



Call Accounting Platform

Know what calls are being made, by whom, to who, when, and where so you can protect your enterprise and accurately chargeback expenses

You need an effective way to manage and allocate charges from company-wide telecommunication services. Cost center managers often receive an incomplete picture of costs associated with these services, which negatively affects budgeting, forecasting, and regulation compliance.

Call Accounting by Topaz provides an easy, automatic way to track all types of call activity across all geographies, diverse telephony systems, and millions of records per month so you can comply with regulations and gain visibility and accuracy into your telecom expenses.



Incoming Call



Missed Call



Outgoing Call



Internal Call

What is call accounting and how does it work?

Call accounting is an important tool for telecom management and cost control. It “opens up the books” on all of your company's call-related actions. It generates extensive (or summarized) data on your company's telephone usage using real-time or scheduled analytics

Call accounting logs every call placed and received, from PBX System. It then creates a record that includes the call charges, the destination, the originating extension, and the cost center.

You can't manage what you can't measure

When it comes to analyzing and comprehending your company's monthly telecom service expenses, your invoice gives little information that you can make use of. Except for how much you owe your provider.

That's why you need robust call accounting solutions to ensure every call you make or receive is well-accounted.



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Key Features

- **Dashboard with Real-Time graphical charts**

Analyze call charges in real-time with the dashboard. There is a graphical representation of extensions, along with call charges and group-wise representation. Dashboard layout shows total call count, incoming calls, incoming missed calls, outgoing calls, outgoing failed calls and the cost. The dashboard has a search option for getting information based on calls made today, this week, this month, and last year.

- **Call billing details**

Retrieve call billing details of incoming and outgoing calls in an organization, including the total calls made. Displays comprehensive billing details for the selected area/location. Users may look for billing information using attributes such as caller number, called number, call type, number type, country, status, duration, and call cost.

- **Expensive call list**

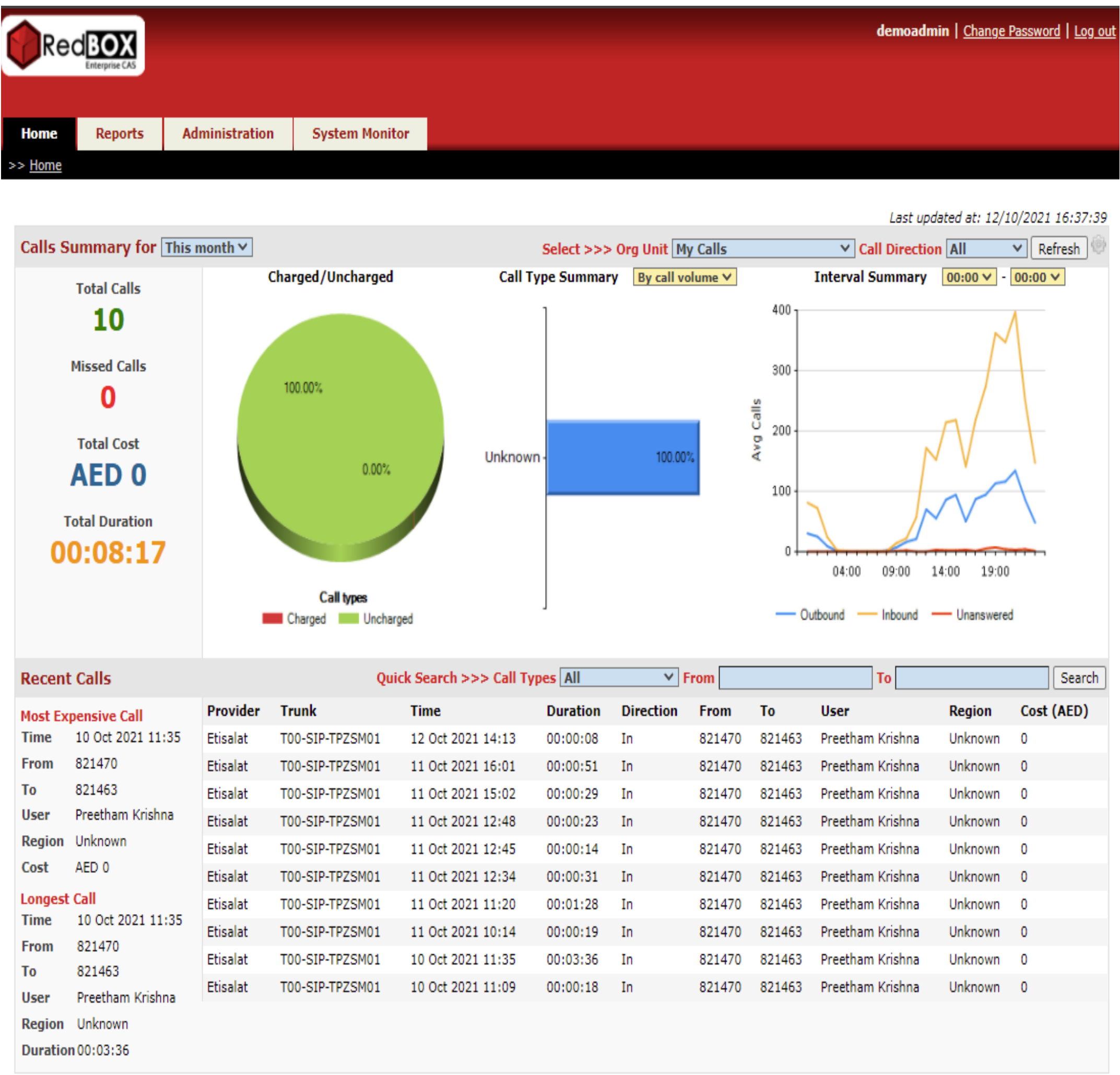
View the list of calls for which you have incurred higher-than-expected costs. Examine, print reports, and take proactive steps to reduce call costs.

- **Peak hour statistics**

Use the Peak hour option present in the Billing Statistics menu to get the location-wise peak hour details by providing the extension number along with the peak hour date, time, call type, and call status.

- **Conversion to PDF/CSV format**

All reports that are generated can be saved and downloaded in CSV and PDF file format. Save for future reference and share it for evaluation purposes.



Key Business Benefits

- **ISP bills** - Upload your ISP bills and have it verified with cost centers and accounts.
- **Department billing** - Issue bills to departments or group companies for shared services.
- **Employee productivity** – Measure and analyze your employees’ talk time for all their calls.
- **Cost control** – Reduce your telecom expenses by accurately monitoring staff and departmental calls and other call charges in real-time.
- **Cost allocation** – Allocate carrier charges to the responsible cost centers.
- **Client billing** – Back-bill clients or projects for the calls made on their behalf.
- **Fraud and hacker control** – Detect telephone abuse, unauthorized calls, or other instances of fraud.
- **Compliance and Risk management** – Immediately identify the source of any call by archiving permanent records of all call activity for security.



ABOUT TOPAZ

Topaz FZE was established in 2007 built around UC, CC Outsourcing & CRM solution’s portfolio. Offering the best technology solutions to our customers & deploying these solutions with a technically qualified service team is core to our operational success.