

STELLA NOVA

.... redefining the world of Telephone Management

The latest Stella Nova solution sets new standards for Telephone Management Systems. Based on the very successful Stella Nova suite of products, this version builds on the existing principles and emerges as a truly open and flexible Telephone Management Platform.

Stella Nova, proven to be the most accurate telephone management system in the industry!

KEY BENEFITS:

- Prevent fraudulent use of your telephone system by highlighting abuse
- Track performance of key staff through call detailed reporting
- Measure Customer Service response and handling times
- Review status on missed and abandoned calls
- Identify voice network costs, including call costs, rental costs and fixed item costs such as handsets
- Monitor voice network capacity and efficiency
- Correctly apportion costs associated with telephony across your organisation
- Detailed reporting as well as useful Management reports

Stella Nova caters for small to large distributed voice networks of up to 1000 extensions.

KEY FEATURES:

- Operability on all PBX's and IP Telephony platforms
- Monitors across unlimited remote sites using the IP buffering technology
- Manage all reports from a centralised location
- Fully scalable solution offering long term protection of your investment
- Data import and export utilities
- Web interface providing flexibility of use from any destination
- Alarming module providing notification on budgets and failures
- Extension barring, providing control of allocated budgets (Zero Budget)

WEB INTERFACE

Stella Nova is a web-based system allowing for convenient access from any location. User access is unlimited. All access is based on a Class of Service structure with pre-defined security levels.

With context-based security access, the user is limited to the scope of the report that can be generated keeping company information secure.

<http://www.unison.co.za>



ACCURATE & DETAILED REPORTING

- Over 84 comprehensive reports
- Graphical representation of reports
- Ease-of-use through Report Wizards
- Reports presented as Adobe PDF or HTML
- Areas of abuse and exceptions are highlighted
- Automatic scheduling of reports to pre-configured email addresses or printers
- Reports made more meaningful through the merging of internal and external directory information into them

REPORT TEMPLATES

Stella Nova offers a variety of standard report templates. With an advanced filtering system, users are able to design any number of customised reports.

- Account Reports
- Incoming Call Reports
- Processing Statistics
- Call Detail Report
- Erlang Traffic & Distribution
- Frequently Dialed Numbers
- Exception Reports
- Error Log Reports
- Cost Allocation
- Directory Reports
- Summary Reports
- Top-50 Reports

CALL RECORD COSTING

Stella Nova handles the accurate calculation of cost per telephone call in either real-time or batch mode. Stella Nova monitors single or multiple sites, whether remote or central and each call cost is calculated according to its originating point. For accurate costing of Least Cost Routes and multiple sites, Cost Code Tables and Charge Band Files are allocated per individual line.

LEAST COST ROUTING AND VoIP COSTING

Stella Nova, utilising highly sophisticated call record structures, accurately costs Least Cost Routes and Voice over IP use as well as infrastructure.

ADDITIONAL MODULES

ALARM MODULE

This enhancement will proactively supply notification of specified events such as exceeded budgets, PBX malfunctions and loss of network connectivity. Notification is made via email, SMS or screen pop up.

ZERO BUDGET FACILITY

The Zero Budget facility allows for calls to be terminated and extensions barred when the extensions predefined budget is reached.

SYSTEM REQUIREMENTS

- Pentium 4 or better
- Minimum 256MB RAM
- 40 GB Drive Space
- CD Drive
- LAN for email
- Call Record Buffer
- IIS for Web interface

SUPPORTED OPERATING SYSTEMS

Microsoft Windows 2000/03 Workstation/Server
Microsoft Windows XP Professional

Call Type/Digits/Duration/Cost

Call Type Inclusion

Incoming Call

Cell Phone Call

Local Call

Trunk Call

International

Unclassified

Internal

Call Type 8

Call Type 9

Call Type 10

Digits Matching

Access Digits:

Outgoing Digits:

Minimum Values

Call Duration (secs):

Call Cost:

More

Fax Calls: Include Fax Calls

Private Calls: Include Private Calls

New page per extension

Order By:

Please enter your email address



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