



**Communications Management
Portfolio**

**WinLINK Remote CDR Pull
for Nortel Networks BCM
Users Guide**



RSI

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1.0 Introduction

Resource Software International Ltd. (RSI) is a dynamic, development and distribution company specializing in voice and data management systems.

Our unique approach to data storage, call management, carrier comparisons, equipment billing, bill analysis, network management and computer telephony integration (CTI) have given RSI the competitive advantages in a market dominated by outdated and inflexible systems.

RSI believes communication is the essential key in a competitive world that demands instantaneous results. The influx of long distance providers, countless rate structures and discount calling plans has left many telecom managers baffled about best available services.

1.1 Product Overview

Resource Software International (RSI) Ltd. is the proud developer of **WINLINK Remote CDR Pull for Nortel BCM** software. The WinLINK software continues our unique approach to data storage/collection. Similar to our previous WinLINK and TeleLINK products RSI utilizes software and a non-dedicated computer as a cost-effective solution to your company's CDR data collection. WINLINK eliminates the need for expensive proprietary hardware solutions. This version of WinLINK is specifically designed for Nortel Networks Business Communications Manager version 3.0 or later. This 32-bit application connects to a Nortel Networks Business Communications Manager (BCM) version 3.0 or later utilizing either a dial-up or TCP-IP connection. The BCM creates and stores telephone data records (CDR) onto its hard drive. The WinLINK software performs a CDR Pull (i.e. connects to the BCM and retrieves these stored CDR records) to retrieve this data from the BCM. The telephone records collected by the computer operating our WinLINK software are stored onto its hard drive for retrieval by other RSI applications (i.e. Call Accounting Mate). These applications may be either located on the same computer or located on another network workstation.

RSI is committed to continued refinement and enhancement of all our product line. To assist us in future enhancements, both with the product itself and the effectiveness of our literature and documentation, you are invited to contact us at support@callaccounting.ws.

1.2 Notice

Resource Software International Ltd. reserves the right to make improvements to the product described in this manual at any time and without notice. This document contains no warranty of any kind with regard to this material, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Resource Software International Ltd. shall not be liable for errors contained herein or for incidental consequential damages in connection with the furnishing, performance or use of this material or product.

In no event will Resource Software International be liable to you for any special damages including, any lost profits; lost savings, or other incidental or consequential damages, even if Resource Software International has been advised of the possibility of such damages, or for any claim by any other party. Some places do not allow the exclusion or limitation of special, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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2.0 Call Accounting Mate Support Services

The Call Accounting Mate Support Network provides you access to a wide range of facilities, services and responsive technical support personnel. We recognize that each customer is unique and requires special attention. Our international dealer network is backed by our team of technical support professionals. Support is available directly from our dealers. Annual support program provides customers direct access to the our E-mail services group and software updates.

If you have a question about your Call Accounting Mate product, first consult its on-line help. If you cannot find the answer use one of the Support Network options.

2.1 Electronic Support

Extended support may be obtained by subscribing to annual support programs. Eligible customers may contact the callaccounting.ws Services Support via email.

- Technical Support Services: support@callaccounting.ws

When you email us please provide the following information:

- Product Version Number
- Type of hardware you are using, including network hardware, if applicable
- The operating system you are using and version number
- The exact wording of any errors or messages on your screen
- What tasks you were running or what you were doing when the error occurred
- What other applications were running at the same time
- How you tried to solve the problem

2.3 Purchasing Extended Annual Support

A comprehensive Extended Annual Maintenance program is strongly recommended. Annual Maintenance entitles customers to:

- Free software updates
- Email support from the Call Accounting Mate Support Services
- Special promotional discounts and new product announcements

3.0 Getting Started

The following section details the computer hardware requirements to operate our WinLINK IP & Serial Data Storage software. Installation instructions are also provided.

3.1 System Requirements for WINLINK

To use WINLINK, you need:

- Any IBM®-Compatible machine with a Pentium II processor or higher
- This software does NOT require a dedicated computer. The software can function on a computer that is used for other tasks (i.e. RSI call accounting software, word processing, spreadsheets, etc.).
- A CD-ROM or floppy drive (dependent on distribution media – normally CD)
- A hard disk drive with a minimum of 60 MB available (for most environments)
- At least 32MB of memory
- Microsoft Internet Explorer version 5 or later.
- MicroSoft® Windows 98™ , MicroSoft® Windows NT™ , MicroSoft® Windows 2000™ , MicroSoft® Windows ME™ , MicroSoft® Windows XP™
- 1 Modem 56K recommended (optional - required if using dial-up connection to BCM)
- 1 Network Card and network connection (optional - required for TCP/IP connection to BCM)

A MicroSoft® mouse or compatible and Hayes® or compatible modem are recommended.

Any changes to the above requirements are found in your WINLINK Readme file on your distribution diskettes.

3.2 Installing WINLINK

The WinLINK Remote CDR Pull for Nortel BCM module is available for download from our ftp site. For information on licensing information and pricing please email sales@callaccounting.ws.

Diskette, CD-ROM or Website Download Installations

This section provides instructions for installing our WINLINK software from CD-ROM or a website download. You must use the Installation program to install WINLINK. The files on the program disk are compressed. You cannot copy the files directly to your hard drive. After you install the software, double-click the WINLINK Readme Help icon in the RSI/WINLINK program group. You will see the latest supplementary help file.

Follow these basic steps to install WINLINK. You can get help or quit the installation program at any time.

Step	Notes
1	Make sure that Windows, version 98 or later, is already installed on your computer or workstation. If Windows is not installed consult your Windows manual for installation instructions.
2	Start Windows™. If you are using WINLINK distribution diskettes, insert the first disk in drive A: or B:. Next, press the start button and then select the Run command. In the command line box, type A:Setup if you put the diskette in drive A: or B:Setup if you put the diskette in drive B:. Note: Installations with CD Rom or download from the internet should select and execute the Setup.exe program.

3 When Install starts, follow the instructions on your screen.

After you have successfully installed your WINLINK software you will need to configure the BCM's CDR Pull tool (see "[Configuring the BCM for CDR Pull](#)").

4.0 Configuring the BCM for CDR Pull

The Nortel Networks BCM can create and store call detail records (CDR) for each inbound and outbound telephone call placed by the telephone system. The call records are stored in files located on the BCM's hard drive. The BCM allocates a limited amount of disk space for storage of this data. As required, the BCM will automatically delete old call records and replace them with new call records.

Nortel Networks added a feature called CDR pull to BCM version 3.0 (or BCM 50) or later. This feature allows the BCM to be configured to permit its CDR records to be pulled (i.e. retrieved) by our WinLINK Remote CDR Pull for Nortel BCM software and stored on a different computer. The WinLINK software can be configured to connect to the BCM by either dial-up or TCP-IP. The retrieved call records can be processed and reported on by our Call Accounting Mate software.

The BCM CDR Pull feature must be activated and configured before a CDR Pull can be performed. Use the BCM's Unified Manager / Element Manager to activate and configure the CDR Pull tool. Consult the BCM's on-line documentation for instructions on how to perform this operation.

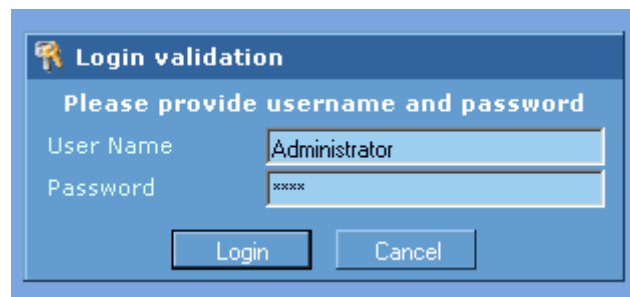
5.0 Starting WINLINK

WINLINK Remote CDR Pull for Nortel BCM must be installed prior to its use. For information on how to install WINLINK please refer to the [Installing WinLINK](#) section of this guide.

5.1 Call Accounting Mate

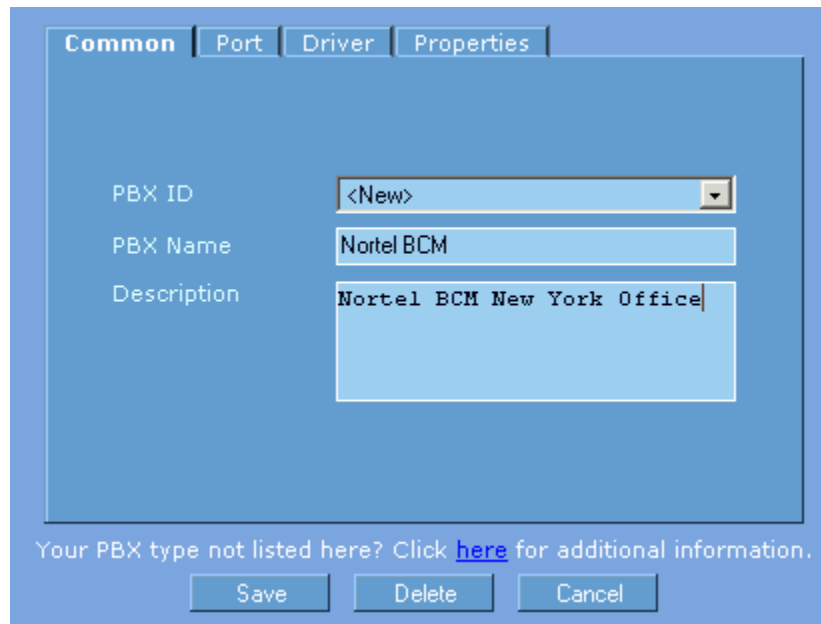
Use the following instructions to use the WinLINK Remote BCM software with Call Accounting Mate.

1. Press the Windows Start button.
2. Next, click the Programs menu item.
3. Next, find the Call Accounting Mate program group and click on it.
4. Now find the Run Call Accounting Mate program icon and click on it. The Call Accounting Mate login window will now be displayed (if Call Accounting Mate is already running skip ahead to step 5).



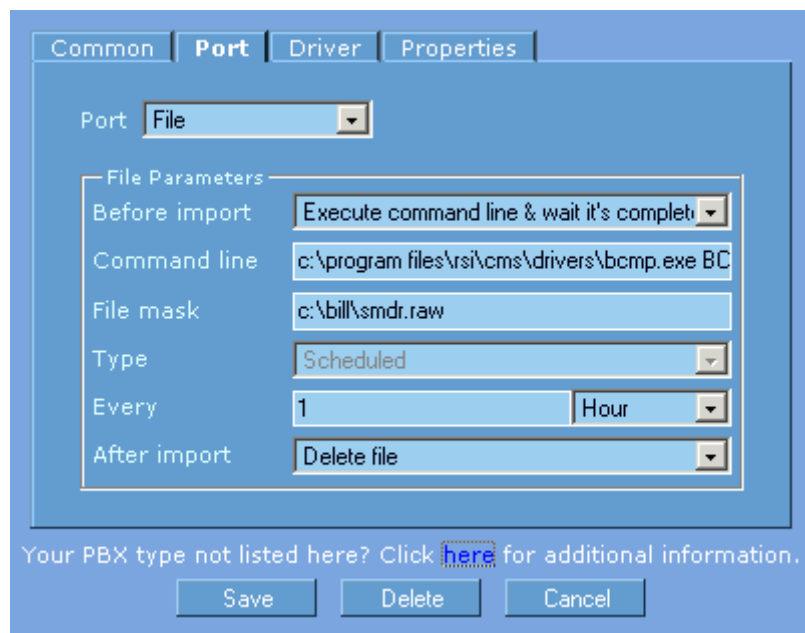
Enter your Call Accounting Mate User Name and Password and press the **Login** button.

5. The Call Accounting Mate main window should now be displayed. Select the **PBX Communications** command from the **Configuration** menu. The communications settings dialog should now be visible on your screen.



Set the **PBX ID** box to <New>. Now enter a **PBX Name** (i.e. your BCM name or site name) and **Description** into the corresponding boxes (see above).

- Next, select the PBX Communications dialog **Port** tab and set the **Port** option to **File**.



Set the **Before import** option to **Execute command line & wait its completed**.

The **Command line** option must contain the folder and file name of the WinLINK for BCM program followed by a valid BCM profile name. The format of this line is as follows:

<WinLINK BCM Program Folder and File Name> <WinLINK BCM Profile Name>

The **WinLINK BCM Program Folder and File Name** is the location on your hard drive where you installed the WinLINK for BCM software (i.e. c:\program files\rsi\cms\drivers\bcmp.exe). For more information see section 3.2 [Installing WinLINK](#). The **BCM profile name** contains the required connection information to retrieve CDR/SMDR data from a BCM. You must use the WinLINK Remote BCM software to create a profile. For information on creating a profile please see the [Adding/Modifying a BCM CDR Pull Profile](#) section of this guide. For example if the BCM profile name is BCM1 then the Command line box should contain the following.

c:\program files\rsi\cms\drivers\bcmp.exe BCM1

Set the **File Mask** option to the folder and file name where the WinLINK for BCM software is storing the BCM SMDR/CDR data (i.e. c:\bill\smdr.raw). This file name can be found in the WinLINK BCM profile specified in the command line. For more information see step 6 of the [Adding/Modifying a BCM CDR Pull Profile](#) section of this guide.

Set the **Type**, **Every** and **After Import** boxes to *scheduled, 1 Hour* and *Delete File* respectively (pictured above). Please note, if the After Import option is not set to *Delete File* call record data may be duplicated.

7. Press the **Save** button to store your configuration. The Call Accounting Mate software is now configured to retrieve data from a BCM.

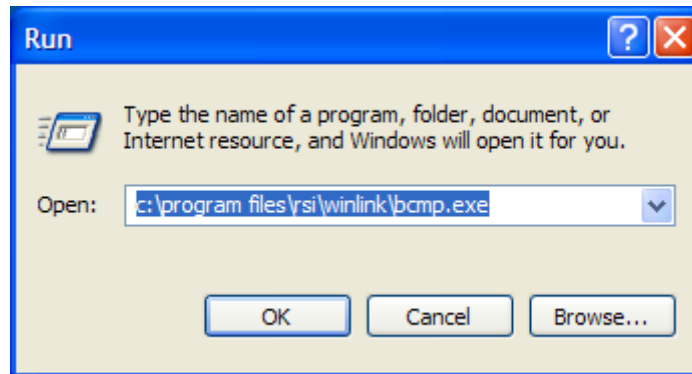
5.2 Stand-Alone WinLINK Software

To start the stand-alone WINLINK software please use the following steps:

1. Press the Windows **Start** button.
2. Next, click the **Programs** menu item.
3. Next, find the **RSI/WinLINK** program group and click on it.
4. Find the **WINLINK for BCM** program icon and click on it.
5. WINLINK will start.

Alternatively, you may find it easier to use the Windows **RUN** command. Follow these steps to use the RUN command.

1. Press the Windows **Start** Button
2. Select the **RUN** command. The following dialog should appear.

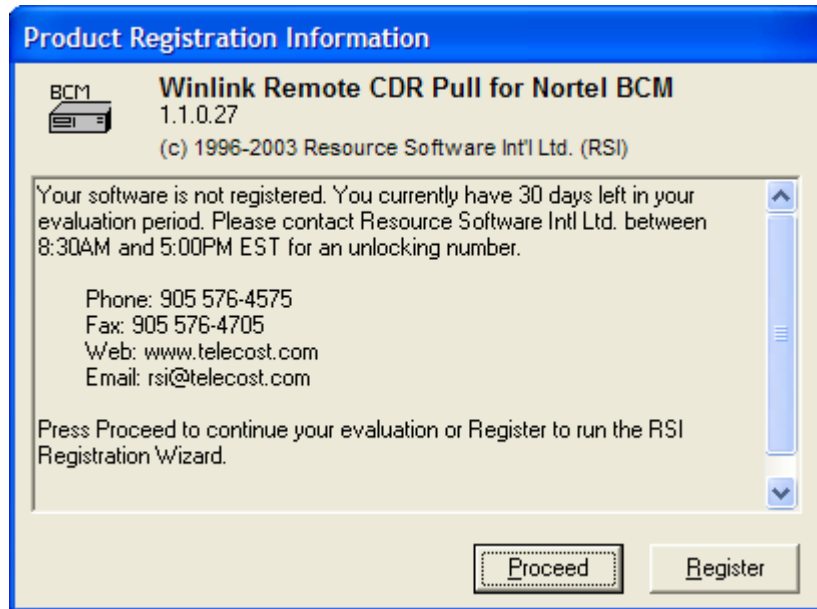


Type **c:\program files\rsi\winlink\bcmp.exe** in the Open box and then press the **OK** button. Alternatively a short cut for WinLINK may appear on your desktop. Simply double click this shortcut to start the WinLINK software.

3. WINLINK will start.

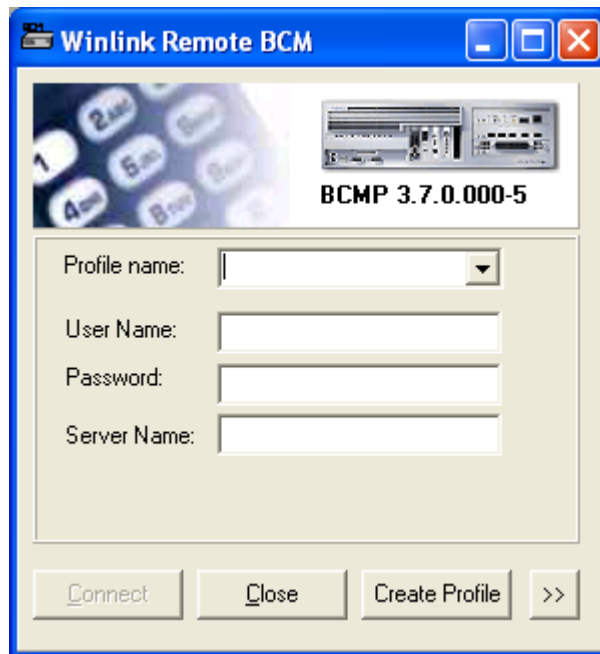
5.3 The WinLINK Software

The first time you start the WinLINK software the Product Registration screen will appear.



Unless your WinLINK Software is registered it will operate on your computer for only 31 days. You can register your software at any time by pressing the **Register** button. You do **NOT** have to register the software to complete your installation. In fact you can continue to use your software for up to 31 days after it has been installed, without registering it. Press the **Register** button to Register your software (for information on how to register your software see the "[Registering your Software](#)" section of this guide. Press the **Proceed** button to start using your WinLINK Software. Customer's using a trial version should press the Proceed button. Once the software is registered the above screen will no longer be displayed.

After pressing the Proceed button the WinLINK Remote CDR Pull Nortel BCM main window will be displayed.



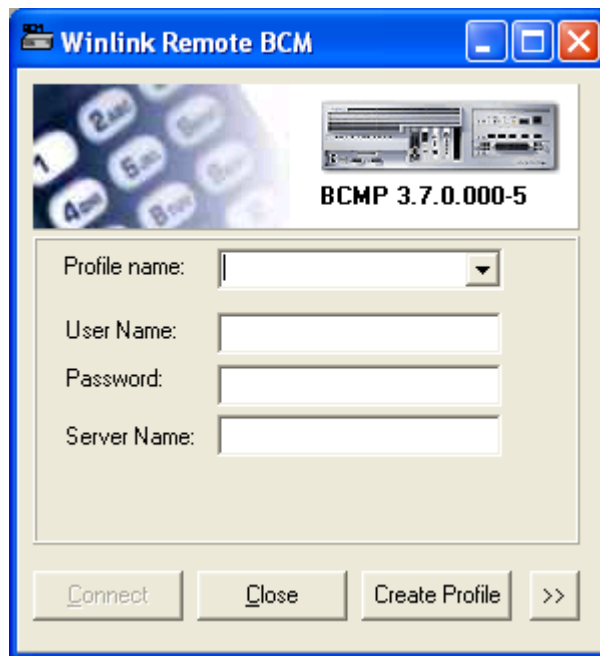
Press the **Connect** button to pull call records from the BCM identified by the currently selected profile. Please note a Profile for the BCM you wish to pull CDR records from must be created prior to connecting to it (see [Adding/Modifying a BCM CDR Pull Profile](#)). Press the **Close** button to exit the WinLINK software. Press the **Properties** button to modify the currently selected profile.

6.0 Adding/Modifying a BCM CDR Pull Profile

The WINLINK Remote CDR Pull for Nortel BCM software can be configured to poll (collect) call records from multiple Nortel Networks BCMs utilizing both dial-up and TCP-IP connections. A WinLINK site license must be purchased for each BCM you are polling (contact RSI for licensing and pricing information – see [Call Accounting Mate Support Services](#)).

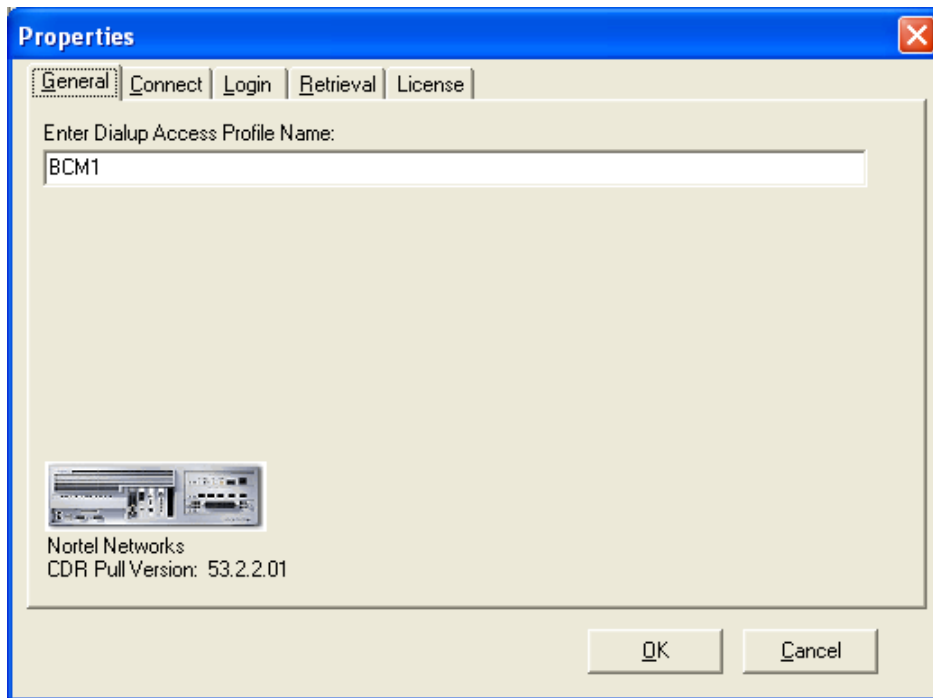
Use the following steps to configure the WinLINK software to poll a BCM.

1. Start the WinLINK Remote CDR Pull for Nortel BCM software (see [Starting WinLINK](#)). The WinLINK main window should now be displayed on your screen.



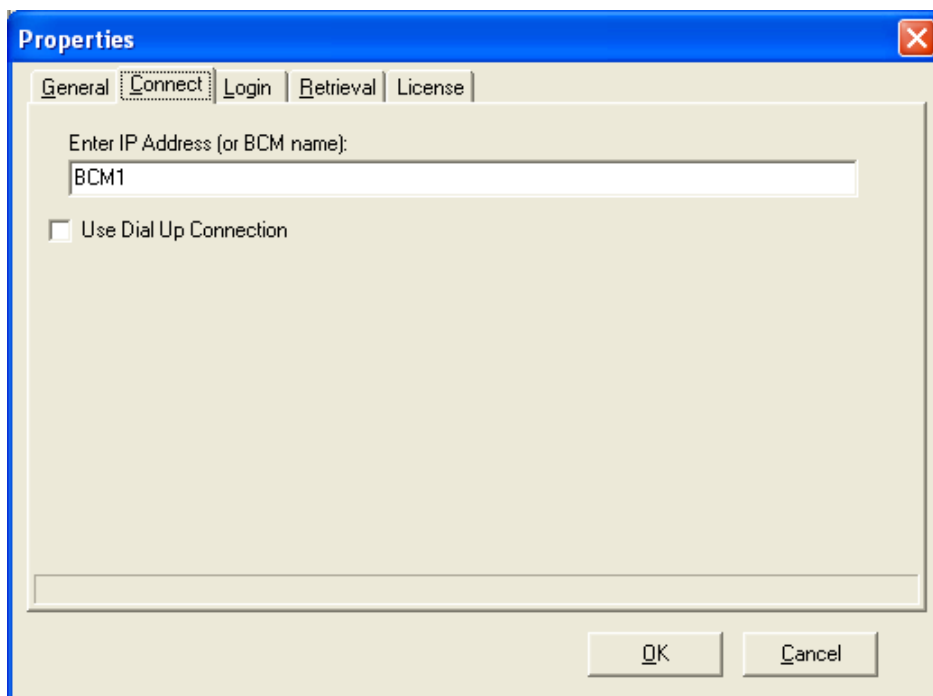
2. A unique Profile name must be provided for each new BCM you are polling. Use a Profile name that identifies the BCM you will be polling (i.e. the location name or city where the BCM is located, a site number, etc.) Please note Profile names **CANNOT** contain spaces, instead use the underscore character '_'. For the purposes of this documentation we will call our profile name BCM1 (i.e. BCM from site 1). Type BCM1 into the profile name box. If the profile name box already contains information simply highlight and delete the existing name and then enter the new profile name. If the Profile name already exists the User Name, Password, and Server Name boxes will contain the site's corresponding connection information, otherwise these boxes will be blank. If you are adding a new site these boxes must be blank. You can modify an existing profile by selecting it from the Profile name list.

3. Press the **Properties** button to modify/create the profile's settings. The WinLINK Properties dialog box will be displayed. Now, press the **General** tab (first tab, top left corner). The General Properties will now be displayed.



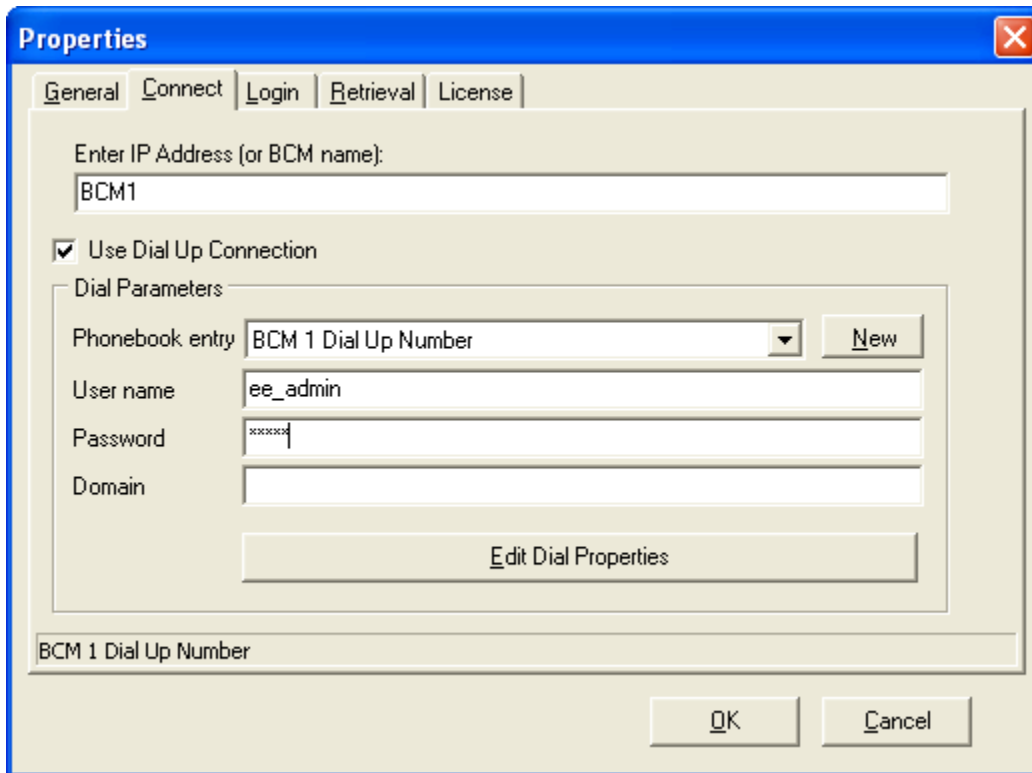
The **Enter Dialup Access Profile Name:** should contain the profile name you specified in step 2. You can change the profile name by simply modifying the contents of this field.

4. Press the **Connect** tab. The Connect Properties will now be displayed.



Use the **Enter IP Address (or BCM name)** box to identify the BCM you wish to poll (i.e. collect CDR records from). This box should contain either the computer name of the BCM or its IP address. Contact either your network administrator or telephone equipment vendor if you require assistance obtaining this information. In the above example, the BCM name is BCM1. Please note it is merely a co-incidence the profile name and BCM name are the same. These two fields are not related.

The **Use Dial Up Connection** check box should be unchecked if you are connecting to the BCM via your LAN or corporate WAN. If you are connecting to the BCM by dial-up check this box. When this option is checked the connect tab will display the following additional options.



The screenshot shows a Windows-style dialog box titled "Properties" with a close button in the top right corner. It has five tabs: "General", "Connect", "Login", "Retrieval", and "License". The "Connect" tab is selected. Inside the dialog, there is a text box labeled "Enter IP Address (or BCM name):" containing the text "BCM1". Below this is a checked checkbox labeled "Use Dial Up Connection". Underneath is a section titled "Dial Parameters" which contains a dropdown menu labeled "Phonebook entry" with "BCM 1 Dial Up Number" selected, a "New" button to its right, a "User name" field with "ee_admin", a "Password" field with "xxxxx", and a "Domain" field which is empty. Below these fields is an "Edit Dial Properties" button. At the bottom of the dialog, there is a status bar showing "BCM 1 Dial Up Number" and two buttons: "OK" and "Cancel".

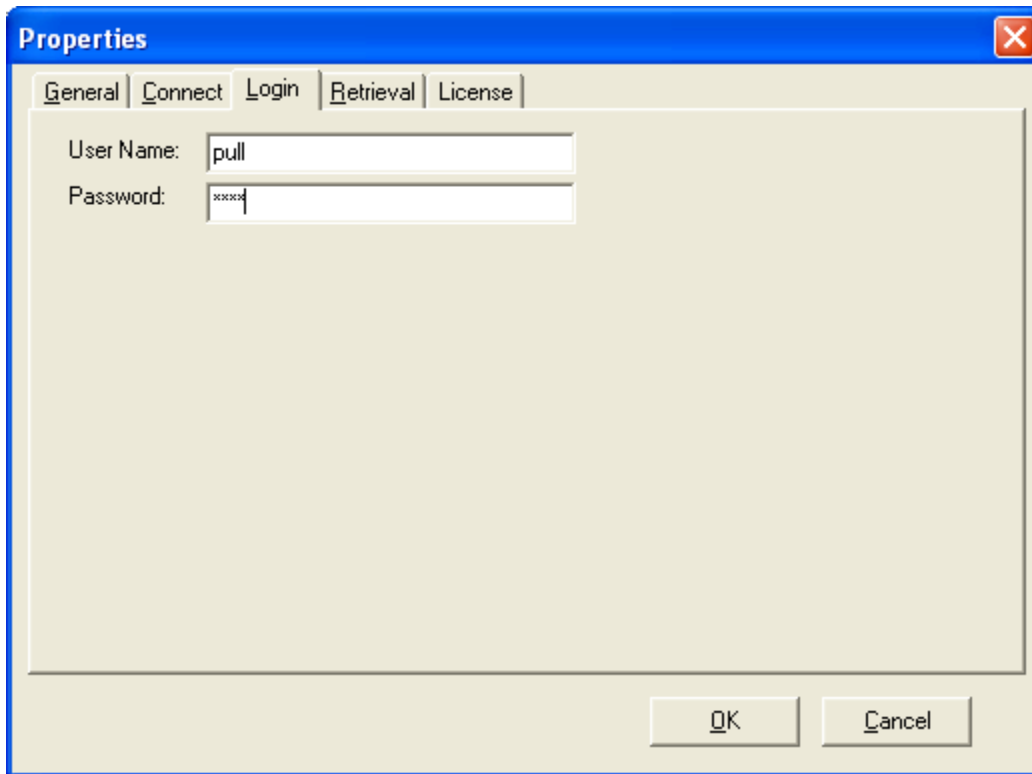
Use the Dial Parameters options to specify the BCM's dial up information.

Use the **Phonebook entry** option to select the corresponding BCM's dial up information. If the BCM's dial up information is not contained in this list press the **New** button. Windows built-in New Connection Wizard will launch. Use this connection wizard to create the new phonebook entry required to connect to the BCM by dial-up. For information on how to create a new phonebook entry using the New Connection Wizard consult Microsoft Windows On-line Help

Use the **User name**, **Password** and **Domain** options to login into the BCM you are connecting to via dial-up. The User name and Password boxes must contain the BCM's login user name and password. The default value for the BCM's user name and password is **ee_admin** and **eedge**, respectively. Contact your telephone system coordinator or equipment provider for this information. The domain name is normally not required and in most cases should be left blank.

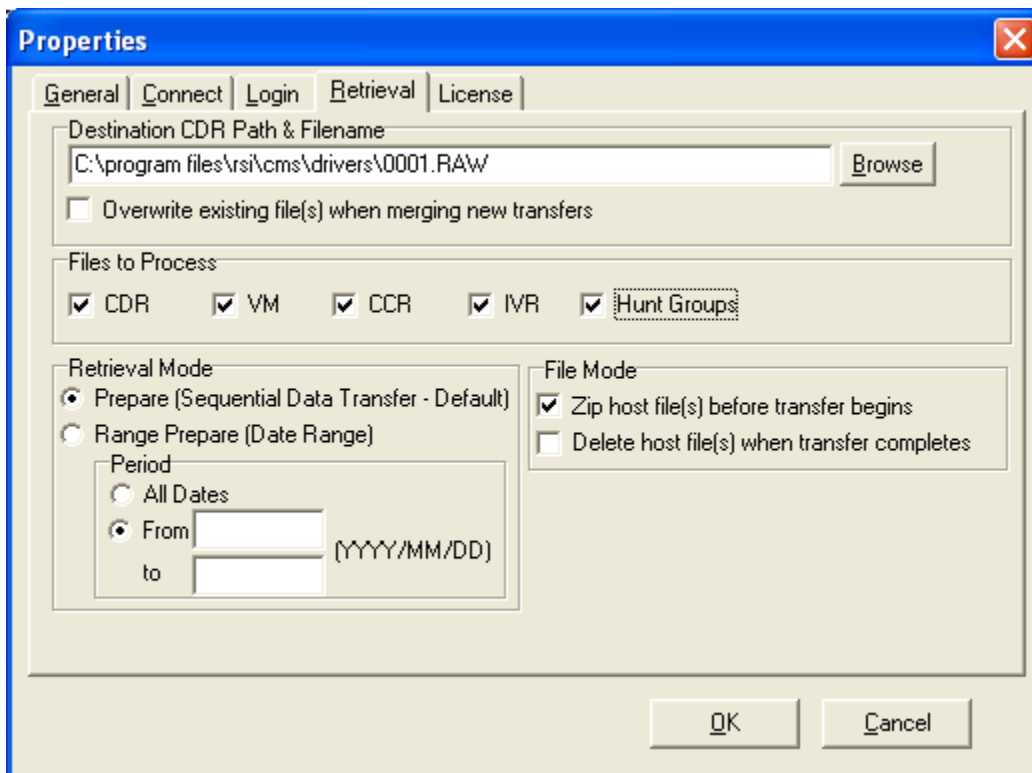
Press the **Edit Dial Properties** button to verify and/or modify the dial-up phone number, dialing options, redialing options, etc. Except for the dial-up phone number the default values assigned to these options by windows should not need to be changed.

5. Press the **Login** tab. The Login Properties should now be displayed.



Use the **User Name** and **Password** boxes on this screen to specify the BCM CDR Pull Function's user name and passwords. The user name and password provided here must match the CDR Pull user name and password you previously configured on the BCM via the Unified Manager (see [Configuring the BCM for CDR Pull](#)).

6. Press the **Retrieval** tab. The Retrieval Properties should now be displayed.



Use the Retrieval properties to specify which CDR records from the BCM are to be retrieved and where they are to be stored on the WinLINK computer.

Use the **Destination Path & Filename** option to specify the file path and name of the file where the downloaded data will be stored.

If you are using this software with our **Call Accounting Mate** software then we recommend you store the data in the same directory as the CAM software (i.e. c:\bill). The file name specified should be "smdr.raw".

The **Overwrite existing file when merging new transfers** option should **NOT** be checked. Checking this option could cause you to lose data. This option should only be checked when you are instructed to do so by a trained RSI technician.

Use the **Files to Process** option to select the type of data you would like to retrieve from the BCM. Possible options are **CDR** (Call Detail Recording), **CCR** (Custom Call Routing), **VM** (Voice Mail), **IVR** (Integrated Voice Response), and **Hunt Groups**. Note: CDR and IVR requires BCM version 3.0 or later, CCR and VM require BCM version 3.6 or later, Hunt Groups requires BCM version 3.7 or later. Additionally, to retrieve IVR data the IVR application must be customized to deposit its metrics in the BCM's local CDR directory (please consult either your IVR development company or RSI for details).

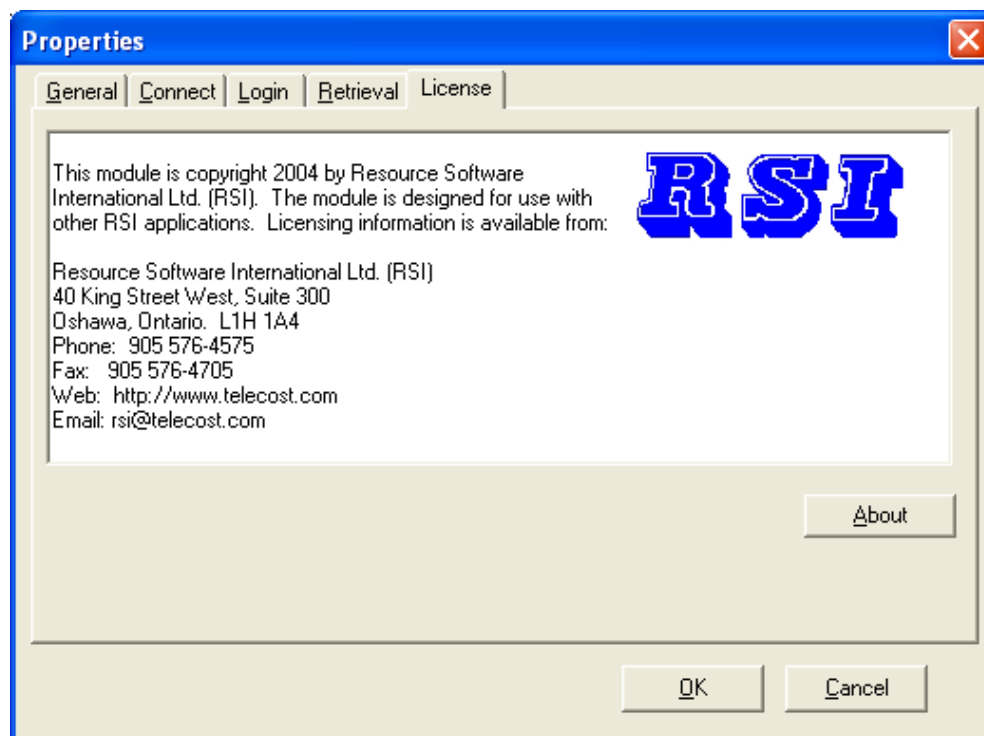
Use the **Retrieval Mode** options to select which CDR records you wish to poll from the BCM. Normally the **Prepare (Sequential Data Transfer – Default)** option should be selected. This option will collect only previously uncollected data from the BCM (i.e. it will collect only new call

records since the last time the BCM was polled). Please note the first time you poll call records from the BCM this operation may take a long time. For example, if the BCM was installed several months prior to invoking this operation then all call records stored during this period of time will be downloaded. Use the **Range Prepare (Date Range)** option to retrieve either all CDR records or CDR records from a specified date range from the BCM. Be careful when using either of these options as they can cause duplicate call records to be added to your call accounting system. If you require assistance please contact RSI Support Services.

Check the **Zip host file(s) before transfer begins** option to have the BCM compress all the data being downloaded into a single zip file prior to transferring it to the WinLINK software. Zipping the host files can significantly reduce the amount of data to be transferred. We recommend this option be checked as it reduces network traffic and transfer times.

Check the **Delete host file(s) when transfer completes** option to have the BCM automatically delete the CDR data after it successfully sends it to the WinLINK software. We strongly recommend you do **NOT** check this option. The BCM already automatically manages this data and will automatically delete this data either at regularly scheduled intervals or as disk space is needed. Leaving this data on the BCM also provides you with another backup of your valuable CDR data. For example, if your call accounting system's database is lost you may be able to use the Retrieval Mode - Range Prepare option to restore this data.

7. Press the **License** tab. The License Properties should now be displayed.



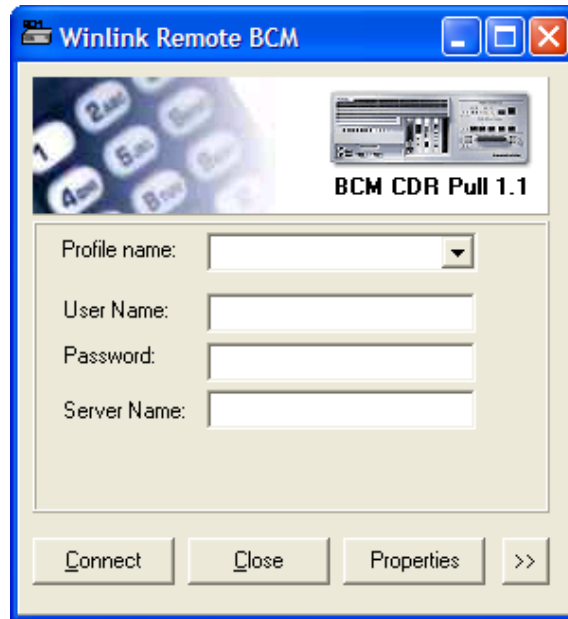
Press the **About** button to view additional information about the WinLINK software (i.e. version information, operating system, computer name, etc.)

8. Press the OK button to save your Profile information.

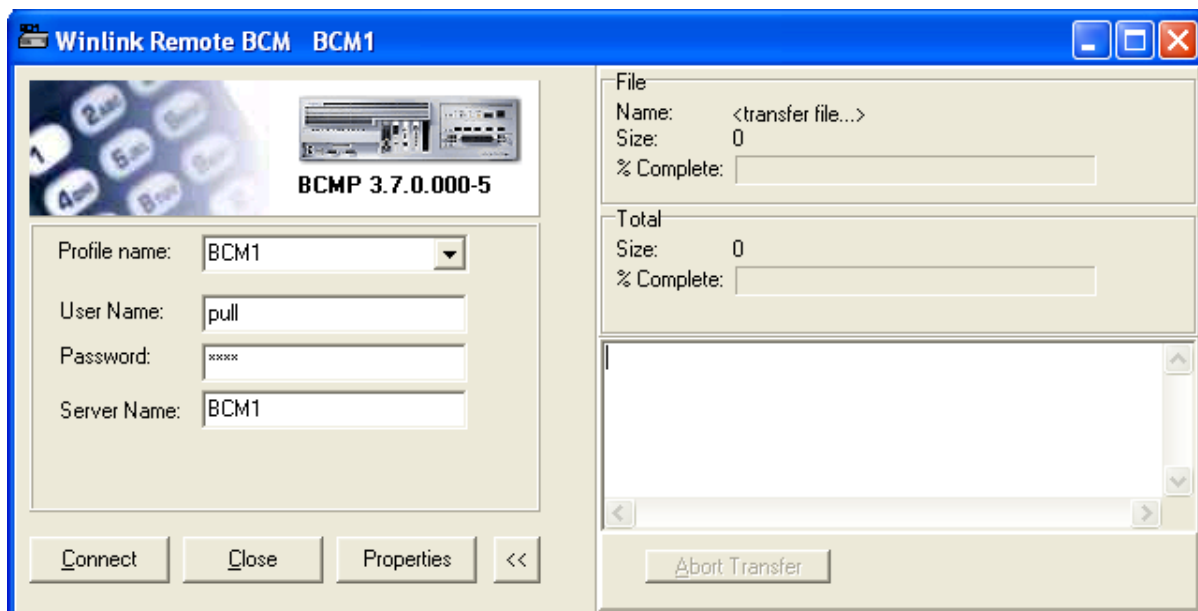
7.0 Testing a BCM CDR Pull Profile

A WinLINK Remote CDR Pull Profile must be created for each BCM you wish to retrieve call records from (see [Adding/Modifying a BCM CDR Pull Profile](#)). Once the CDR Pull Profile has been created it should be tested. A successful test requires connecting to the BCM specified by your profile and retrieving call records. Use the following steps to test your profile.

1. Start the WinLINK Remote CDR Pull for Nortel BCM software (see [Starting WinLINK](#)). The WinLINK main window should now be displayed on your screen.



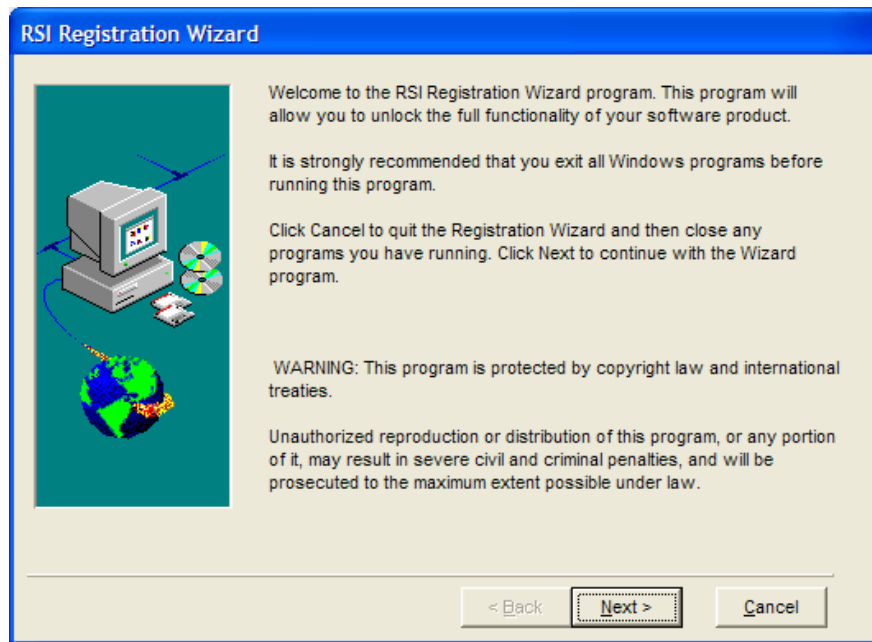
2. Select the desired profile (i.e. BCM1) and then press the button containing the >> symbol (located bottom right corner). The main window will expand displaying progress information.



3. Press the **Connect** button to test your profile. The **Activity Log** window located on the bottom right section of the expanded screen should display progress information. For example, a message should be added to the activity log as the software attempts to connect to the BCM. Once a connection is successful additional messages will be displayed detailing the progress of the CDR pull. Additionally, progress bars located on the top right section of the expanded screen will also update as data is pulled from the BCM.
4. The CDR pull is complete once the second progress bar (i.e. **Total** option) reaches 100%.
5. If the CDR pull fails verify your profile's properties and make any necessary changes (see [Adding/Modifying a BCM CDR Pull Profile](#)). Repeat steps 2 to 4 until a successful test has occurred. If you require assistance contact RSI (see [Call Accounting Mate Support Services](#)).
6. Press the **Close** button to exit the WinLINK CDR Pull software.

8.0 Registering your Software

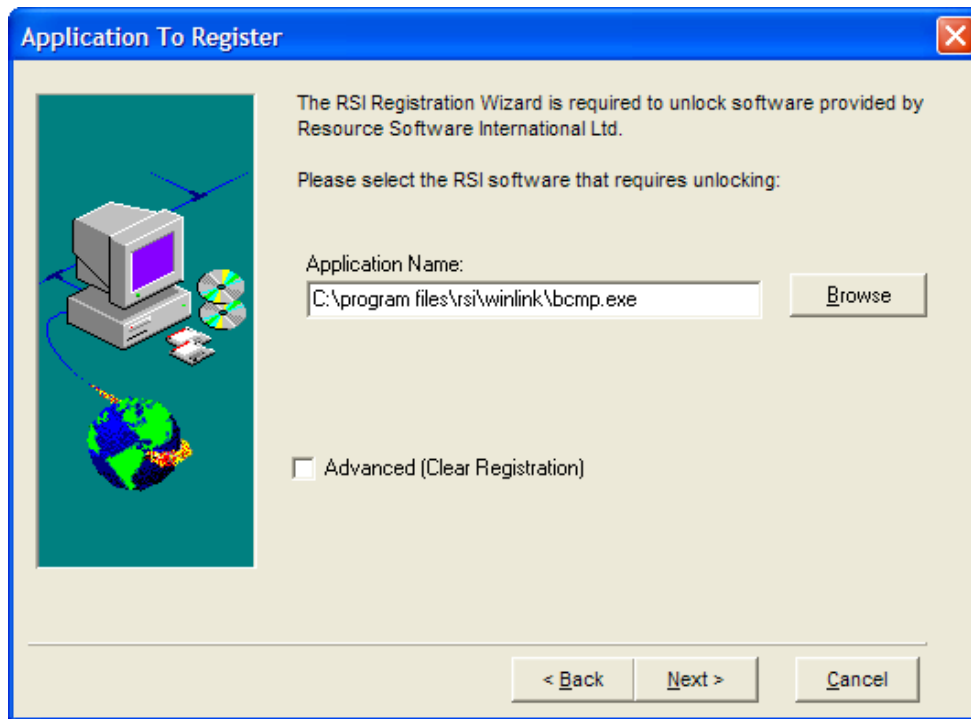
Unless your WinLINK Software is registered it will operate on your computer for only 31 days. You can register your software at any time by pressing the Register button. You do **NOT** have to register the software to complete your installation. In fact you can continue to use your software for up to 31 days after it has been installed without registering it. Press the Register button to register your WinLINK software. The **RSI Registration Wizard** should now appear on your screen.



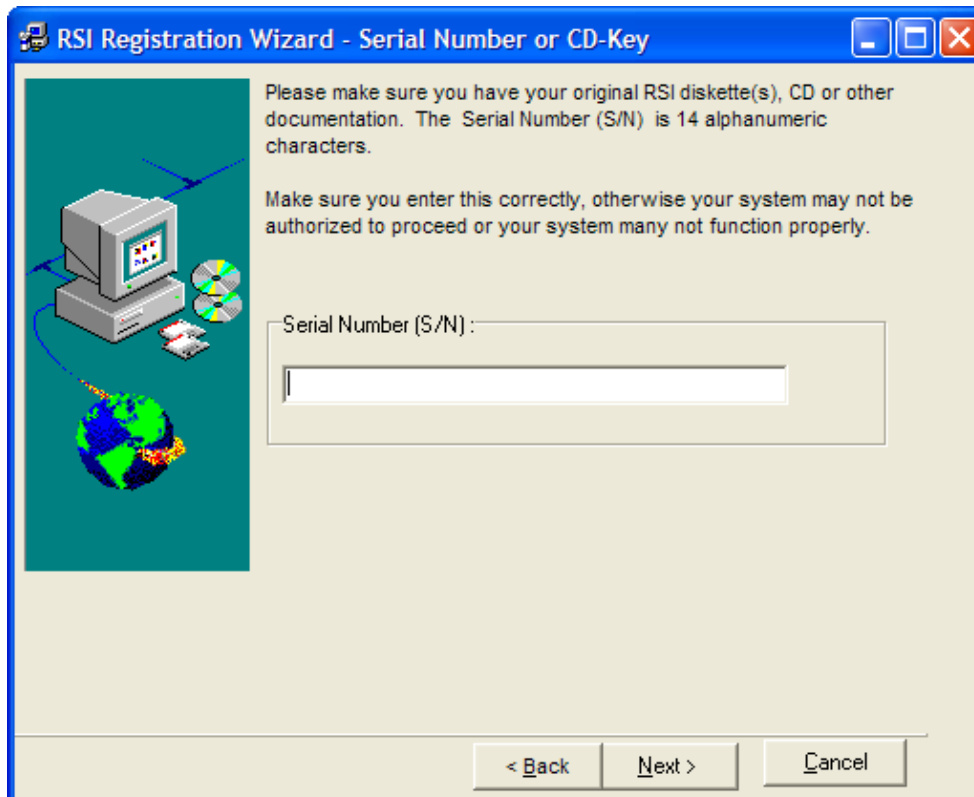
Press the **Next** button to continue with the Registration. The **Software License Agreement** will be displayed.



Press the **Yes** button to continue. The **Application To Register** window will be displayed. The **Application Name** box should already contain the location where the WinLINK software was installed.



You should not have to change anything on this screen. Press the **Next** button to continue.



Enter your WinLINK Software **Serial Number** or **CD Key** into the space provided. This 14 character serial number is usually located on the back of the CD-ROM packaging. If you downloaded the software from our website this number will have been sent to you via email. If you do not have a serial number contact RSI (see [Call Accounting Mate Support Services](#)). Press the **Next** button to continue. The **Unlock Software Form** will now appear on your screen.

RSI Registration Wizard - Unlock Software Form

To successfully register your RSI application, contact RSI for a valid Software Unlocking Number at:
Resource Software International Ltd. (RSI),
40 King Street West, Suite 300, Oshawa, Ontario, Canada L1H 1A4.
Phone: (+1) 905-576-4575 Fax: (+1) 905 576-4705
Email: rsi@telecost.com Web: www.telecost.com

Application:

Application Options:

Company Name:

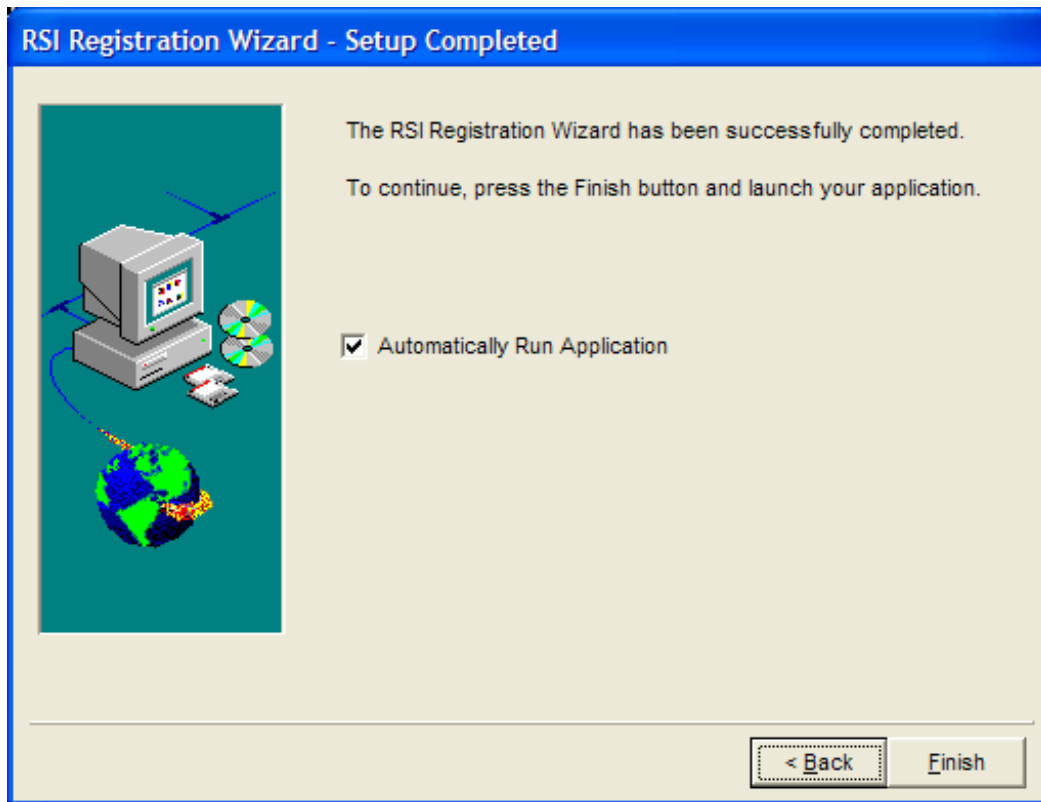
User Name:

User Identification Number:
7387540

Software Unlocking Number:

< Back Next > Cancel

Fill in the **Company Name** and **User Name** information. Do **NOT** modify the **Application Options** box unless instructed to do so by an RSI technician. Next, contact RSI (see [Call Accounting Mate Support Services](#)) and provide us with the User Identification Number (**red**) located on this screen. Type the unlocking number provided by our technician, in the space provided, and then press the **Next** button.



Your software is now registered. Press the Finish button to complete the Registration process.

9.0 Spectrum of Services

Resource Software International (RSI) and its founders have been developing Telecommunications Management products since 1990. RSI has been at the forefront of the design, development and distribution of the most dynamic voice & data management systems worldwide. In fact, our products are respected and utilized by most major providers of long distance services. Our unique approach to call management, computer telephony integration, telephone invoice management, carrier comparisons, facilities management, toll fraud, attendant directory and traffic analysis are the key components of our suite of Voice and Data Management spectrum of services. We believe communication is the essential key in a world that demands instantaneous results. Our spectrum of services highlights our commitment to the management of communication tools:

9.1 Call Accounting for Windows

The most sophisticated, dynamic and user-friendly universal costing engine of any call management system. The system utilizes complete measured distance formulae, virtual, usage sensitive, surcharges, taxation, built-in multi-carrier/service comparisons, least cost/best route analysis for complete evaluation of network efficiency. The basic universal costing engine is completely table driven for all types of telephone calls including: international, inter-carrier, Caribbean, rate step, virtual private network, meter pulse and variant city co-ordinates. RSI offers modules designed for the specific need of Hospitality and Professional Charge-back environments.

9.2 Facilities Management

A fully featured management tool for cost allocation of equipment inventory, work orders, trouble/repair tickets and cable configuration. The system fully integrates with all other RSI applications to provide you with complete consolidation of voice & data management bottom line expenses. The system is designed to unlimited user-definable corporate levels. RSI offers modules designed specifically for both voice & data applications.

9.3 Database Management for Windows

This attendant directory management system may function as a centralized stand-alone system or integrated with other RSI applications. The system may be user-defined for custom corporate directories. The sub-searching techniques may be employed via phonetic, wildcard and exact match prerequisites. RSI now offers a network aware version of this product.

9.4 PBX Alarm Management for Windows

The component acts as a watchdog of your network activity. Special user-definable queries may be employed to track active/inactive trunks, sequential dialing patterns, misuse/abuse, excessive duration's, PBX error codes, hardware failure and unauthorized calling. Various levels of condition codes may be routed to various alert destinations: consoles, printers, audible alarms, remote offices, etc..

9.5 Invoice Management

Our software employs built in techniques for importing/exporting of telephone invoices for carrier/service comparisons and cost consolidation. Special translation algorithms are available for invoices from any long distance supplier. These invoices may be re-priced, reallocated, adjusted for bill-back, export to accounting systems or evaluated for feasibility. This module may be fully integrated with our Call Accounting software.

9.6 Carrier Comparisons

This module employs a built-in costing engine for measurement of best available services, least cost, and most favorable calling patterns. The module may be fully integrated with any of our Call Accounting Applications.

9.7 Traffic Analysis

The traffic analysis module employs complete Poisson and Erlang formulae for determining grade of service and trunk requirements

9.8 RSI Service Bureau

RSI offers complete outsourcing services for remote polling, authorization code billing, charge-back, network planning, traffic analysis, carrier/service comparisons, telephone invoice management

9.9 CTI Applications

Computer Telephony Integration is here now. RSI has formed partnerships and affiliations with telephone equipment manufacturers, network development organizations and other dynamic software companies to provide its customers with leading edge CTI solutions. Our CTI applications include Caller ID Screen Pops, client/server applications, introduction of forced and verified account codes, text messaging and alarm notifications. The list of our CTI applications continues to grow each year.

9.10 ACD Reporting

RSI offers an easy to use, inexpensive application to capture and report on ACD statistics generate by your telephone system.

For more information about these services or for any other inquiries please contact us via our RSI Sales and Support Services.