NG Sigma 5

Call Accounting & Billing System

NG Sigma5™ is an advanced call accounting and billing solution for companies to take advantage of monitoring and managing call expenses effectively, reducing costs and increasing employee productivity and ending up with their business improvement.

NG Sigma5™ works integrated with unified communications platforms CUCM, BE6000 and CME by our technology partner Cisco.

Product Highlights

- ✓ Scalable from small businesses to large enterprises with multiple tenants / sites

- ✓ Fully web based reporting and management interface

- ✓ Powerful data collection & processing engine with flexible tariff applications

- ✓ Adjustment to organizational hierarchies with LDAP compliance

- ✓ Advanced markup applications

- ✓ Extensive summary, detail and statistical reports with graphics

- ✓ Dashboard for monitoring call activities

- ✓ Scheduled automatic Reports

- ✓ Quota feature for cost restrictions

- ✓ Bills for different levels of hierarchy and post to external systems automatically

- ✓ Personal call identification for expense classification, reimbursement or detailed usage tracking

- ✓ Enhanced authorization permissions on both application and data

- ✓ High availability in cluster environment

- ✓ Automatic backup of data

- ✓ Multilanguage support

Call Data Collection

- ✓ Automatic CDR polling redirected for CDRs coming from IP telephony server

- ✓ Raw CDRs are archived automatically in the server once downloaded

Data Processing

- ✓ Raw CDRs are processed for call classification and cost calculation

- ✓ Calls are classified as outgoing, incoming, internal and also according to direct, transferred, forwarded, etc.

- ✓ Cost is calculated according to tariff

- ✓ Markup & surcharges can be applied

Users and Hierarchy

- ✓ Users defined with multilevel hierarchy

- ✓ Active Directory (AD) integration is supported for extracting automatic user and hierarchy definitions

- ✓ If there is no AD, import tool available for users and hierarchy import from file

Tariff

- ✓ Flexible tariff definition can be applied multiple carriers tariffs are supported

- ✓ Different tariffs levels can be applied for different hierarchy and/or user groups

✓ Day / time based tariffs are supported

✓ Time or pulse based tariffs can be used

✓ Import tool for importing tariff definitions

Markup

✓ Flexible markup definitions supported for applying for the cost calculations

✓ Multiple markups can be applied on tariffs, levels of hierarchy or user groups

✓ Tariff based and user group based markups can be applied together

✓ Markups can be a specific value to add or a percentage of the cost

✓ 0 (zero) markup can be applied for free of charge users

Surcharge

✓ Surcharge is used for tax applications and applied on the cost after markup

✓ Surcharge is tariff based and can be defined as a specific percentage
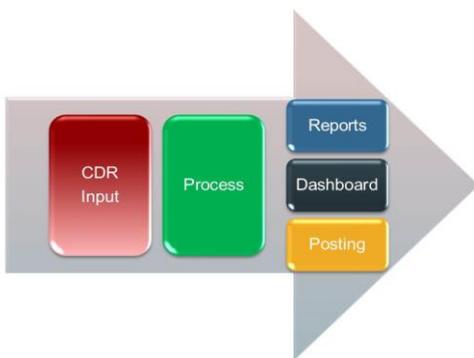
Recalculation

✓ Recalculation can be performed after tariff, markup or surcharge changes

✓ Recalculation can be started for a selected company or department for a specific date and time interval

Posting

✓ Integration to other financial systems is possible for sending call charges info

✓ Periodic posting can be performed automatically

✓ Posting for different levels of hierarchy

Reporting

✓ Web based reporting interface with administrative and personal reports access for end users

✓ Extensive summary, detail and statistical reports with graphics

✓ Customization of reports is possible and report columns, display names, title, logo and graphics can be customized

✓ Detailed filtering for all reports

✓ Reports can be exported in XML, CSV, PDF, Excel, Word, TIFF formats

Scheduled Reports

✓ Reports can be scheduled to specific dates and generated automatically repeat options are available

✓ Scheduled reports can be generated for each users data and can be saved in file system or sent by email

Authorization

✓ Authorization module enables user permissions management for security

✓ Permissions for user groups interface pages, reports, report filters and data

Daily Dashboard

✓ Daily Dashboard is available for online monitoring of call activities

Monthly Quota

- ✓ Monthly Quota feature let companies control telephone costs by allocating monthly limitations to their employees

- ✓ When limit is exceeded calls restricted

- ✓ Quota is renewed at the end of each month and if restriction was set, it is removed automatically

- ✓ Email alerts are sent to users when their quota usage has reached a specific limit defined and also when exceeded

- ✓ Quota can be defined for periodic cost total or destination-based total (International, Mobile, National)

- ✓ Quota usage and history can be monitored and reported

Personal Call Identification

- ✓ Employees identify their own calls as personal or business and their supervisor approves classification

- ✓ System warns if there is a conflict with on the call type according to previous pointing

- ✓ Detailed personal usage reports are available

About Nevotek

Nevotek empowers its customers by providing unparalleled user experiences to their guests and end-users.

Nevotek with its broad vision and expertise is fully dedicated to provide dynamic, value-added info-tainment solutions bolstered by its distinct position in Cisco Systems' Technology Partner Program.

Nevotek pivots on advanced technologies of highly programmable unified communications platform in compliance with international standards that results in an innovative product suite addressing the integration needs of different types of customers and by providing unparalleled user experience for their end-users.

Our customers count on our excellence combining benefits of our extensive business expertise with strong industry alliances, ease of use with innovations, and our reliable responsiveness and availability anywhere on five continents and the seven seas.

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