

# CAAB<sup>XL</sup>

CALL ACCOUNTING AND BILLING

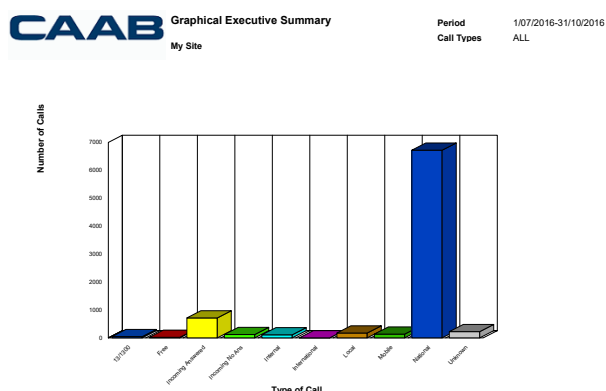
**CAAB XL IS A FLEXIBLE,  
MULTI-SITE CALL ACCOUNTING  
APPLICATION FOR WINDOWS**



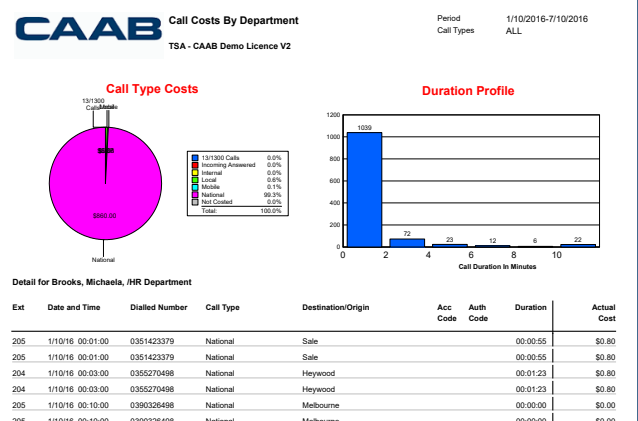
CAAB XL has been designed to interface and capture data from telephony systems, providing a comprehensive reporting tool for calls made and received by your organisation. This provides essential information to gain control of your communication costs and visibility on how your telephone system is being used.

- Report on calls made by Extensions, Staff or Departments
- Report on Account codes and Authority codes

## Run Summary reports



## Run Detailed reports



**POWERFUL • AFFORDABLE • VOICE DATA MANAGEMENT**

## CAAB XL connects to your PABX to store your call data

- Easy to change plan or telephony system if you change carrier or premises
- Runs on Windows and all call (CDR) data is stored on your own systems
- Australian owned company – all development and technical support is in Australia
- Schedule reports to run automatically and save to a folder or send to an email address

### Top 10 reporting shows your busiest staff

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Top 10 Staff

Period  
Call Types

1/10/2016-7/10/2016  
ALL

Name	Location	No Inc Calls	No Out Calls	Total Calls	Average Duration	Duration	Actual Cost
Brooks, Michaela		18	1 156	1 174	00:02:05	1d16:55	\$866.24
Simo, Nathan		0	690	690	00:02:20	1d02:51	\$515.10
Bianakis, Rebecca		22	22	44	00:02:22	01:44:20	\$36.42
Van Sant, Chris		4	12	16	00:05:10	01:22:53	\$4.22
Buchanon, Jess		15	14	29	00:04:33	02:12:16	\$4.01
Cameron, John		24	7	31	00:07:03	03:38:54	\$3.64
Hennessy, Tony		7	28	35	00:02:00	01:10:14	\$3.20

**SOLUTIONS ARE AVAILABLE FOR 15 EXTENSIONS OR HUNDREDS OF EXTENSIONS**

### Most frequently dialled numbers

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Top 10 Dialed Numbers

Period  
Call Types

1/10/2016-7/10/2016  
ALL

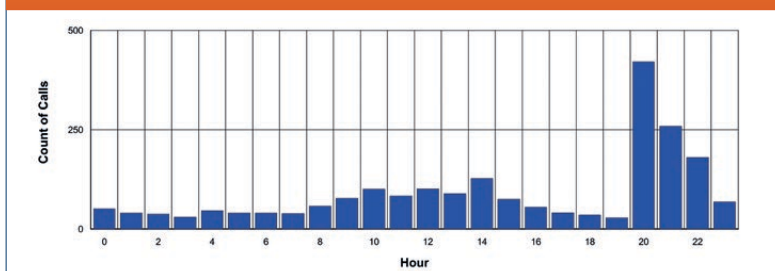
Dialed Number	Destination	No Inc Calls	No Out Calls	Total Calls	Average Duration	Duration	Avg Cost	Actual Cost
0355270498	Heywood	0	248	248	00:01:25	05:54:27	\$0.80	\$198.40
0399473447	Melbourne	0	245	245	00:00:39	02:41:30	\$0.80	\$196.00
0396831797	Melbourne	0	224	224	00:01:54	07:08:29	\$0.80	\$179.20

### Report by the type of call:

Local, National, International, Mobile, Incoming Answered or Unanswered

Name	Number of Calls
Call Type	
Anders, James	
Incoming Answered	26
Incoming Not Answered	2
Mobile	5
Internal	2
Not Costed	38
<b>Totals</b>	<b>73</b>
Bianakis, Rebecca	
Incoming Answered	109
Local	2
National	3
Mobile	10
Internal	2
Not Costed	6
<b>Totals</b>	<b>132</b>

### See your busiest periods using the hourly graph report!



### Easily add extra filters to built-in reports

Advanced Filters

[Call Filters](#)
[More Call Filters](#)
[More Call Filters](#)
[Directory Filters](#)

Extension

Limit The Call Data Selection By Matching The Call Extension Field. (Eg: 3??)

Extension Filter:

Authority Code

Limit The Call Data Selection By Filtering The Call Records By The Authority Code Of Each Entry. (Eg: 123\*)

Authority Filter:

Account Code

Limit The Call Data Selection By Matching The Account Code(s) Of The Extension Which Made The Call. (Eg: 456\*)

Account Filter:

Actual Cost

Limit The Call Data Selection By Specifying The Actual Cost Of The Call. Use Mathematical Operators, Such as <, >, = or <=. (Eg: > 1.50)

Cost Filter:

### Easily determine unused extensions!

CAAB		Unused Extensions	
Extension	Name	EquipNo	Label
04	[Not Allocated]		
252	Carmichael, Angelo		
304	Nguyen, Thamh		
307	Montgomery, Rachael		
308	Wicks, Rachel		
311	Tin, Robert		
314	Jenkins, Lou		
316	White, Lee		
320	Simo, Nathan		
333	White, Lee		
390	Woods, Martyn		
Total for My Site			11
Report Total			11

## Call destinations, number of calls, & call durations

Destination	Number of Calls	Average Duration	Total Duration
<b>Incoming Answered</b>			
	16	00:03:55	01:02:51
Albury	13	00:11:02	02:23:31
Brisbane	31	00:05:58	03:05:23
Caboolture	5	00:11:54	00:59:34
Canberra	1	00:01:58	00:01:58
Clayton	3	00:01:05	00:03:16

Supports  
all major  
telephony  
systems!

**SAVE REPORTS  
TO PDF OR  
XLS FOR EASY  
DISTRIBUTION**

## Use your own call traffic to calculate telephony charges on alternate plans/carriers!

Calls costs are calculated automatically for all major carrier business plans

	Local	National	Mobile	International	Total
<b>Number of Calls</b>	55	1 807	16	0	1 878
<b>Total Duration</b>	01:32:01	2d18:45	01:15:35	00:00:00	2d23:36
<b>Average Duration</b>	00:01:40	00:02:12	00:04:43	00:00:00	00:02:15
<b>Existing Cost</b>	\$11.88	\$1,381.60	\$39.04	\$0.00	\$1,432.52
<i>AAPT BusinessReach MAX</i>	\$10.26	\$940.60	\$29.97	\$0.00	\$980.84
<i>Telstra BL Comp</i>	\$11.88	\$1,381.60	\$39.04	\$0.00	\$1,432.52
<i>Optus BNP &amp; BNE SMB Opt1</i>	\$15.13	\$914.92	\$27.58	\$0.00	\$957.63

## See time-to-answer profiles for your staff or departments

Day	Inbound Calls			Average Ring Time		Maximum Ring Time	Ring Time Count in Seconds		
	Answered	Abandoned	Total	Answered	Abandoned		< 30	30 - 60	> 60
01/10/16 Saturday	144	57	201	00:00:20	00:00:19	00:00:30	150	51	0
02/10/16 Sunday	135	54	189	00:00:20	00:00:22	00:00:30	147	42	0
03/10/16 Monday	76	84	160	00:00:22	00:00:18	00:00:30	126	34	0
04/10/16 Tuesday	132	94	226	00:00:21	00:00:22	00:00:30	146	80	0
05/10/16 Wednesday	128	34	162	00:00:23	00:00:19	00:00:30	110	52	0
06/10/16 Thursday	94	30	124	00:00:18	00:00:21	00:00:30	112	12	0
07/10/16 Friday	128	34	162	00:00:20	00:00:22	00:00:30	134	28	0
<b>Extension Totals</b>	<b>837.00</b>	<b>387.00</b>	<b>1 224.00</b>	<b>00:00:20</b>	<b>00:00:20</b>	<b>00:00:30</b>	<b>925</b>	<b>299</b>	<b>0</b>
<b>Report Totals</b>	<b>837</b>	<b>387</b>	<b>1 224</b>	<b>00:00:20</b>	<b>00:00:20</b>	<b>00:00:30</b>	<b>925</b>	<b>299</b>	<b>0</b>

## Setup Grade-of-Service modelling and run Erlang Traffic reports yourself!

**CAAB**

### Daily Busy Hour Utilisation by Site

Filters: Between Dates 1/10/2016 12:00:00AM and 7/10/2016 11:59:59PM  
Format: Grouped By PABX

SITE: 000 My Site

Date (dd/mm/yyyy)	Start Time (hh:mm:ss)	End Time (hh:mm:ss)	Call Count	Call Duration (hh:mm:ss)	Average Duration (hh:mm:ss)	Erlangs		Erlangs
01/10/2016	20:00:00	20:59:59	60	02:03:14	00:02:03	2.05		
02/10/2016	20:00:00	20:59:59	31	01:40:55	00:03:15	1.68		
03/10/2016	20:00:00	20:59:59	20	01:33:44	00:04:41	1.56		
04/10/2016	20:00:00	20:59:59	56	02:11:33	00:02:20	2.19		
05/10/2016	20:15:00	21:14:59	50	02:05:34	00:02:30	2.09		
06/10/2016	20:15:00	21:14:59	55	01:43:26	00:01:52	1.72		
07/10/2016	21:00:00	21:59:59	39	01:42:00	00:02:36	1.70		

Actual Maximum Erlangs: 3.77

Actual Grade of Service: 0.00%

Actual Number Of Lines: 21.00

Maximum Erlangs Supportable: 7.01

Grade of Service Required: 0.00%

Number of Lines Required: 15

# SOLUTION FEATURES & BENEFITS

- Improve visibility of the usage of all telephone systems in near real time, regardless of location or telephone system type.
- Improve the ability to allocate call costs to departments and end users for chargeback purposes and business process improvement.
- A centralised repository for all call records that can be easily searched to identify specific calls for compliance or investigative purposes.
- A platform that can generate regular reports for managers and end users that increases their awareness to facilitate behavior change.

## REPORTING

CAAB XL Reporting provides access to all information in the database, reporting on telephone calls by extension, authority code, account code, personnel, room and department. Reports can be produced in text, graphic, detailed or summary formats.

Report output can be redirected to screen, printer, email (as PDF), or output to file — formatted for MS Excel (XLS) or Adobe Reader (PDF). All reports are organised into easy-to-navigate groups.

## DEPARTMENT REPORTS

Reports based on the department structure. Includes listings, call costs and call charges.

## STAFF REPORTS

Staff listing, call costs and call charges grouped by staff members.

## EXTENSION REPORTS

Create summary and detailed reports on one or multiple extensions.

## MANAGEMENT REPORTS

Management summary reports based on total activity.

## ROUTE/TRUNK REPORTS

Reports based on route/trunk traffic. Includes listing and call costs grouped by route/trunk.

## MULTI-SITE

CAAB XL allows for collection of call data from multiple remote sites, allowing central reporting for all of your satellite offices.

## SPECIAL TOOLS

The Hospitality Console integrates with CAAB XL as a reservation and guest-billing system for small-to-medium hotels.

The Operator Directory module provides an efficient reception system for PBX Operator staff.

## MAINTENANCE & SUPPORT

- 1300 telephone assistance 8:30am–5:00pm (AEST).
- Telephone assistance when interfacing with new telephony system.
- Standard Telephone assistance to transfer CAAB XL to a new computer.
- Software patches available during the course of support term.
- Customised Markup scripts (2 per support year).