

General overview

CallMaster is a PC-based call management software, which provides basic call collecting, recording and storing of call information (incoming, outgoing and internal calls) within your telephone system (PBX) in a customized database.

CallMaster runs on an operating system Linux Redhat 7.1, 7.2, 7.3 and operates as a stand-alone program that reads the call information of PBX through RS-232 port, calculates calls according to the tax rate table and stores data in a database. Callmaster is a real-time system that works with any PBX.

CallMaster is available with predefined standard reports and the option of creating customized reports. Reports can be generated using command prompt programs, console and web interfaces. CallMaster has a data processing feature allowing users to carry out various queries, delete, save or print data, export data into a different file format, handle invoicing and statistic reports. You can track and monitor calls, search specific numbers dialed, have trunk analysis etc. CallMaster enables data processing with any computer using web interface, generate reports and send it over intranet or internet. Reports can be scheduled to run and print or email automatically with the system's own automatic report scheduler.

CallMasters` available standard reports:

- Detail report
- General report
- Report by divisions
- Missed calls
- Statistics
- Daily report
- Load report (parallel calls in period)
- Load report (calls in period).

Detail report

This report can be run with as much or as little detail as required combining various parameters. Detailed report gives you opportunity to know at a glance how many calls are being made, both incoming and outgoing, also internal calls including duration, source and destination. Costs of calls are automatically calculated with the help of tax rate table.

You can set filters and view the information by following selections:

- period of time
- extension
- trunk
- account (expenses can be allocated to specific account)
- acd (to distinguish extension number from a group number)
- ring time in seconds (PBX provides such information)
- duration (in seconds)
- dialed number or caller number

It is possible to group dialed numbers by type and define separately for each group output type. The calls can be summarized or presented individually.

You can group by:

- extension
- dialed number
- trunk
- division
- account
- acd group

General report

General report gives summary information about extensions and divisions. You can filter data by period, extension, account and trunk. Reports generating is made easy web console users, because there is a hyperlink for every extension in order to view detailed report with same filters and period of time.

Report by divisions

Report by divisions gives summary information about divisions. You can set filters on period, extension, group of extensions, trunk and account. Report output is similar to a general report.

Missed calls

For this report it is necessary that PBX delivers ring time. All incoming calls, which lasted 0 sec and ring time lasted more than 1 sec is considered to be a missed call. Report output can be chronological or sorted by extensions. It is possible to use an extension or time period as a filter.

Statistics

This report enables to track calls. Cost and duration of repeating calls are summarized, total number of calls and average duration is calculated. It is possible to use an extension or period as a filter.

Daily report

You can find out the number, duration and cost of calls being maid in each day and define in a report whether the data is grouped by the type of call or not. It is essential to specify a time period in this report.

Load report (parallel calls in period)

This report allows to see if telephone lines are being utilised to their optimum and enables you to judge if more or less lines are required. It gives you an overview of maximum parallel calls in a limited period of time (max 30 days) as a diagram. It is possible to generate this report only using web interface.

Load report (calls in period)

CallMaster is the perfect tool for monitoring call traffic and analyzing call loads in a telephone system in a period of time as a diagram (X or Y axis), providing an accurate picture of call traffic on a minutely basis.

Mcallsd (call observer)

This is a program that is constantly running and observing the database where the call information is stored. Call observer is an additional feature, which enables to email call information (answered and unanswered calls, dialed numbers) to a subscriber. Each telephone call is monitored and handled as specified. You can define for each extension certain user e-mail address, user name and password to email all available call data (depends on information PBX delivers). This function can be used only with web interface. User name and password is used only when web-interface is protected with a password. In addition to a user name and password, you can define which telephone calls are allowed to view with provided user name. For example, if necessary then employee can only view her/his phone calls.

Tax rate table

You can define your own call tax rates up to 4 time periods in a day (normal tariffs, night tariffs, special tariffs) as well as defined periods in every weekday with call start tax. CallMaster calculates cost of call based on call time sent from PBX and call tax rate tables in CallMaster. Tariffs are kept as text files, which contain information about call formats (incoming or outgoing call) and prefixes.

Minimum Configuration

Pentium II 300 MHz processor
Memory: 64MB RAM
Storage Requirements: 3GB HDD
Operating System: Linux Redhat 7.1, 7.2, 7.3
Communication Board: RS-232 card/port
CD ROM drive for installation
Plain parallel printer port