

CALL ACCOUNTING



Call SWEET!



DATEL
Software Solutions, LLC



Call SWEET!



The Ultimate World Class Telecommunication Systems Manager

Now is the time to grasp total control of your telecommunication systems. Call SWEET! provides you with detailed information at your fingertips, when you need it and in the format you require, allowing you to make informed business decisions.

Call SWEET! is your solution to effectively managing your capital investment in telecommunications. Everything from robust call processing, integrated database management, and detailed reports that provide key insight into substantial elements of your business, are included standard with Call SWEET!

Call SWEET! seamlessly integrates with any telephone system that outputs SMDR/CDR data. Real-time call processing and a powerful reporting engine allows you to view this data in a meaningful manner.

SWEET! Benefits

- Enhance security with inbound caller-ID. Outbound, Inbound, and Inter-Office detail are captured.
- Control telecom expenses by budgeting and allocating phone expenses to individuals and departments.
- Improve productivity of sales and support groups.
- Reconcile bills received from long distance and local exchange carriers.
- Increase efficiency by identifying unused trunks and extensions.
- Stop telephone abuse and misuse by employees.
- Prevent toll fraud by monitoring for unauthorized use of your phone systems.
- Increase profits by billing clients or tenants for calls through the use of client account and authorization codes.

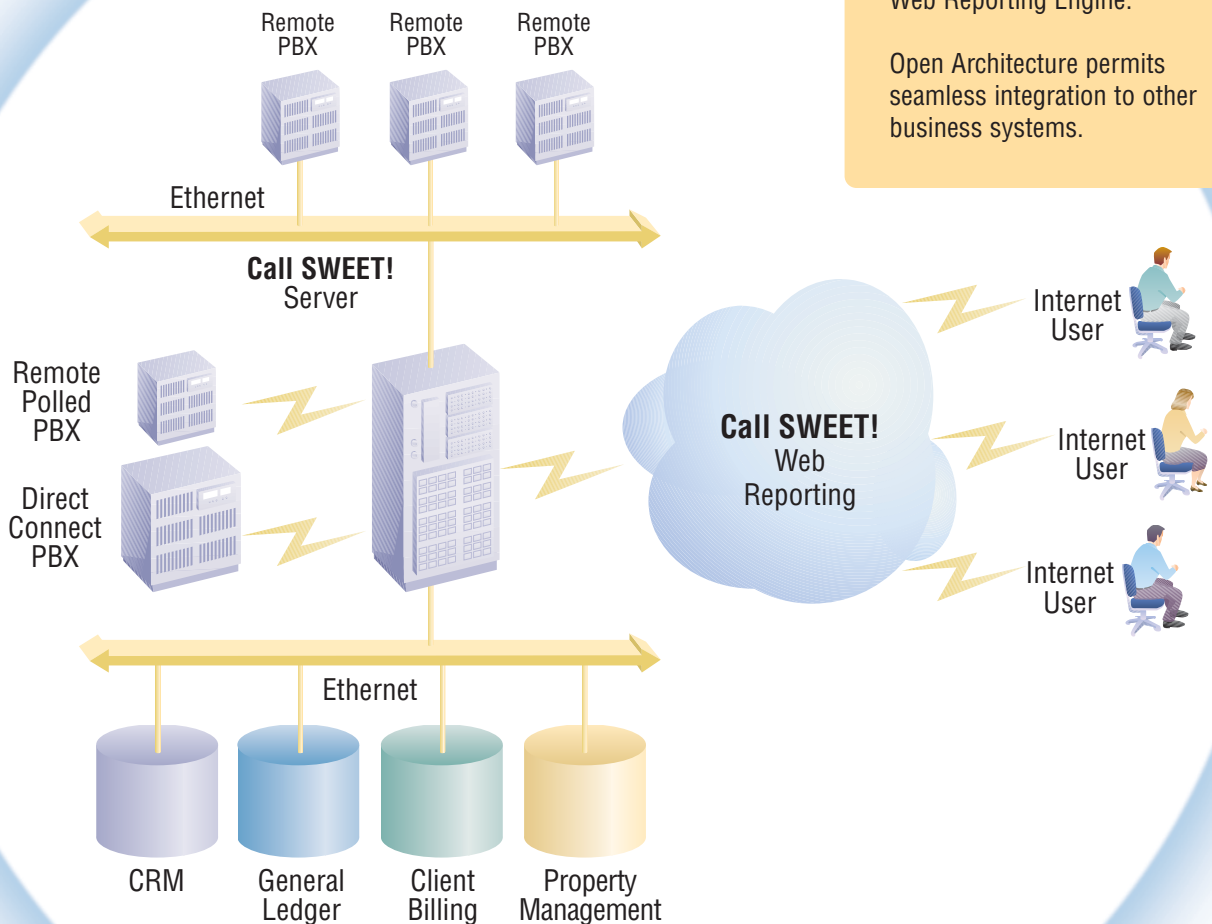
SWEET! Features

- Web enabled product.
- Graphical reports with drill-down capabilities.
- Automated report scheduling.
- Report emailing functionality.
- Robust user defined call filter alerts.
- Parameter driven system and fraud alarms.
- Supports IP Systems.
- Integrates with Billing Systems, Accounting Systems, and more.
- Customizable call pricing facilitating all possible pricing algorithms.
- Manage and maintain telecommunications inventory.



Call SWEET! Architecture

Call SWEET's open architecture is powerful, yet simple to use. Designed for ease-of-use, the intuitive user interface will have you creating useful reports upon installation.



Variable call collection capability via:

- Vendor proprietary LAN transfer protocols
- Direct serial connection
- Remote hardware buffers
 - FTP transfers
 - Modem pollable transfers
- Vendor log file sharing

Information where and when you need it powered by an intuitive Web Reporting Engine.

Open Architecture permits seamless integration to other business systems.

What if you could...

- Track security threats through caller ID.
- Capture incoming calls in order to drive sales and improve customer satisfaction.
- Analyze incoming demographics to evaluate promotional campaigns or to balance workload.
- Improve employee productivity by tracking phone usage.
- Stop telephone misuse and abuse.
- Reconcile bills received from local and long distance providers.
- Optimize your facilities by analyzing your traffic volume and calling patterns.
- Increase efficiency by identifying unused extensions and trunks.
- Prevent toll fraud by monitoring for unauthorized use or unusual calling patterns.
- Be notified of alarms and alerts such as 911 calls.
- Integrate telecom data into other business systems such as Accounting and CRM.
- Identify peak calling hours to determine staffing needs.
- Centralize telecommunications reporting and control for multi-site/multi-system configurations.
- Track and allocate telephone service orders and equipment charges.
- Control telecommunication expenses by budgeting and allocating phone charges to individuals and departments.
- Save historical data for review and trend analysis.
- Generate additional revenue by billing clients or tenants for telecom services.

For over 25 years, DATEL Software Solutions has been providing world-class telecommunication management software products to valued customers.



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