



## PbXSmith Call Accounting Software

The PbXSmith Application Software is a powerful Windows based application that provides users with various productivity and telephone usage analysis functions.

The software allows tracking and reporting of incoming, outgoing, local, long distance and international calls. It is also capable of issuing detailed and summary reports that can be used as follows:

- To monitor employee productivity;
- To verify bills from the phone company;
- To monitor telephone activity;
- To predict peak times for call scheduling;
- To detect abusive use of company telephone resources;
- To analyze the need for additional telephone lines;
- To allocate phone usage costs to departments and employees (when needed)
- To print bills for customers:

## System Module Functions:

### Connect SMDR Port

To connect means that the SMDR (Station Message Detail Recording) port is active and able to receive data from the PABX.

### Disconnect SMDR Port

To disconnect means that the (Station Message Detail Recording) port is not active and unable to receive data from the PABX.

### COM Port

Refer to the COM port settings (eg. connection preferences; maximum speed; and flow control);

### PbxSmith User Passwords

Refers to the password management function for the system users: Manager and Staff. The Manager is also referred to as the system administrator and has absolute access to all the functions. The Staff has access but is limited to report generation.

### Telephone Lines

Refers to the C.O. lines as well as the descriptive names each for easy report generation and identification.

### Departments

Refers to the departments to which the locals or users belong to; this is primarily used for sub-grouping and telephone system data collected for searching and report generation.

### Telephone Users

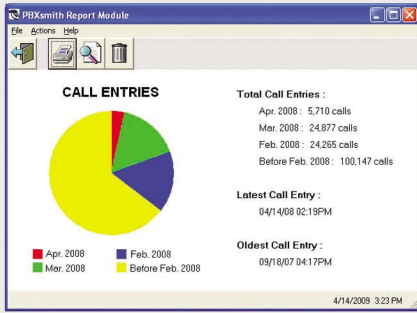
Refers to the local numbers and the corresponding phone user attached to each local.

### Account Codes

Refers to the account codes that can be used for charging billable calls or special access codes.

### Call Rates

Refers to the table of charging per call type (if applicable and needed) including free minutes and call time durations. Only one rate can be applied per call type.



Report Module

**Reports Menu**

Phone User Report    Call Type Report    Unanswered Call Report  
 Telephone Line Report    Account Code Report    Department Usage Report

**CALL TYPE**  
 ADMINISTRATIVE  
 FAX MACHINES  
 SALES AND MARKETING  
 TECHNICAL SUPPORT

Report Scope: TECHNICAL SUPPORT

Report Type:  
 Statistics     Summary     Detailed  
 Outgoing Calls     Billable Calls  
 Incoming Calls     All Calls

Report Period:  
 Today     This Month  
 This Week     Date Range

From: 04/14/2008 To: 12:00 AM  
 To: 04/14/2008 To: 11:59 PM

PRINT    CANCEL

**Reports Menu**

Phone User Report    Call Type Report    Unanswered Call Report  
 Telephone Line Report    Account Code Report    Department Usage Report

**LOCAL NO. USER**  
 101 JIN  
 102 FAX (OUTGOING)-MADEL  
 102 MADEL  
 103 LUCY  
 105 JENNY  
 106 JO  
 107 TESS  
 108 VICKY  
 109 LORENA  
 110 JHO  
 111 FAX (OUTGOING)-BLACK  
 111 FAX (OUTGOING)  
 112 FE  
 114 LOCAL NO. 114  
 115 LUCILLE  
 115 FERDINAND  
 119 FAX (OUTGOING)-WHITE  
 119 LOCAL NO. 119  
 121 CATHY  
 122 BETH  
 124 RUBY  
 125 LOCAL NO. 125  
 130 LOCAL NO. 130  
 131 ROSAN

Report Scope: ALL PHONE USERS

Report Type:  
 Summary     Detailed  
 Outgoing Calls     Billable Calls  
 Incoming Calls     All Calls

Report Period:  
 Today     This Month  
 This Week     Date Range

From: 04/14/2008 To: 12:00 AM  
 To: 04/14/2008 To: 11:59 PM

PRINT    CANCEL

Generating Reports

Phone User Report    Call Type Report    Unanswered Call Report  
 Telephone Line Report    Account Code Report    Department Usage Report

**\*Menu**

LOCAL NO. USER    Report Scope  
 101 JIN    ALL PHONE USERS  
 102 FAX (OUTGOING)-MADEL  
 102 MADEL  
 103 LUCY    Report Type  
 105 JENNY     Summary     Detailed

**\*Phone User Report**

CO LINE DESCRIPTION    Report Scope  
 01 TEL LINE NO. 01    ALL TELEPHONE LINES  
 02 GLOBE 753-3215  
 03 GLOBE 753-4070  
 04 GLOBE 753-4089  
 05 GLOBE 753-4750    Report Type  
 Summary     Detailed

**\*Telephone Line Report**

CALL TYPE    Report Scope  
 CELL    ALL CALL TYPES  
 FREE  
 INCOMING    Report Type  
 NDD OPERATOR     Summary     Detailed

**\*Call Type Report**

CALL TYPE    Report Scope  
 ADMINISTRATIVE    ALL DEPARTMENTS  
 FAX MACHINES  
 SALES AND MARKETING  
 TECHNICAL SUPPORT    Report Type  
 Summary     Detailed

**\*Department Usage Report**



Report Module Functions:

Generating Reports

Refers to the facility to be used for generating reports.

Various reports are available:

- Phone User Report
- Telephone Line Report
- Call Type Report
- Account Code Report
- Department Usage Report
- Unanswered Call Report

(available only for the TDA series).

Performing Searches

Refers to the search facility to be used for performing data search for specific call entries.

Sample searches which can be performed:

- Dialed Number phone activities,
- Calls per search period

(eg. Today, This week, This Month or a Date Range).

Erase Call Entries

Refers to the facility to be used for deletion of specific call entries. This is similar to a purging facility which deletes records after a certain period for maintenance purposes.

**Search Call Entries**

Call Details:  
 Outgoing Call     Incoming Call  
 Dialed No. : 753-3215

Search Period:  
 Today     This Week  
 Date Range:  
 From: 04/14/2008 To: 04/14/2008

**Search Period :**

Today     This Week     This Month

**Date Range :**

From: 04/14/2008 To: 04/14/2008

Performing Searches

**CONNECTED**

Latest Call Entry :  
 04/14/08 02:19PM  
 (FREE, 00:00:34, LUCILLE)

Oldest Call Entry :  
 09/18/07 04:17PM

Total Call Entries :  
 Incoming Calls : 73428  
 Outgoing Calls : 81569

PABX Model :  
 PANASONIC TDA Series

4/14/2009 3:34 PM

**DISCONNECTED**

Latest Call Entry :  
 04/14/08 02:19PM  
 (FREE, 00:00:34, LUCILLE)

Oldest Call Entry :  
 09/18/07 04:17PM

Total Call Entries :  
 Incoming Calls : 73428  
 Outgoing Calls : 81569

PABX Model :  
 PANASONIC TDA Series

PbxSmith Systems Module

Technical Requirements:

Minimum Hardware Requirements:

- Pentium III 500 MHz or better
- 64MB RAM or better
- 50MB of hard disk space
- DVD ROM Drive
- Windows XP or higher
- SVGA Display

Other Requirements:

- Panasonic KX-TA or KX-TD series of PABX
- PbxSmith USB Security Dongle



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