Bison Data Solutions

Rapid CDR

Call Auditing Solution

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EXECUTIVE SUMMARY:

Cisco voice network solutions are renowned as being among the top enterprise voice solutions in the world. Although, with all of the innovative and useful features that the Cisco voice network solutions provide, Cisco does not have an effective, integrated means to acquire and maintain detailed call records (CDR) to track the usage of the network. As uncontrolled Telecom expenses whittle away at a company's bottom line, companies are now demanding a solution to track their voice network usage. Here at Bison Data Solutions, we can provide that solution with the Rapid CDR system. Rapid CDR is a proven, accurate, lightweight, and robust solution that can help you maintain detailed call records on your voice network in near real time, such as the caller, called number, duration, date, time, and more. Rapid CDR stores the voice network usage data in a local database and provides an easy to use website for easy viewing and sorting of the data. The website, and all of the data, is stored and hosted by the customer on their equipment, meaning the customer fully owns the data and can provide access as they see fit. With Rapid CDR's exclusive *Phone View*, customers can even view the call records from their Cisco phones or Android tablets.

RAPID CDR APPLICATIONS:

Recording Call Detail Records

Many Cisco customers spend over one hundred thousand dollars on their voice networks, yet have difficulty properly seeing how their investment is being used. Rapid CDR tells customers exactly when, where, and how their voice network is being used, empowering them to make better business decisions about their internal resources.

Reduce Time Theft

Employees that spend time on the phone speaking with friends and relatives instead of conducting authorized business are not only hurting their employer's bottom line, they are engaging in time theft. The situation gets even worse when employees make personal long distance or international calls. The Boston Globe and Denver Post newspapers recently reported that U.S. companies lose nearly $400 billion per year in lost productivity due to time theft. A proper call accounting system, such as Rapid CDR, can help companies identify time theft and put an end to the practice in the work place.

Verify Phone Bills

The phone company isn't perfect and can make billing mistakes that cost their customers in overstated monthly phone charges. Rapid CDR gives customers the vital information they need to challenge their telecom provider when there is an error.

Ensure Service Quality

Employers expect the best out of their employees just like any client expects the best out of their service or product provider. Employers can use Rapid CDR to ensure that employees are properly following up with clients and providing timely returns on client communication. Also, Rapid CDR metrics allow for the identification of over worked or under-utilized employees which provides a means to more efficiently allocate work among employees. Generating metrics on employee responses, your company can raise customer satisfaction and, in turn, expect greater repeat business.

Integrate Rapid CDR Data Into Third Party Applications:

Since customers host the Rapid CDR database, they have ready access to it. Using the Rapid CDR database, customers can easily integrate their call detail records into any third party applications they use such as a CRM, billing tools, or any other internal application.

WHY USE Rapid CDR:

Not Tracking Calls is Expensive

In today's competitive, bottom line driven business environment; companies can't afford to have employees engage in time theft. In recent years, long distance and international phone costs may have decreased, but the cost of an employee's time still remains large. Employees that spend excessive time on the phone conducting non-work related business cost their employers greatly in higher payroll costs. The employees are the greatest asset any company has and mismanagement of human resources reduces the value and effectiveness of a company's single greatest asset. Rapid CDR provides the tools to better manage this all important resource and ensure that a company remains competitive in their space.

The World Moves too Fast to Wait for Telecom Auditors

Rapid CDR moves at the speed of business and can help catch issues when they start instead of after they have caused problems. Telecom auditors are only interested in finding errors in a telephone bill where the phone company has overcharged, not in finding unnecessary expenses that were legitimately incurred, such as an employee calling family overseas. When employees incur unnecessary international phone charges, the company needs to address it as soon as they can instead of waiting until the end of the month after countless charges have already been incurred. With Rapid CDR, there is no more waiting and finger crossing, hoping there aren't any surprises in the phone bill. Employers now have the tools at their disposal to analyze their network and root out abnormalities that cost them money.

Customers Own Their Data:

With security concerns growing every day, it is important for customers to properly account for their data. Rapid CDR is hosted by the customer meaning the data is completely owned and controlled by the

customer. The customer, and the customer only, dictates who has access to the data, whether that is individuals inside or outside the company, or third party applications.

Purpose Built System

Some Rapid CDR competitors offer network health trackers that may also track calls as a side feature. In comparison, Rapid CDR was designed and built to track calls only. We know that our customer's voice networks are not an afterthought and proper call auditing shouldn't be an afterthought either.

Not Tracking Phone Usage Opens Companies up to Legal Liabilities

By not tracking voice transactions, employers open themselves up to devastating liabilities in the criminal and civil courts when employees use the company's voice network for illegal activities. Rapid CDR arms companies with the ability to help prevent such usage. The data Rapid CDR gathers helps better arm companies in their fight to protect themselves against legal action if so required.

Errant 911 Calls Can Bring Fines

Repeated 911 calls, intentional or not, can cause law enforcement to levy fines on the calling business, further reducing their bottom line. Without a proper call auditing package, companies will struggle to find the source of these 911 calls resulting in more fines, issues with local officials, and tying up valuable emergency services resources that could be used elsewhere.

Specialized for Cisco

Unlike our higher priced competitors, we know that our customer's business is unique and needs something more than a 'one size fits all solution'. Therefore, Rapid CDR was built with Cisco Voice Network owners in mind. We didn't have to make any sacrifices or cater to the lowest common denominator to try to work with all PBX manufacturers.

Cost

Competitors charge tens of thousands of dollars for their systems and then tack on high cost maintenance agreements. By contrast, Rapid CDR is a low cost, yet fully featured system with drastically lower upfront and maintenance costs. Rapid CDR significantly reduces our users' cost of ownership over the lifetime of the system resulting in a higher bottom line for our customers.

FRONT END FEATURES:

Call Type Comparisons

Calls are tracked and presented as inbound, outbound, and internal calls. The inbound and outbound calls are further segregated into local, long distance, or international calls and totals for each call type are recorded allowing customers to compare their records against the monthly phone bill on one quick and concise screen.

Hunt Group Tracking

Rapid CDR can track activity on your Hunt Groups and deliver time based, easy to read reports. Rapid CDR tracks who called in to a Hunt Group, the number of calls that came in, and of that number, how many calls were answered and how many went to voicemail. Rapid CDR will also track the number of calls answered by each extension on a Hunt Group.

Detailed searching

Any data tracked by Rapid CDR can be used in a search query allowing users to quickly obtain detailed reports on exactly what they want to see.

Time based reports with historical averages

Users can compare the number of calls and total time of a call against the average number of calls and average total time of a call for a certain time period, as well as view the count and times for any user on their voice system for any time period. Customers can use this data to get a quick idea of the usage on their network and take any necessary actions.

Fast access to E911 records

Users can quickly view calls to emergency services from a dedicated tab on the website or a quick view button in the phone view. E911 calls will often times require special treatment from the organization and Rapid CDR helps companies determine when any actions may need to be taken.

TECHNICAL REQUIREMENTS

The customer hosts the server that Rapid CDR runs on allowing them to maintain full ownership of the data and properly distribute that data as they desire. Rapid CDR is a very light weight application and can be run on a relatively low power server or virtual machine.

Requirements

	Minimum	Recommended
Processor	1.3 GHZ	2 GHZ
Ram	512 MB	1024 MB
Persistent Storage	200 GB	200+ GB

HOW IT WORKS:

After calls have occurred, the CUCM or CME dumps a .csv file containing the data related to the calls made and received. Rapid CDR gathers this information which is then stored in a database. This database is provided to users by the front-end web server when the users access the company's Rapid CDR website which is hosted by the company.
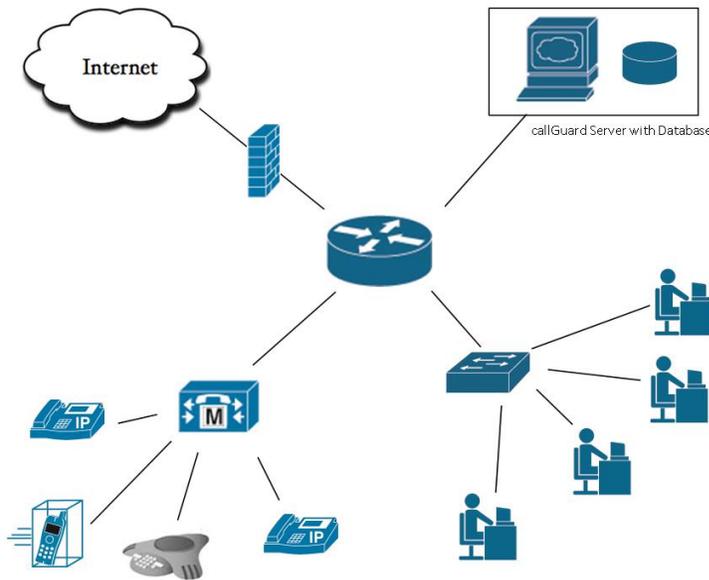
SUMMARY

Rapid CDR provides customers with modern day call auditing tools, empowering them to accomplish more in their business, further streamline their operations, and continue to increase their bottom line. Not having and using a functional call auditing package is simply too expensive in today's competitive world. Time theft and misuse of company resources hurt's companies and they need ways to reduce and ultimately eliminate these wastes. Concurrently the legal liabilities incurred by not tracking calls can be utterly devastating to companies, large and small. Rapid CDR can help solve these problems and minimize the risk associated with running a business. Call auditing has become a necessity and Rapid CDR is the best cost effective choice.