

## **SISTELCA call accounting software**

### **Why do you need SISTELCA Call Accounting?**

For most businesses, payroll is the largest expense. For many, telephone costs are very significant. On average, over 30% of telephone calls made during business hours are not business related, resulting in lost productivity, lost revenue, and higher telephone costs.

Our products do not monitor telephone conversations. They simply let you know where your costs are being incurred. Call Accounting lets you analyze all of your telephone activity and use that analysis to:

- Control costs
- Increase productivity
- Identify fraudulent use
- Better manage personnel
- Generate additional revenue

### **Is SISTELCA call accounting software necessary for you?**

- Do you pay much for telephone bills?
- Did you ever try to find a way to reduce your phone bill?
- Do you know how many hours you spend (or your employers) talking to others on phone?
- Do you know where calls start & go?
- How much money of phone bills do you think you can save if you controlled your phone resources?
- Do you sometimes need to know the exact cost or price of phone calls?
- Do you sometimes need a report of calls made from an extension and their cost?
- And more.....

Contemporary telephone systems provide information useful to help manage these expenses. It is essential to implement a control system to capture and provide access to this information. Call Detail Records (CDR) produced by telephone systems are the basis of Call Accounting: a proven method for costing and allocating telephone expenses.

**Call Accounting is the process of collecting, analyzing and reporting call record information. Some of the benefits of Call Accounting include:**

- Reduce phone usage costs up to 30% with fewer/shorter calls.
- Allocate costs to departments or tenants based on actual usage.
- Bill back clients for calls made on their behalf. Review and manage employees with heavy telephone usage.
- Determine if there are too few or too many telephone lines

### **Here's how call accounting saves your money**

- Results in fewer personal calls
- Reduces average call duration
- Improves employee productivity. Fewer calls means more time to...work!
- Monitors Telephone System efficiency
- Shows if all trunks are operational
- Monitors unauthorized web usage via dial up lines

**For more information please contact us**

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