



*Discover
intelligence*

Discover Intelligence

Telecommunications call accounting and billing software is a significant component of any organization as it enables increased productivity, cost control and better management of the business. **Mister CA Metrics** is an integrated accounting and billing application for IP based PBXs. It produces real time and scheduled reports that include internal, incoming, outgoing and unanswered calls and caller identification. It can process audio and video calls from all types of gateways & end points, covering the functionality of similar traditional-call-billing products and much more. Moreover, it integrates with external databases, directory services and offers extended functionalities such as Click to Call, Quotas and Authorization Codes, and Automated Directory Number Profiling. **Mister CA Metrics** is an innovative application that helps organizations discover new business intelligence.



Business Benefits

- Generate Key Performance Indicators (KPIs)
- Enable more informed decisions based on collected business intelligence
- Understand, manage and optimize telecom costs
- Identify and correct negative trends
- Reduce telecom costs by identifying best call routing options
- Measure efficiencies and inefficiencies
- Optimize asset management
- Automate call reporting processes and billing info per individual, cost center, site etc.
- Enable staff awareness
- Align strategies and organizational goals with employees' performance
- Gain total visibility of all telecommunications systems instantly

Key Features

Call Accounting and Billing



MISTER CA Metrics is an easy-to-use Web-based application that monitors and reports on calls per employee, phone, trunk, group, cost-center, telecom provider etc. All reports can be viewed in real time and provides instant comparison of actual and third party telecom providers' cost per call using a four-parallel cost calculation procedure. It supports infinite number of Voice Gateways including SRSTs and infinite price lists per trunk/gateway/provider and/or type of call. Moreover, there are reports to identify ring time as well as inactive and occasional used phones. Mister CA Metrics is scalable from small to very complex, multi-national, multi-currency, multi-carrier installations.

Smart Alerts



Managers can configure thresholds and schedule email notifications and send alerts to stakeholders upon surpassing predefined limits. MISTER CA Metrics also includes functionality of a smart missed calls alert service that identifies and reports only the actual missed calls within a group.

Reporting



MISTER Metrics offers unrivaled historical reporting capabilities creating reports, custom graphs, bar charts and pie charts for any period of time - yearly, quarterly, monthly, weekly, bi-weekly, daily or even hourly. The full history of every call is retained, allowing flexible data comparisons and statistics for users, departments, groups, trunks and telecom providers. Data and reports can directly be exported to Excel, PDF or CSV files for further processing and reporting.

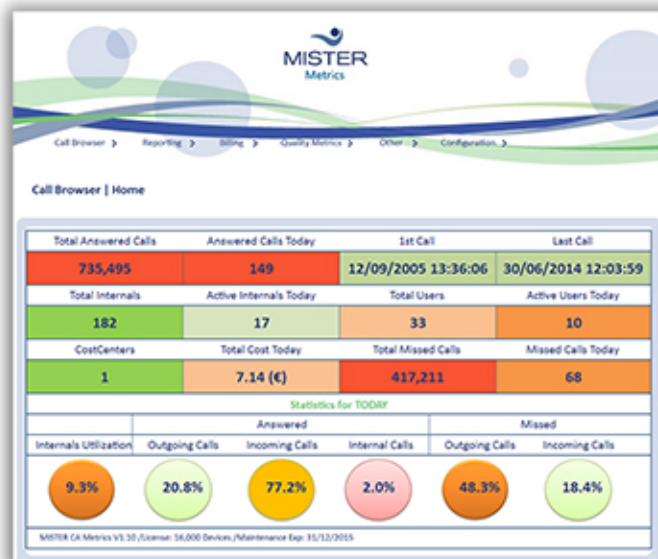
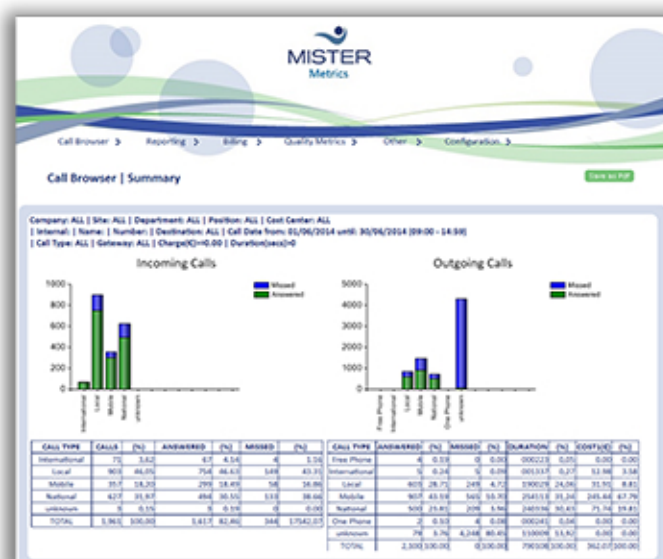
Key Features



Robust Security

MISTER Metrics provides complete control over access to data on user basis, thus protecting sensitive information from getting into the hands of unauthorized personnel. Access to call information and billing data is via a secure local portal. Host server security enables administrators to manage tasks from one location. It makes security management an easy and effective task.

Sample Mister Metrics Screenshots





[Call Browser](#)
[Reporting](#)
[Billing](#)
[Quality Metrics](#)
[Other](#)
[Configuration](#)

Call Browser | Daily (Until 7 Days Ago)

[View All Data](#)

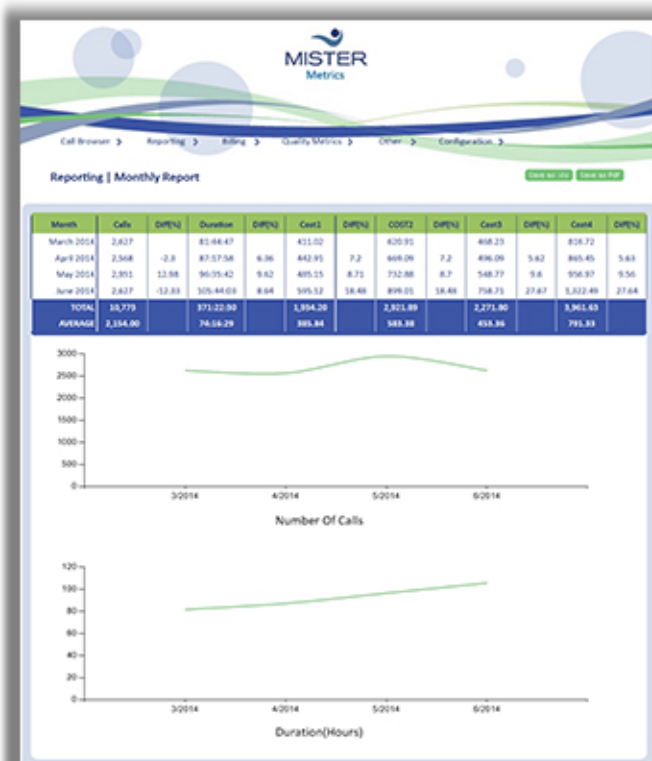
01 Calls Found... Duration: 00:03:20 Refresh every sec [MVM/MSA](#) View Calls for: [Today](#) Display: [20](#) Results: [p](#)

COMPANY	SITE	DEPARTMENT	COST CENTER	NAME	INTERNAL	ID	TIME	GATEWAY	DURATION	PHONE	Ring Time	CALL TYPE	COST
01 RHO	Management	01 RHO	Management	Frangoulaki Georgia	113	0	10:42:48	00:00:43	22:40:360015	Local	CALL	PO	
01 RHO	Management	01 RHO	Management	Frangoulaki Georgia	113	0	10:43:31	00:00:50	22:40:360015	Local	CALL	PO	
01 RHO	Management	01 RHO	Management	Reception	180	1	10:36:48	00:00:29	8877307300	Mobile	CALL	CO	
01 RHO	Management	01 RHO	Management	Reception	180	1	10:36:19	00:00:48	22:40:360015	Local	CALL	PO	
01 RHO	Management	01 RHO	Management	Frangoulaki Georgia	113	0	10:35:00	00:00:22	8877307300	Mobile	CALL	CO	
01 RHO	Technicians	01 RHO	Technicians	Taratis Director	128	0	10:25:45	00:00:13	8877307300	Mobile	CALL	CO	
01 RHO	Management	01 RHO	Management	Reception	180	1	10:22:02	00:00:43	22:40:360015	Local	CALL	PO	
01 RHO	Management	01 RHO	Management	Reception	180	1	10:20:07	00:01:00	22:40:360015	Local	CALL	PO	
01 RHO	Management	01 RHO	Management	Reception	180	1	10:06:14	00:01:56	8877307300	Mobile	CALL	CO	
01 RHO	Management	01 RHO	Management	Reception	180	1	10:06:12	00:00:27	22:40:360015	National	CALL	PO	
01 RHO	Management	01 RHO	Management	Veritas Dico	302	0	10:02:04	00:00:48	8877307300	Mobile	CALL	CO	
01 RHO	Management	01 RHO	Management	Veritas Dico	302	1	10:02:01	00:00:23	22:40:360015	Local	CALL	PO	
01 RHO	Management	01 RHO	Management	Veritas Dico	302	0	10:00:56	00:00:13	8877307300	Mobile	CALL	CO	
01 RHO	Management	01 RHO	Management	Veritas Dico	302	0	10:00:56	00:00:13	8877307300	Mobile	CALL	CO	

1 2

DEPARTMENT	NUMBER OF CALLS	DURATION	COST/SEC	COST/SEC	COST/SEC	COST/SEC
Accounts	23	00:08:06	0.29	0.32	0.35	0.45
Confirms	88	07:02:21	47.80	71.79	50.25	87.45
Developers	1	00:00:11	0.03	0.04	0.09	0.15
Management	131	06:38:25	19.13	28.85	21.55	37.47
Support	1,389	45:15:39	204.57	306.66	230.77	402.99
TOTAL	5	00:14:04	1.18	1.77	1.25	2.19
Technicians	148	04:48:02	23.34	35.28	26.24	43.77
Undefined	835	15:36:20	85.99	99.75	80.97	141.46
TOTAL	2,100	79:05:08	362.07	547.46	411.47	708.13

Sample Mister Metrics Screenshots



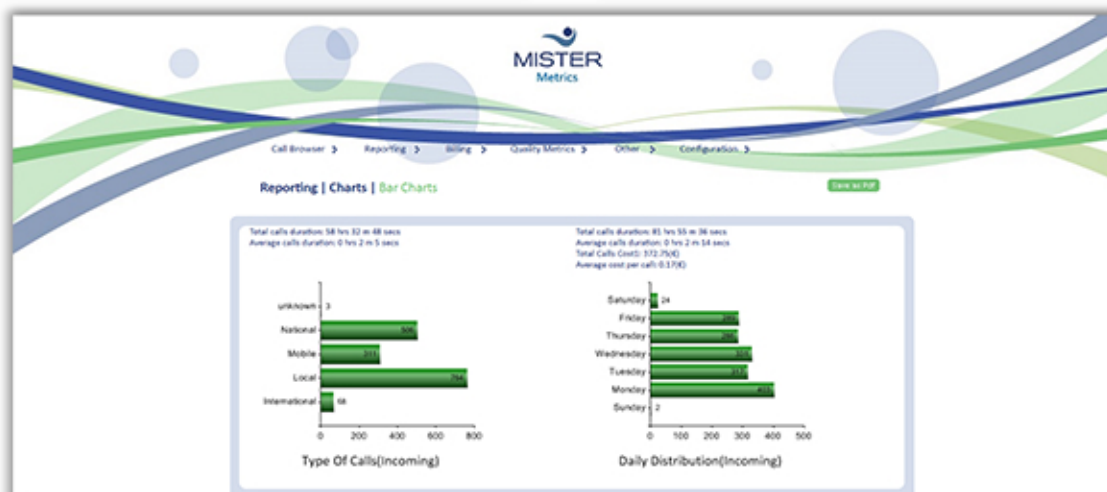
MISTER Metrics

Call Browser > Reporting > Billing > Quality Metrics > Other > Configuration >

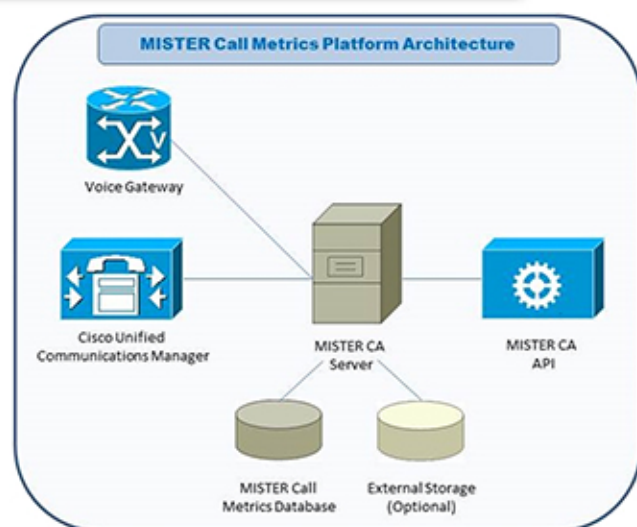
Billing | Charges

Charge Zone	Description	Weekdays	Saturday	Sunday	From	To	Minimum Charge	PER MIN CHARGE	PER MIN CHARGE	Charge**	Additional Charge
PORTWELL A.S. 1789											
19	PortNet - 143				00:00:00	23:59:00	0.0000	0	0.0000	0	0.0000
21	PortNet - Directory Inquiries - 11880 - Newscorp				00:00:00	23:59:00	0.0000	0	0.7900	40	0.7900
20	PortNet - Directory Inquiries - 11880 - QTE				00:00:00	23:59:00	0.0000	0	0.0000	0	0.0000
8	PortNet - International Zone I				00:00:00	23:59:00	0.0000	0	0.0000	0	0.1700
12	PortNet - International Zone V				00:00:00	23:59:00	0.0000	0	0.0000	0	0.1700
13	PortNet - International Zone VI				00:00:00	23:59:00	0.0000	0	0.0000	0	1.1200
1	PortNet - Local Charge Call				00:00:00	23:59:00	0.0000	0	0.0240	120	0.0240
2	PortNet - Long Distance Charge Call				00:00:00	23:59:00	0.0000	0	0.0000	0	0.0500
3	PortNet - Long Distance Charge Call				00:00:00	23:59:00	0.0000	0	0.0240	120	0.0240
4	PortNet - Long Distance Charge Call				00:00:00	23:59:00	0.0000	0	0.0000	0	0.0500
5	PortNet - Mobile Charge Call to Connect				00:00:00	23:59:00	0.0000	0	0.0240	120	0.0240
6	PortNet - Mobile Charge Call to Workline				00:00:00	23:59:00	0.0000	0	0.0000	0	0.1700

The actual charge is per second.
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MISTER CA Metrics Platform Architecture



Technical Specifications

Supported UCM versions	3.x, 4.x, 6.x, 7.x, 8.x, 9.x, 10.x
Supported UCME versions	4.x, 7.x, 8.x, 9.x, 10.x
Server Operating System	Microsoft Windows 2008/2012 32-bit/64-bit Microsoft Windows 7/8 32-bit/64-bit
Database Server	SQL Server (Express) 2008 or later
Application Server	Microsoft IIS 7.0 or later
Storage	250GB
Supported Client Browsers	Internet Explorer 8.0 or later Mozilla Firefox 1.x or later Google Chrome
Supported Language	English, Greek

Mister Call Analytics is a portfolio of value-added applications for IP based PBXs. It consists of Call Metrics (accounting-billing-cost control etc), Audio and Video Call Recording, Speech Analytics, Wallboards and Dashboards, and real time reporting Apps.

RTELWorld is a leading Information and Communication Technologies service provider and software developer in SE Europe. RTELWorld is committed to innovation, product enhancement and customer satisfaction.



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