

ULTRA BUSINESS SALES DIVISION *news* Product Tip

Ultra CallAnalyst Reporting Capabilities

Some customers have complained that the Ultra CallAnalyst does not operate as they expected and in some instances it does not produce the reports that they expected. This may occur because the buyer may not fully understand the functions and limitations of the CallAnalyst software. This document has been developed to help clear-up any misunderstanding about the functions and capabilities of Ultra CallAnalyst software.

CallAnalyst is a Call Accounting System

CallAnalyst is a Call Accounting System, not an ACD management tool and should not be used as such. It reports incoming and outgoing calls but it does not perform well when required to track activities within the telephone system. The data to generate CallAnalyst reports is derived from the telephone system SMDR output. SMDR (Station Message Detailed Reporting) was originally developed to provide only dialed number and call duration for outgoing calls so a user could verify bills from the telephone company and charge departments for call activities. SMDR has evolved over time to include information for incoming DID calls and Caller ID. However, SMDR is not good at reporting telephone activity that takes place within the telephone system. For example, the SMDR data does not provide information for extension to extension calls or calls on Hold. In addition to that, the SMDR data for transferred calls can sometimes be missing or misleading.

inDepth MIS software package

Ultra CallAnalyst was not meant to be an ACD/Call Center management program like inDepth. inDepth is software designed for ACD/Call Center operations. The telephone system transmits a proprietary data stream with detailed information about activities at designated trunks and extensions. It reports activities such as off-hook, dialed digits and the depression of function keys such as DND or Hold. From this information, inDepth is able to generate reports on a variety of user activities such as time on hold, time spent doing wrap-up, log-in and log-out. CallAnalyst does not receive the information to report on these activities.

inDepth software is not the same as Ultra CallAnalyst. They are different products intended to address different customer needs.

NEC Unified Solutions, Inc.

4 Forest Parkway • Shelton, Connecticut 06484

Tel: 800-365-1928 • Fax: 203-926-5458 • www.necunifiedsolutions.com/cng/

Ultra CallAnalyst documentation

Software such as CallAnalyst can create a report only if it receives the proper data to do so. All telephone systems do not provide the same data to the call accounting software. CallAnalyst was designed to operate with a number of telephone systems. As a result of this, all reports listed in CallAnalyst documentation are not available for all telephone systems.

The Ultra CallAnalyst sales brochure correctly lists the available reports for the NEC UBSD telephone systems and identifies which reports are available in the Ultra CallAnalyst Lite version.

The CallAnalyst Sample Reports document contains reports that are not available when interfaced with NEC telephone systems. This document does make the statement that *“Availability of these reports depends on the type of phone system and the extent of call information provided by each.”* Please review the sample reports documents and the abovementioned sales brochure carefully before discussing the different reports with your prospects.

The CallAnalyst User Guide can sometimes be ambiguous.. The user guide was prepared by the software development team and was written to describe the capabilities of the software for a number of telephone systems. Please be aware that the reports section contains a detailed description of the many reports that CallAnalyst can produce but fails to clearly identify which of these reports are available for NEC telephone systems.

In the near future the Ultra CallAnalyst documentation will be changed to clearly identify which CallAnalyst reports are currently available with NEC telephone systems and which are not.

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