EdgeTalk

Call Data Analytics Software

Overview

- EdgeTalk Call Data Analytics can be used by small companies to big enterprises for identifying and retrieving effective business intelligence from the call data details.

- The call data records your business generates provide pointers to new leads, satisfied/ dissatisfied Customer service, employee performance and other useful information when proper analytics is done.

- Using the call data analytics solution you will get a holistic view of how your business is progressing and which areas you need to fine-tune to improve the total business.

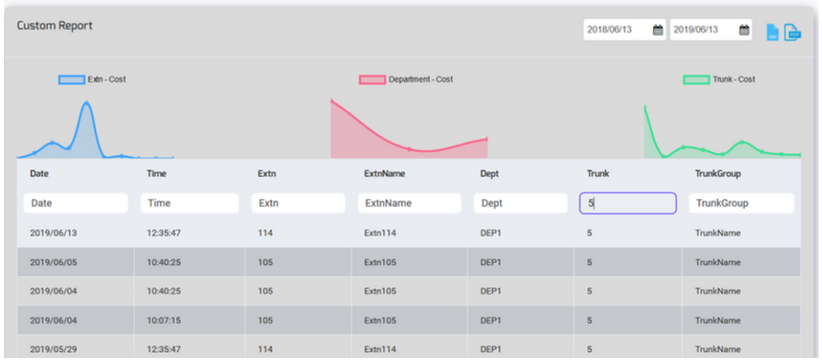
STRENGTH

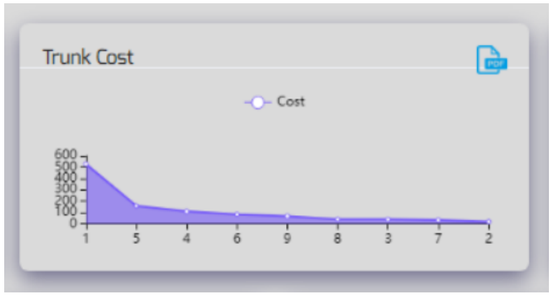
- Simple to use, even for users with no technical
- knowledge
- Increases Business Productivity and Simplifies enterprise communication
- Track and Optimize Valuable resources
- Accurate and holistic reporting
- Handles Bulk Data - Built on big data analytics platform
- Support Multiple Formats
- Customizable Dashboard

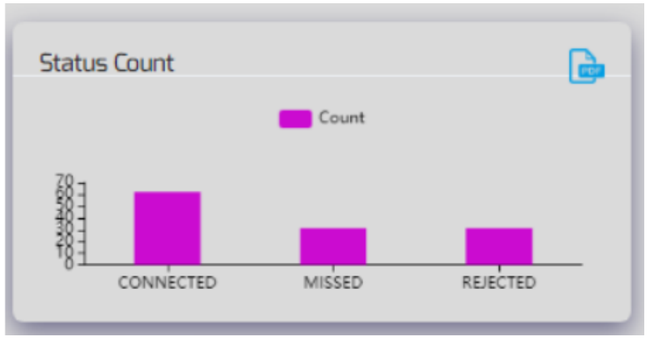
Key Features

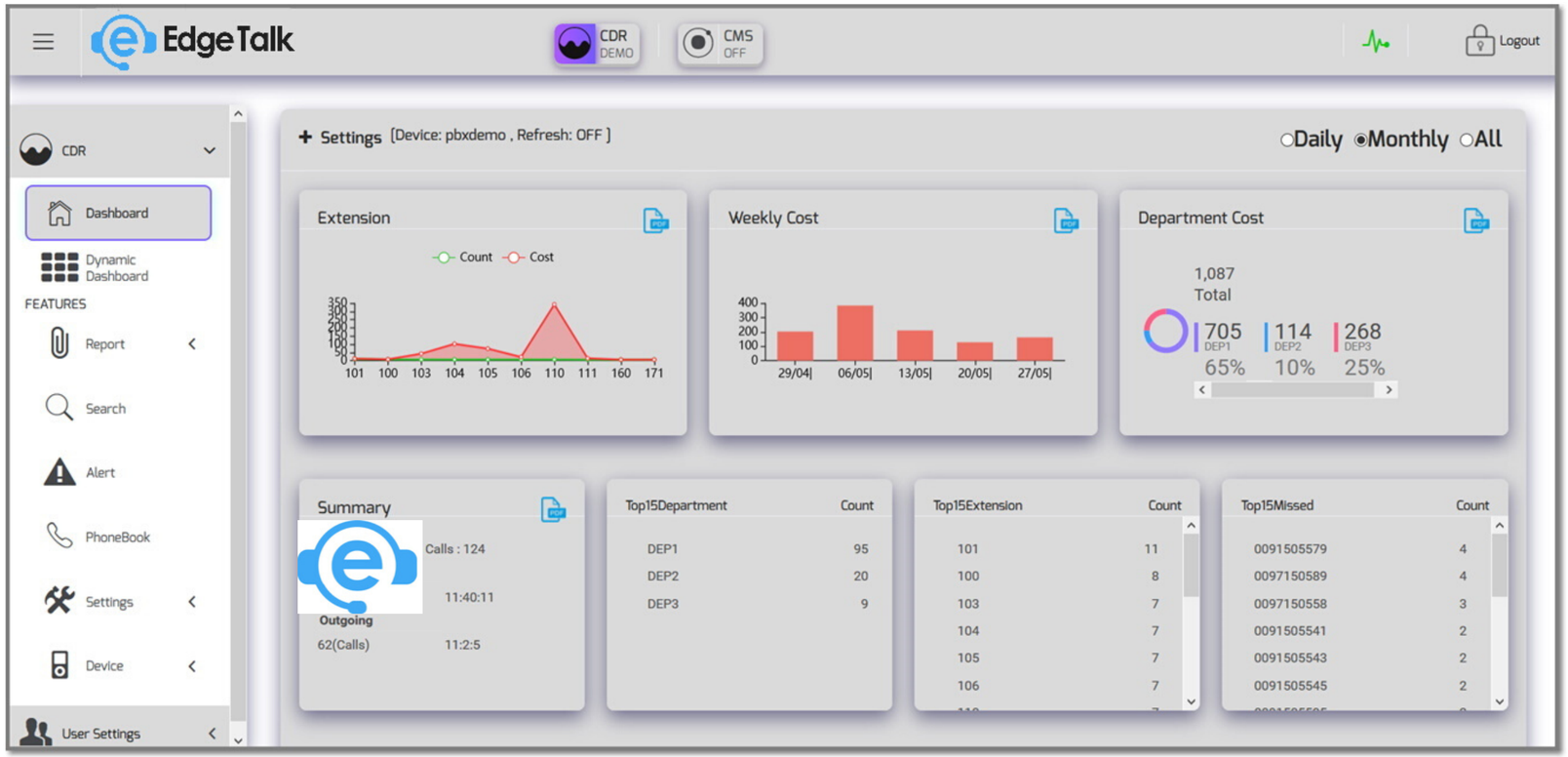
- USER FRIENDLY WEB INTERFACE
- CUSTOMIZABLE DASHBOARD
- EXTENSIVE REPORTING CAPABILITY
- AGGREGATION REPORT
- EXTENSION REPORT
- DEPARTMENT WISE REPORT
- TRUNK WISE REPORT
- COUNTRY WISE REPORT
- CLI BASED REPORT
- PHONE BOOK
- ADVANCED SEARCH OPTIONS
- MULTI USER SETUP
- VARIOUS ALERT FACILITIES
- EXPORT IN PDF AND CSV FORMAT
- CUSTOMIZABLE REPORTING
- DISASTER RECOVERY AND DATA BACKUP

CDR - VIEW









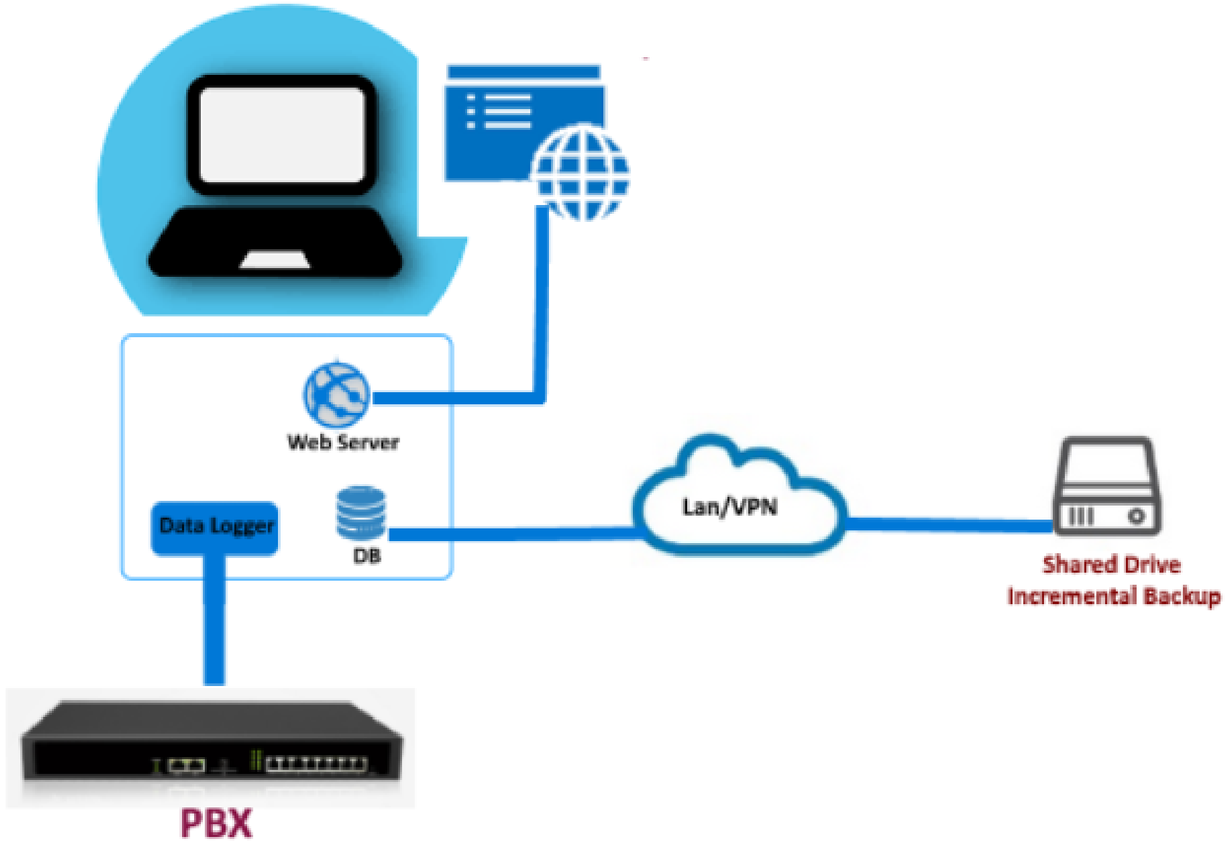
- Dashboard with Real Time Graphical Chart
- Internal and external call traffic reporting and analysis
- Information on the number, duration, types and costs of the inbound and outbound traffic in charts and data grids.

THE SOLUTION

EdgeTalk CDR Analytics – Standard

EdgeTalk Call Analytics is a complete and scalable solution for companies which helps in optimizing telecom utilization in order to reduce operating costs.

EdgeTalk Call Analytics is an easy to use intuitive web app which can be used by even employees without technical background . Web UI ensures anywhere access to the application from networked computers.



When calls are made or received in your organization, your PBX sends out logs - CDR or SMDR, EdgeTalk captures those datas to a PC and generate different kinds of reports

THE SOLUTION

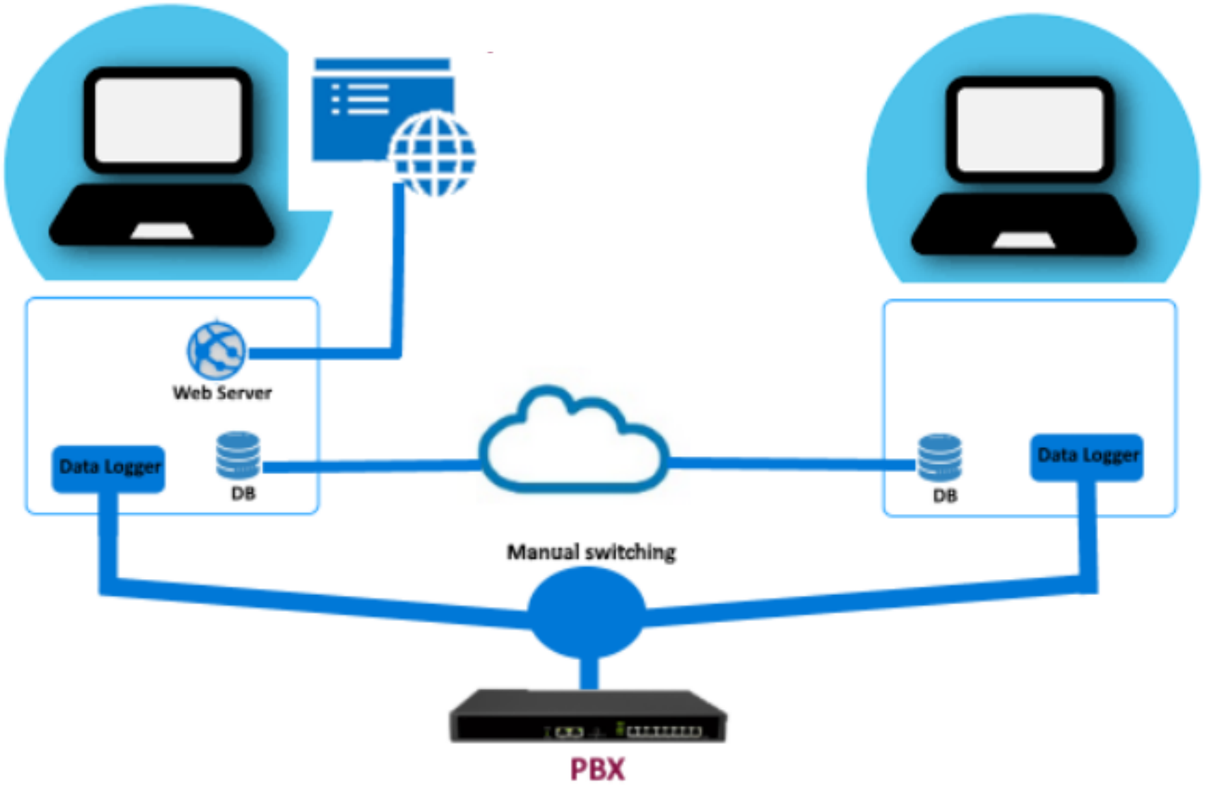
EdgeTalk CDR Analytics – Silver
Disaster Recovery and Data Backup

Minimal / Zero Data loss

- Manual switching of data collection to failover PC
- Low restoration time – Powering up primary PC syncs old & failover PC data
- Web Interface readily available in primary

Requirements

- Two independent machines with windows for primary & failover installation
- Live Backup license



THE SOLUTION

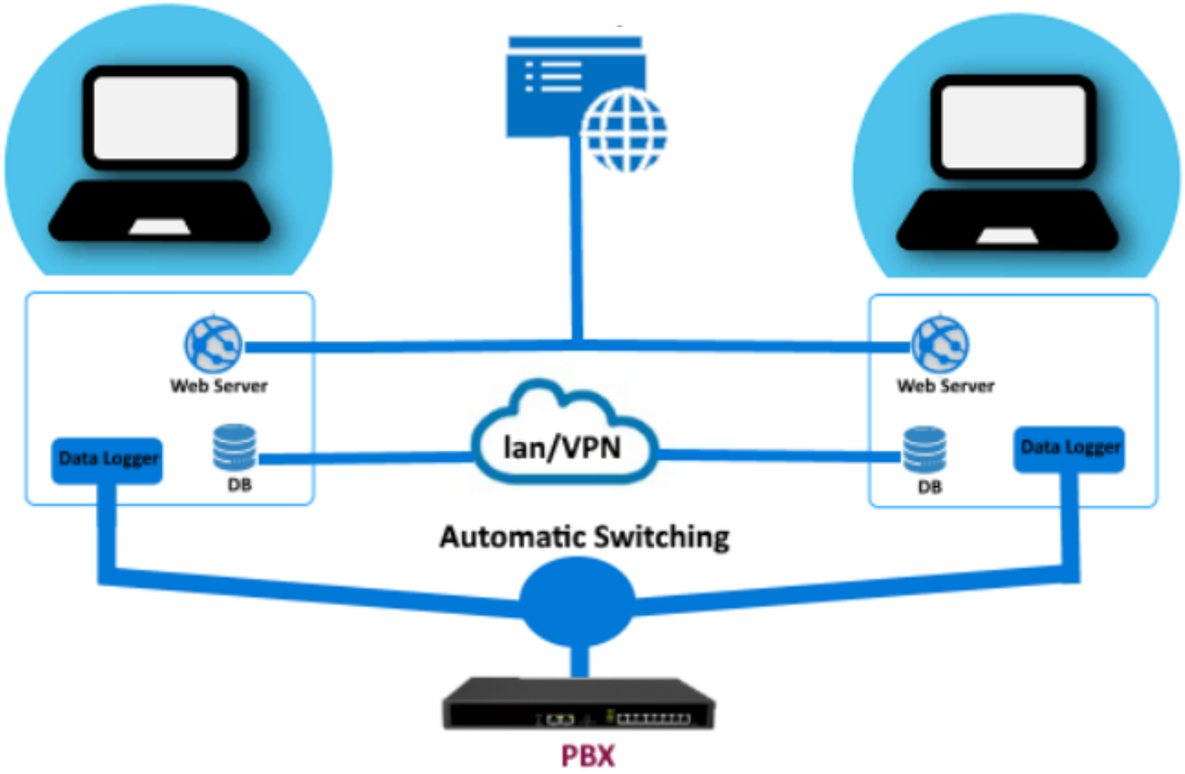
EdgeTalk CDR Analytics – Gold
Disaster Recovery and Data Backup

High Availability / Zero Downtime

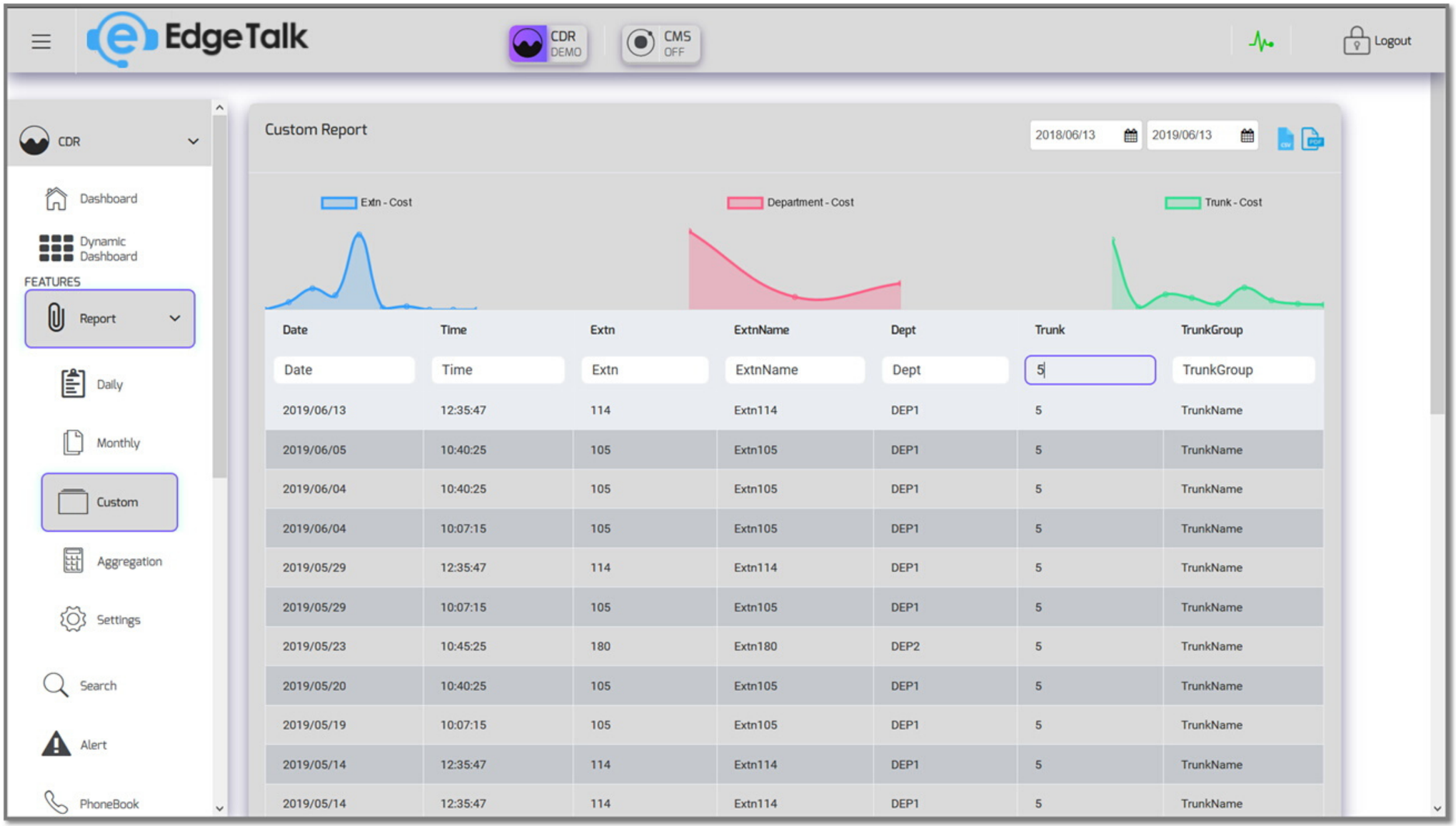
- Zero Downtime
- Automatic detection of primary system failure / switching to failover system
- Web Interface readily available in failover system

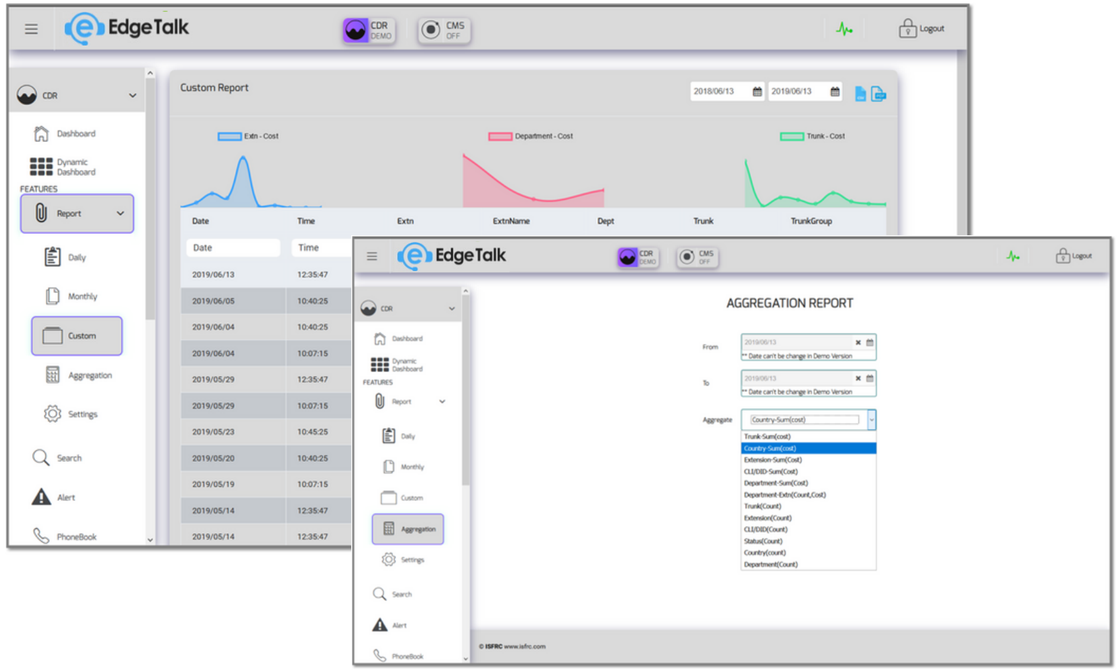
Requirements

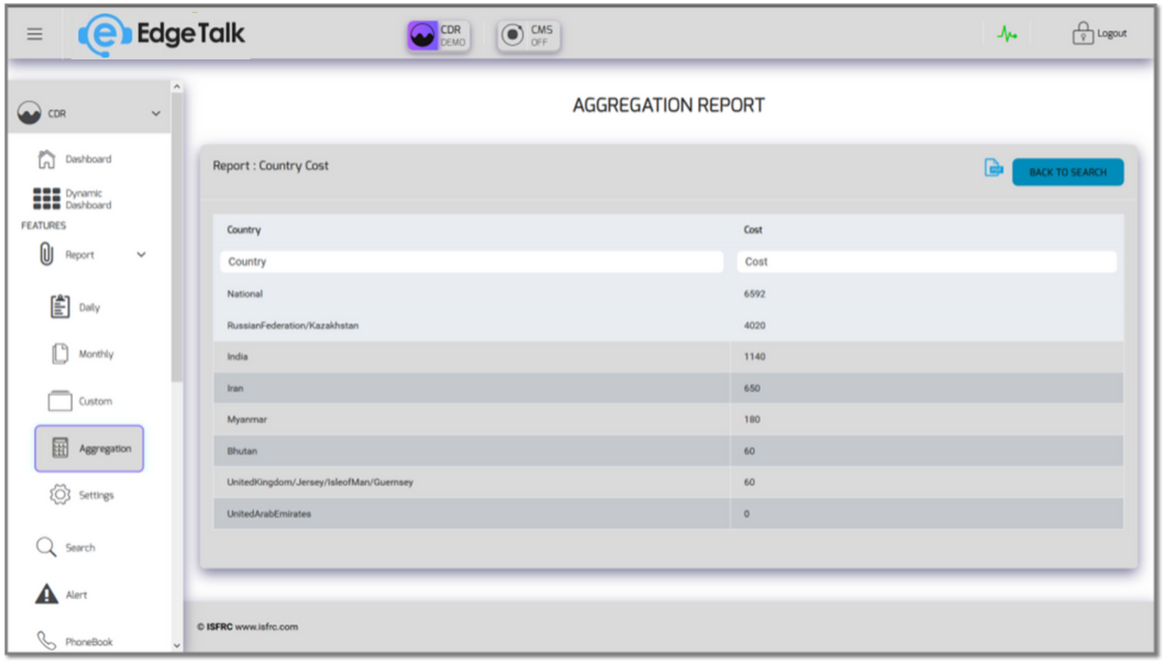
- Two independent machines with windows for primary & failover installation
- Dual License



CUSTOM REPORTS

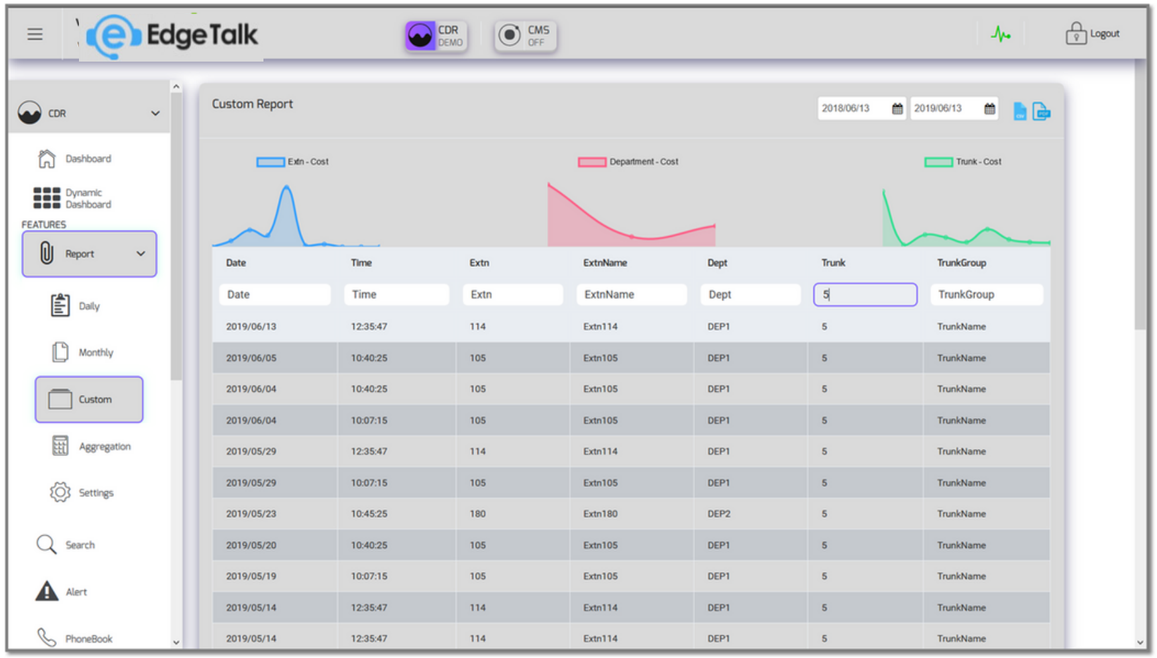






EXTENSIVE REPORTING CAPABILITY

- No need to satisfy with the automated junk reports with all the fields
- Customize your report with specific data that you want - daily/Monthly/Yearly/Custom date reports
- Custom reports aggregating different fields of your choice is available like Trunk - Sum, Extension - Sum, Department Sum, Country wise, Department wise etc.



BILL GENERATION

EdgeTalk

PHONE BILL

2019/10/01 to 2019/10/01

SALES

Bill Summary

Extn	ExtnName	Outgoing	Cost
102	Extn102	7	0.75
104	Extn104	7	2.4
111	Extn111	1	0
Total		15	3.15

Detailed

Extension : 102 Name : Extn102

Date	Time	CLI/DID	Country	Duration	TariffType	Cost
2019/10/11	16:45:00	05343416	National	00:00:33	Local Mobile	0.15
2019/10/11	16:45:00	0091765434	India	00:00:33		
2019/10/11	16:45:00	08543415	National	00:00:33		
2019/10/08	14:50:00	00445414	UnitedKingdom/Jersey/IsleofMan/Guernsey	00:01:15		
2019/10/08	14:50:00	04541447	National	00:01:15		
2019/10/08	14:50:00	0594144	National	00:01:15	Local Mobile	0.3
2019/10/08	14:50:00	05541441	National	00:01:15	Local Mobile	0.3

Extension : 104 Name : Extn104

Date	Time	CLI/DID	Country	Duration	TariffType	Cost
2019/10/10	16:03:00	02085608	National	00:02:11		
2019/10/10	16:03:00	02085608	National	00:00:00		
2019/10/10	16:03:00	02085608	National	00:02:11		
2019/10/09	15:00:00	05861113	National	00:12:14	Local Mobile	1.95
2019/10/09	15:00:00	03586111	National	00:14:09		
2019/10/09	15:00:00	00971509113O5	UnitedArabEmirates	00:07:05		
2019/10/02	16:03:00	05085608	National	00:02:11	Local Mobile	0.45

BILL GENERATION

Report : Department-Extn:Count Cost Detail

BACK TO BILLING

Department : SALES | Cost : 3.15

Extn	ExtnName	Outgoing	Cost
Extn	ExtnName	Outgoing	Cost
102	Extn102	7	0.75
104	Extn104	7	2.4
111	Extn111	1	0
Total		15	3.15

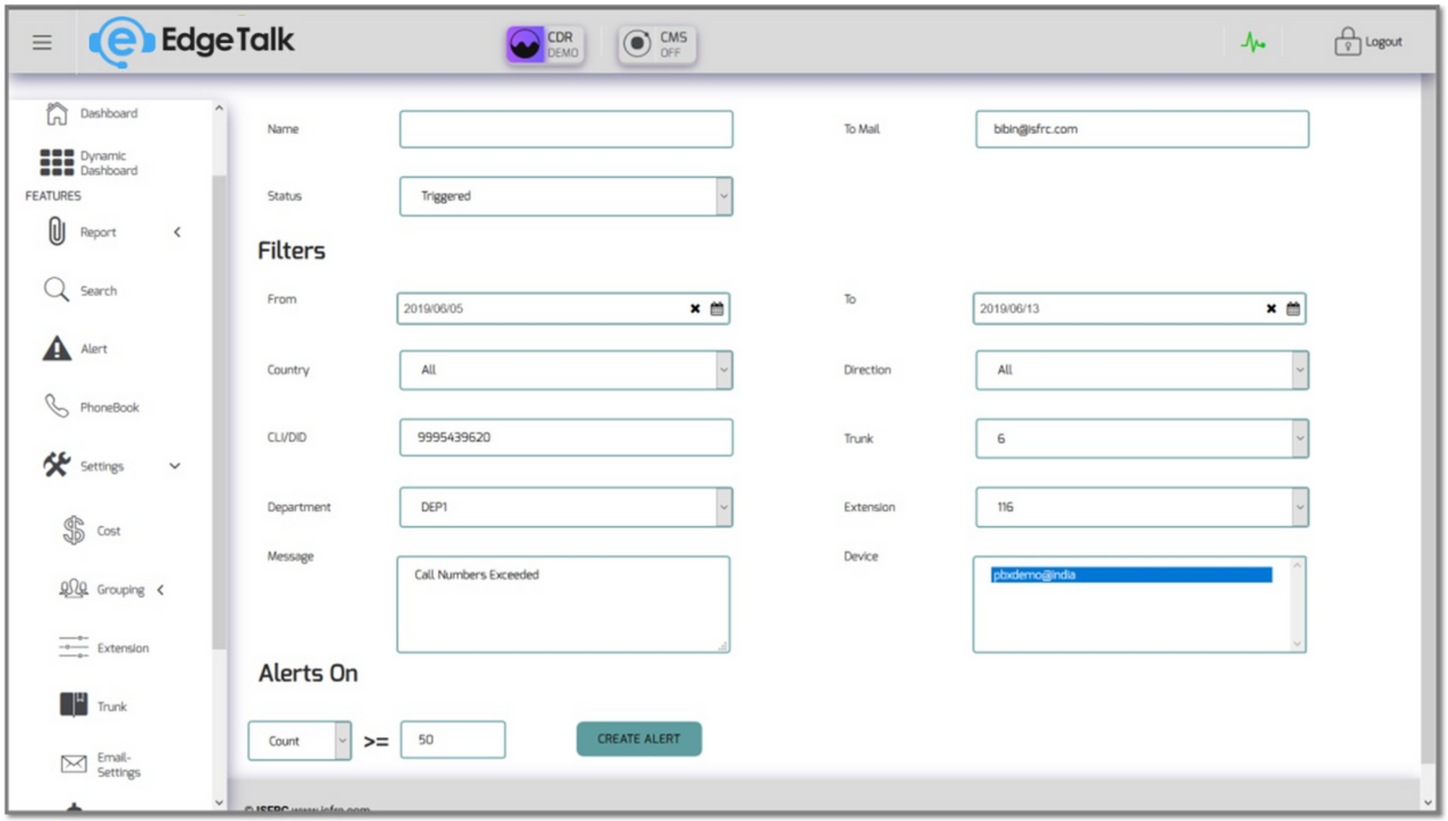
Details

Extension : 102

Extension : 104

Extension : 111

ALERTS



ALERTS

- Call Duration Exceed Specific Limit
- Overall Budget Exceed
- Extension Budget Exceed
- Trunk Wise Exceed Alert
- Department wise Call Alerts
- CLI based Alert

BANKS

CONTACT CENTRES

HOTELS

BUSINESSES

In use Domains

COMMUNICATION TODAY PLAYS A CRUCIAL ROLE IN THE SUCCESS OF ANY BUSINESS. VEUTEL CREATES PRODUCTS THAT RESPONDS TO THE NEEDS OF THE BUSINESS.

Technical Support

EDGETALK IS COMMITTED IN PROVIDING QUALITY AND TIMELY SUPPORT TO OUR CUSTOMERS

A team of skilled Engineers are always available for technical assistance and support queries.

EdgeTalk

Thank You

WWW.EDGETALK.IN

sales@edgetalk.in