IIS and Apache.

The ShoreTel VOIP telephone system generates call detail records (CDR) for each telephone call placed or received by the telephone system. The CDR records are stored in the ShoreTel CDR database and/or sent out the ShoreTel CDR communication port. The Revolution Web data collection module can capture and retrieve ShoreTel CDR records utilizing either a network connection to the ShoreTel system or via a serial (RS-232) connection. The software collection module can be run as a service and eliminates the need for a buffer box. The retrieved CDR records are processed by the Revolution Web software and stored in its database.



## Reporting

The Revolution Web Call Accounting comprehensive reporting engine makes it easy for managers to monitor and control their communications expenses. Whether you want detail, summary, and graph reports, Revolution Web Call Accounting can provide them without any special training. Revolution Web Call Accounting can monitor incoming and outgoing calls in real time. Alarms and reports can be scheduled for emergency 911 notifications, toll fraud or misuse reporting. A built-in contacts database can be used to quickly identify all calls made to / from a particular contact and tagged as personal or business related.

## Key Features/Benefits

- 100% browser based solution
- Can be deployed anywhere around the globe.
- Equipped with its own built-in web server eliminating the need for a complex Web server
- Allocate calls and costs to individuals and/or departments
- Comprehensive reporting tools including, detail, summary, graphical and user definable report creation.
- Built-in task scheduler to automate report generation and email delivery.
- Real time alerts for user definable priority conditions (i.e. 911)
- No client software required
- User defined login accounts allows the administrator to restrict access to the application and call data by user and/or department.

## Customer Value

Revolution Web Call Accounting is a cost-effective, scalable communication management solution that allocates telecom costs to individuals and departments, highlights misuse and abuse, and increases productivity. The customer can monitor, manage and migrate their communication infrastructure through concrete analysis of their historical communication data.

ShoreTel IP telephony solution infrastructure provides businesses with a secure, cost-effective, and scalable VoIP solution that is easy to manage.

## About Resource Software International (RSI), Ltd.

Resource Software International (RSI) Ltd. has been developing award-winning communications management solutions for businesses of all sizes since 1990. RSI is a leading provider of call accounting, hotel billing, computer-telephony integration, call center reporting, switch management, instant messaging, mobile tracking, internet access control, browser reporting and telemanagement solutions around the globe. For more information visit [www.telecost.com](http://www.telecost.com) or call 1-905-576-4575.

## About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit [www.shoretel.com](http://www.shoretel.com) or call 1-877-80SHORE.



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## Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.

