

# Vox Orion Call Manager



Vox Orion has evolved from a 1st tier GSM Service Provider, which pioneered Least Cost Routing within the South African corporate market, into a provider of comprehensive telecommunications solutions which include Voice, Data, PBX, TMS, Fax and Messaging. Vox Orion delivers customised solutions through a variety of quality assured technologies and provides a suite of ICT services to support your organisation's objectives.

Vox Orion, as part of the JSE-listed BEE empowered Vox Telecom Limited Company, is one of the country's largest network operators and is strategically positioned to leverage future opportunities within a constantly deregulating telecommunications environment.

## Overview

Vox Orion Call Manager is a powerful, web-based Telephone Management System that provides a hierarchical view of all PBXs within an organisation, no matter where they are located. Eight management levels are supported, with a variety of standard reports specially designed to cater towards management needs for controlling costs, detecting abuse and generally managing corporate telephony.

The lack of an effectively implemented telephone management system can lead to a reduction in productivity and the erosion of profitability. Vox Orion Call Manager covers not only the monitoring of company telephone usage, but may include a comprehensive infrastructure analysis for data usage and facilities monitoring. Corporations often absorb such charges, when in fact if properly managed by their provider, these costs can be passed on to either their customers, employees or suppliers. Vox Orion is able to assist the customer in managing this cost reduction process.

The call details are recorded and costed according to variable setup options. Comprehensive call accounting reports can provide either a detailed or a summary report by extension, departments or cost centres. Vox Orion Call Manager assists in measuring the effectiveness of your telecoms provider(s) and is able to assist organisations in developing a telephony policy which, when properly implemented, complements the existing cost reduction alternatives to further reduce telephony expenditure.

Orion Call Manager	Traditional TMS
No capital expenditure or maintenance costs on equipment or software. The customer is not responsible for any hardware.	Customer has to supply a server for the TMS to operate on incurring set up, installation and costs associated with the maintenance of hardware and software
Orion is able to insert company owned cell phone call detail records into the system and all reports can be compiled based on these records	Not able to import the cell phone call detail records into the system
Unlimited user access provided for, through the web interface	User licences have to be purchased for every user to log into the system
Provides the user the ability to mark all private calls in the system unique to the user, can be incorporated to send email notifications directly to human resources	Marking of private calls is done manually and not via the web interface
Allows for the integration of all telecoms vendor records and the consolidation thereof for report and notification purposes	Limited to an individual source of information without any comparison between the service providers

# Service level agreements

Vox Orion Call Manager offers three Service Level Agreements (SLA):

Details	Silver	Gold	Platinum
Daily buffer checks	Yes	Yes	Yes
Client Access to Web Reports (24/7)	Yes	Yes	Yes
Hardware maintenance and replacement update	No	Yes	Yes
Scheduled emailed reports for users	Yes	Yes	Yes
Updating of tariff tables by Vox Orion	Yes	Yes	Yes
Updating of web software by Vox Orion	Yes	Yes	Yes
Initial User and Administrator Training	Yes	Yes	Yes
On-site training annually	10 hrs	10 hrs	10 hrs
Unlimited telephonic and email support during business hours	Yes	Yes	Yes
Ongoing setup and management of individual users		Yes	Yes
Management and maintenance of extensions		Yes	Yes
Initial importing of existing TMS call details		Yes	Yes
Provision of management reports		Yes	Yes
Monitoring of User extensions to highlight abuse or deviations from expected call patterns		Yes	Yes
Monitoring of Company, Regional or Departmental calls		Yes	Yes
Importing of company owned cell phone CDR's		Yes	Yes
Site audit to determine exact current infrastructure and provision of a full report thereof			Yes
Consolidation, management and analysis of 3rd party invoicing and records from multiple vendors			Yes
Comparison of 3rd party telecommunications vendor contract specifications			Yes
Determination of telecommunications capacity requirements, comparison with current installation infrastructure and provision of full report thereof			Yes
Continuous monitoring of capacity utilisation and provision of report			Yes

## FEATURES AND BENEFITS

- The system is a user-friendly, easy to manage system, requiring minimal training
- The web interface provides quick easy access from any PC through the connection to the world wide web resulting in no delays in obtaining information when required
- Multiple level password protection provides a user specific security, enables managers to monitor individual departments over multiple sites
- Allows for multiple carrier billing, ensuring that all traffic types can be costed correctly for different termination mediums
- Account code budget reporting is used to determine the correct usage made on behalf of customers and is able to be used as an accurate billing method for customers
- Limit notification via email provides staff with the correct information regarding their telephone usage and thereby enabling staff to manage themselves and reduce their non business related telephone expenditure
- Monitors incoming call ringing times enabling the customer to monitor staff response times and this enables one to increase customer service through continued monitoring.
- Multiple PBX support ensures that Vox Orion is able to capture call data from an IP and traditional PBX's with no time wasted on testing equipment and ensures a faster and more efficient installation time
- Ability to mark private calls allows the customer to determine how many private calls each employee has made. Private numbers are carried over from month to month and the organisation is able to retrieve costs from employees
- Automatic backup of call records by Vox Orion enables the customer access to past call records when required, taking the responsibility away from the customer
- Automatic e-mailing of monthly reports provides the customer with the reports when required and thereby saving time
- Unlimited user access provides each individual with access to view their own usage enabling them to correctly monitor their own usage and providing them with the ability to control their spend
- Variable billing enables the customer to increase the number of users without having to sign any additional paperwork, thereby reducing the time taken to capture and provide the customer access to the newly activated extension. Vox Orion is able to report on extensions even though a name and department have not be allocated to the extension