



Callista Multifunctional

More than call accounting

Overview.

- Specifically designed for all businesses requiring accurate, reliable, multifunctional call management
- Multi-layered, multi-featured, totally integrated call management system combining telephone billing, cost recovery, PABX operator performance analysis & contact management
- Powerful reporting features combining data and graphs for maximum information

Features.

- Allocate correct call costs to employees, departments, divisions, tenants, clients, customers, projects, students, patients and/or extensions
- Add margins to calls for effective call cost recovery
- Track and bill high-speed internet usage*
- Analyse the cost of calling mobile phones or of providing support to your customers
- Protect your business from phone fraud and phone misuse & abuse
- Monitor phone hackers (phreakers)
- Determine the number of trunks/exchange lines required
- Analyse information about phone answering response times
- Locate peak calling times during the business week
- Follow up lost calls
- Powerful report filters to provide exactly the information you need
- Automatically schedule and e-mail/export/print reports
- Automatic system backup
- Automatic On-Line Update to keep your system always up-to-date

* Please refer to Callista's website www.callista.net for information about supported devices

Accurate call processing.

Callista's powerful Call Processor simultaneously logs, processes and allocates all phone/fax calls.

Generates real-time archives of raw call data which provide additional data security.

Calls can be logged via a serial port, IP, Telnet or from a file.

The screenshot displays the Callista Call Processor 3.00 (Build 3.05) interface. On the left is a vertical menu with buttons for Configuration, Communication, PABX, Processing, Offline, Help, and Hide. The main area features a table of call records with columns for DATE & TIME, EXTENSION, NUMBER, DURATION, and PRICE. The table contains 10 rows of data, with the row for 29/04/2005 16:26:21 highlighted in yellow. Below the table is a form with fields for Pin Number, Client/Project, Employee, Exchange, Margin Type, Name/Location, Base Price, Modified Price, Charge, Account Code, and Call pricing status. The Call pricing status field has a checked 'Answered' checkbox. The status bar at the bottom indicates 'Call Processor is Online' and 'File:'.

DATE & TIME	EXTENSION	NUMBER	DURATION	PRICE
29/04/2005 15:37:32	729	034777400	00:00:10	
29/04/2005 15:38:29	700	034777400	00:00:56	
29/04/2005 15:41:58	704	021767660	00:01:09	
29/04/2005 15:45:34	705	034777400	00:07:05	
29/04/2005 15:46:04	704	098200280	00:02:36	
29/04/2005 16:12:31	728	093567688	00:00:08	
29/04/2005 16:13:43	700	093567688	00:00:57	
29/04/2005 16:26:21	704	034777400	00:01:10	\$0.41
29/04/2005 17:10:49	710		00:00:49	

Pin Number: 9
Exchange: Dunedin
Base Price:
Account Code:

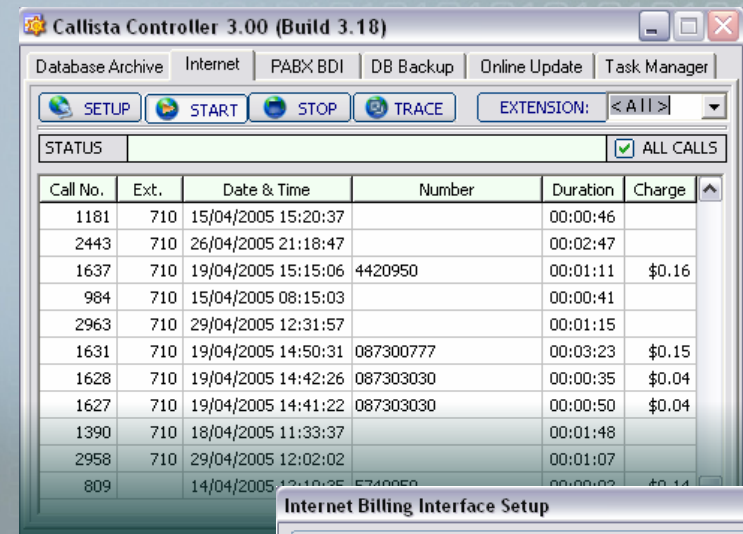
Client/Project:
Margin Type:
Modified Price:
Call pricing status: Answered

Employee:
Name/Location: Extension 729
Charge:

Bill high-speed internet usage.

Callista's powerful Controller interfaces directly into high-speed internet billing devices* to log and process all broadband internet traffic at your office. Internet usage is logged, processed and allocated directly to your employees, tenants, patients, commission reps, customers, clients or anyone you charge for this service.

Select your internet billing device, select the correct interface and the Callista Controller does the rest.



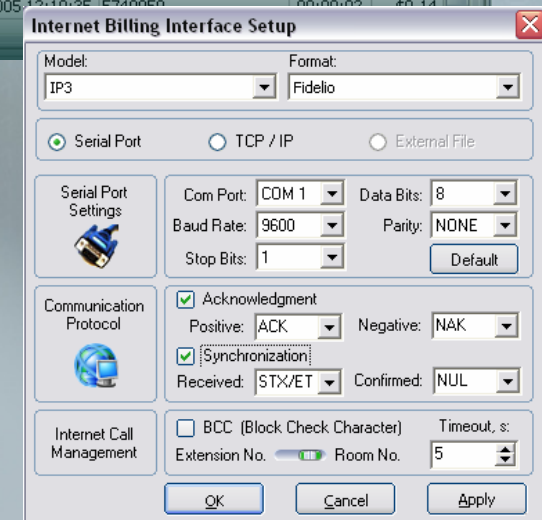
Callista Controller 3.00 (Build 3.18)

Database Archive | Internet | PABX BDI | DB Backup | Online Update | Task Manager

SETUP | START | STOP | TRACE | EXTENSION: < All >

STATUS: ALL CALLS

Call No.	Ext.	Date & Time	Number	Duration	Charge
1181	710	15/04/2005 15:20:37		00:00:46	
2443	710	26/04/2005 21:18:47		00:02:47	
1637	710	19/04/2005 15:15:06	4420950	00:01:11	\$0.16
984	710	15/04/2005 08:15:03		00:00:41	
2963	710	29/04/2005 12:31:57		00:01:15	
1631	710	19/04/2005 14:50:31	087300777	00:03:23	\$0.15
1628	710	19/04/2005 14:42:26	087303030	00:00:35	\$0.04
1627	710	19/04/2005 14:41:22	087303030	00:00:50	\$0.04
1390	710	18/04/2005 11:33:37		00:01:48	
2958	710	29/04/2005 12:02:02		00:01:07	
809	14/04/2005	12:10:35	5740050	00:00:02	\$0.14



Internet Billing Interface Setup

Model: IP3 | Format: Fidelity

Serial Port | TCP / IP | External File

Serial Port Settings: Com Port: COM 1 | Data Bits: 8 | Baud Rate: 9600 | Parity: NONE | Stop Bits: 1 | Default

Communication Protocol: Acknowledgment | Positive: ACK | Negative: NAK | Synchronization | Received: STX/ET | Confirmed: NUL

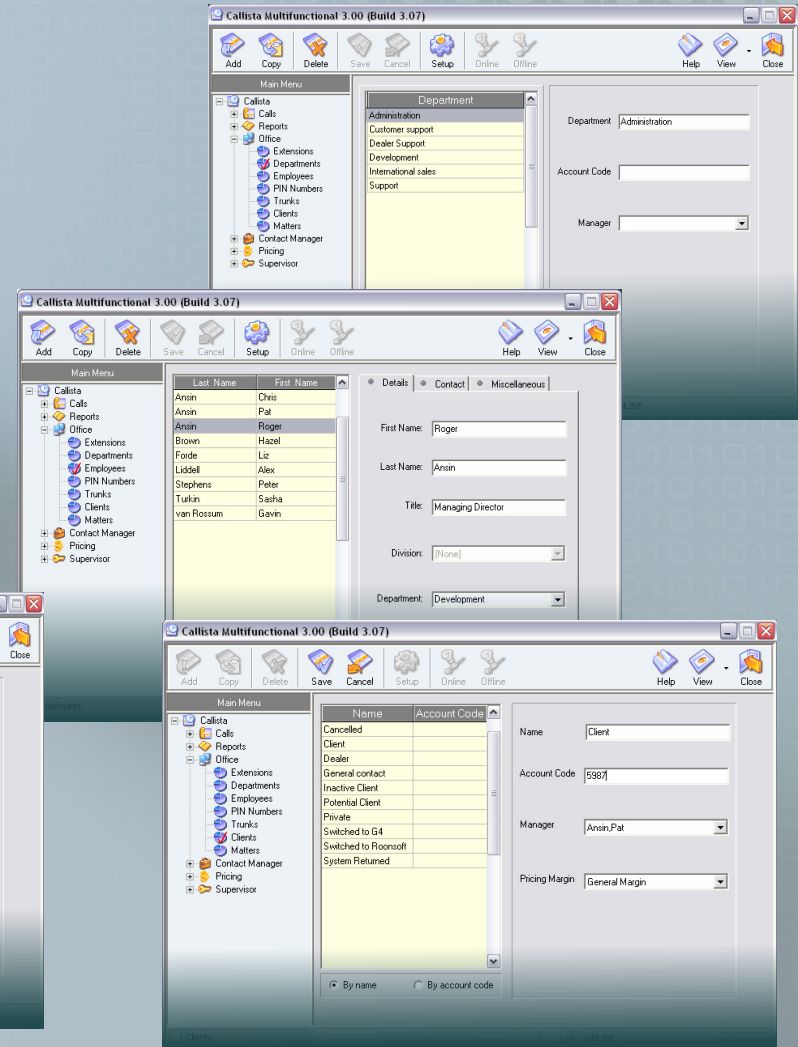
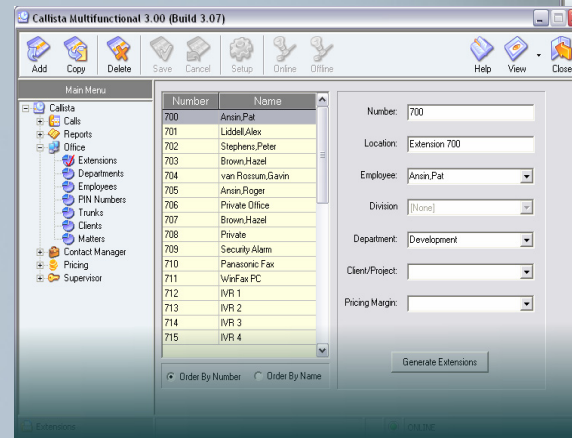
Internet Call Management: BCC (Block Check Character) | Timeout: s: 5 | Extension No. | Room No.

OK | Cancel | Apply

* Please refer to Callista's website www.callista.net for information about supported devices

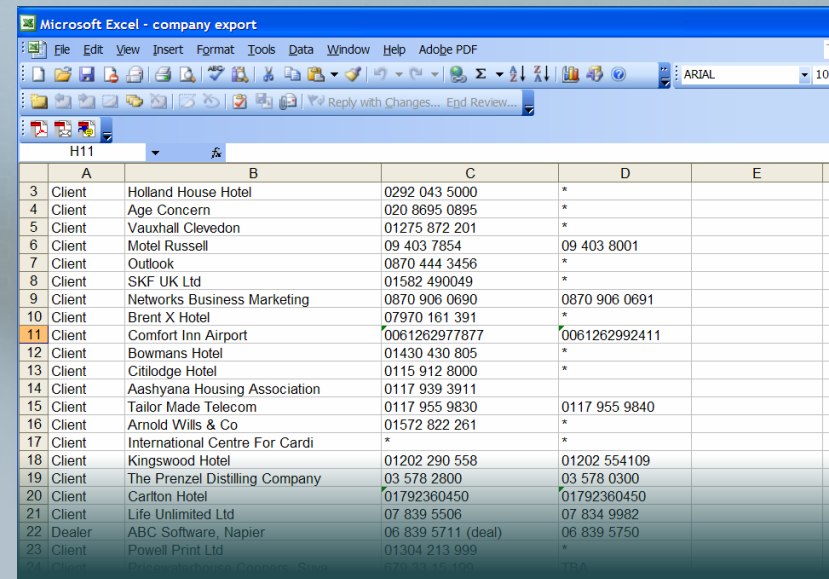
Easy database set up.

Set up and maintain your database of departments, employees, clients, trunks, matters and assign them to extensions for accurate call recording, allocation and cost recovery.



Import existing databases.

Callista's importing feature means you don't have to transcribe existing database information into Callista. Directly import extensions, departments, employees, clients, PINs, contact names and phone numbers . . .

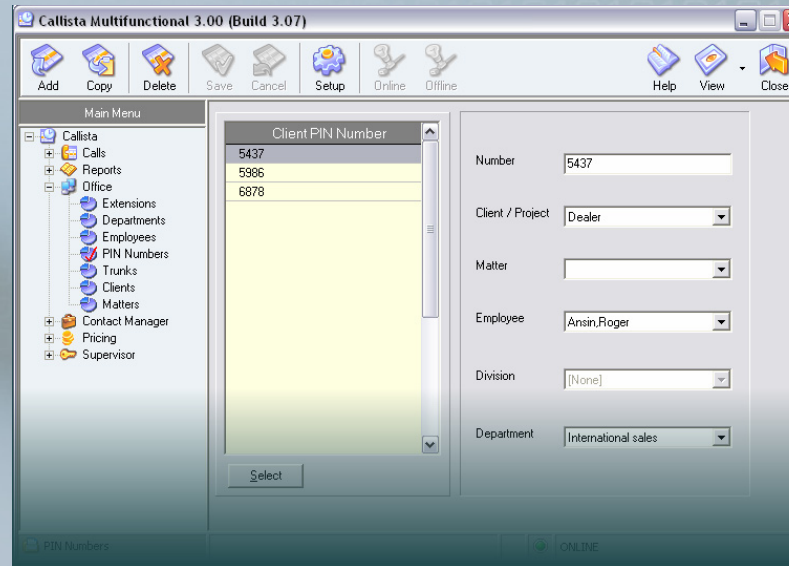


The screenshot shows a Microsoft Excel spreadsheet titled "company export". The spreadsheet contains a table with columns A through E. The data is as follows:

	A	B	C	D	E
3	Client	Holland House Hotel	0292 043 5000	*	
4	Client	Age Concern	020 8695 0895	*	
5	Client	Vauxhall Clevedon	01275 872 201	*	
6	Client	Motel Russell	09 403 7854	09 403 8001	
7	Client	Outlook	0870 444 3456	*	
8	Client	SKF UK Ltd	01582 490049	*	
9	Client	Networks Business Marketing	0870 906 0690	0870 906 0691	
10	Client	Brent X Hotel	07970 161 391	*	
11	Client	Comfort Inn Airport	0061262977877	0061262992411	
12	Client	Bowmans Hotel	01430 430 805	*	
13	Client	Citilodge Hotel	0115 912 8000	*	
14	Client	Aashyana Housing Association	0117 939 3911		
15	Client	Tailor Made Telecom	0117 955 9830	0117 955 9840	
16	Client	Arnold Wills & Co	01572 822 261	*	
17	Client	International Centre For Cardi	*	*	
18	Client	Kingswood Hotel	01202 290 558	01202 554109	
19	Client	The Prenzel Distilling Company	03 578 2800	03 578 0300	
20	Client	Carlton Hotel	01792360450	01792360450	
21	Client	Life Unlimited Ltd	07 839 5506	07 834 9982	
22	Dealer	ABC Software, Napier	06 839 5711 (deal)	06 839 5750	
23	Client	Powell Print Ltd	01304 213 999	*	
24	Client	Blackburn House Company, Salford	079 33 15 199	TR4	

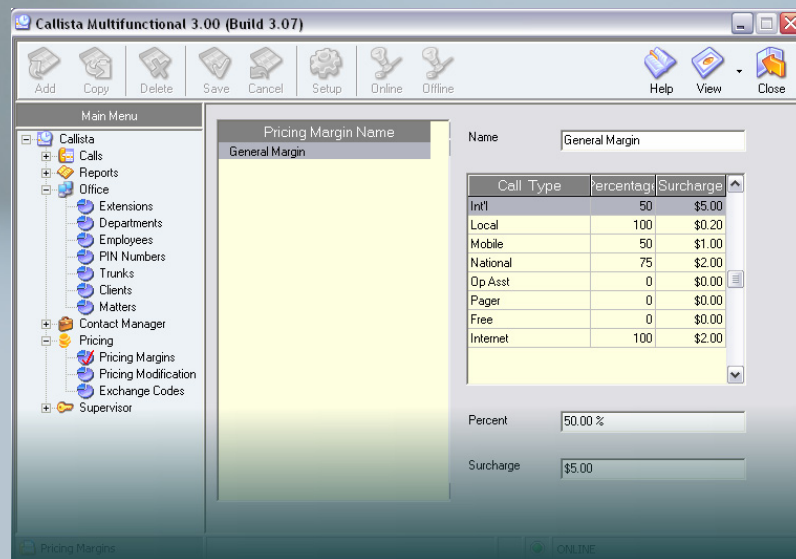
Powerful PINs.

Automatically allocate call costs to clients for efficient cost recovery and to eliminate costly manual transcription. PINs are also useful if your employees or departments share telephone extensions. Calls for each employee, department or client/project can be specifically identified from the same extension number.



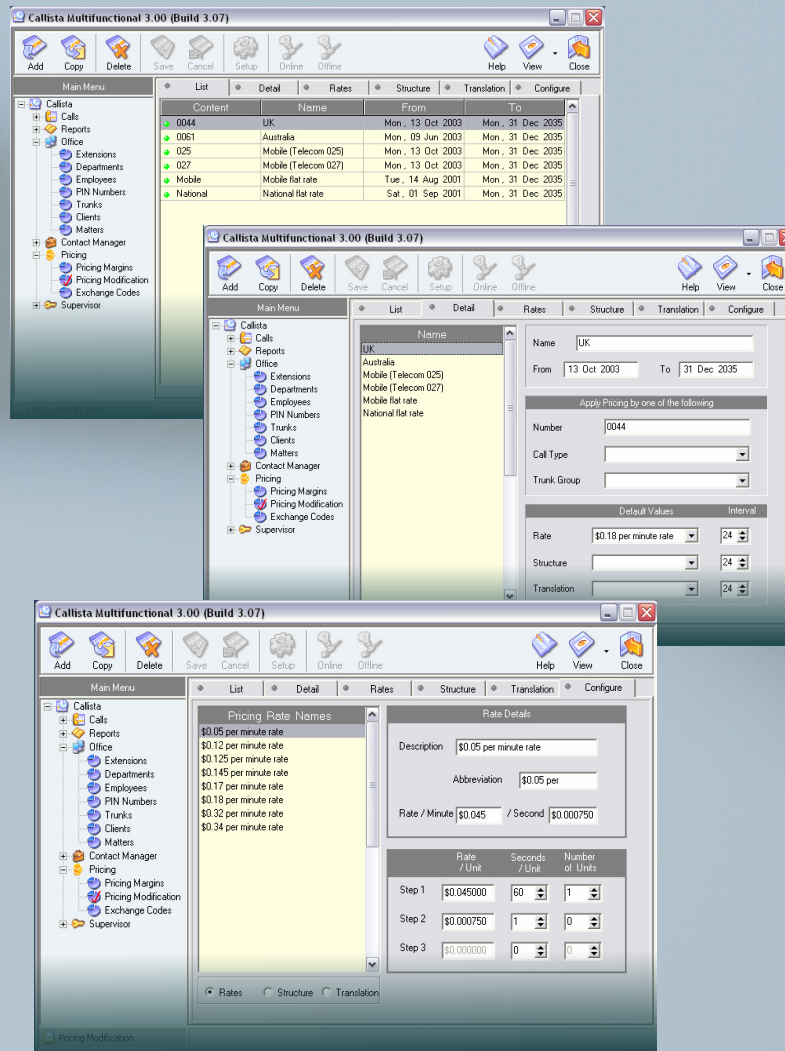
Callista's PIN support is multi-layered. PINS can be universal (one PIN is assigned to multiple cost centres) or individual (PINs are assigned separately to each employee, department, client, project).

Efficient cost recovery.



Customise Callista to add a percentage and/or \$/£ value surcharge to the calculated price of all call types including free calls to make a profit from each call. Set up and maintain multiple pricing margins so that different surcharges can be added to calls from different extensions or for different clients and customers.

Customise call pricing.



Callista is shipped with the standard call charging rates for the major telecommunications carriers in your country. If you have negotiated a special call pricing plan with your carrier, this plan can be set up in Callista via its Price Modification feature so that these charges are reflected exactly in reports and billing.

If your call rates change from time to time you can use this option to schedule these changes in advance so that call charging continues accurately and uninterrupted from one charging period to another.

Monitor calls.

All calls are logged and processed directly by the Callista Call Processor as soon as they are completed. You can view all completed and processed inbound and outbound calls from the Call Monitor.

Use the Call Monitor to locate specific calls for any date and time period, extension, destination, client/project and/or call type.

DATE	TIME	EXTN.	NAME	DESTINATION	DURATION	PRICE
15 May 2005	01:32 pm	730	IVR 730	Hamilton	00:01:21	
15 May 2005	01:55 pm	725	IVR 725	Hamilton	00:00:18	
15 May 2005	01:55 pm	726	IVR 726	Hamilton	00:00:34	
15 May 2005	01:56 pm	727	IVR 727	Hamilton	00:00:23	
15 May 2005	01:57 pm	728	IVR 728	Vodafone Mobile	00:00:45	\$0.51
15 May 2005	01:57 pm	728	IVR 728	Hamilton	00:01:25	
15 May 2005	02:30 pm	709	Security Alarm	Auckland	00:00:18	\$0.09
15 May 2005	03:32 pm	706	Private Office	Auckland	00:00:00	
15 May 2005	04:42 pm	709	Security Alarm	Auckland	00:00:18	\$0.09
15 May 2005	06:02 pm	727	IVR 727	Paraparaumu	00:00:17	
15 May 2005	06:03 pm	728	IVR 728	Paraparaumu	00:01:06	
15 May 2005	09:23 pm	706	Private Office	Auckland	00:19:36	
15 May 2005	10:06 pm	709	Security Alarm	Auckland	00:00:18	\$0.02

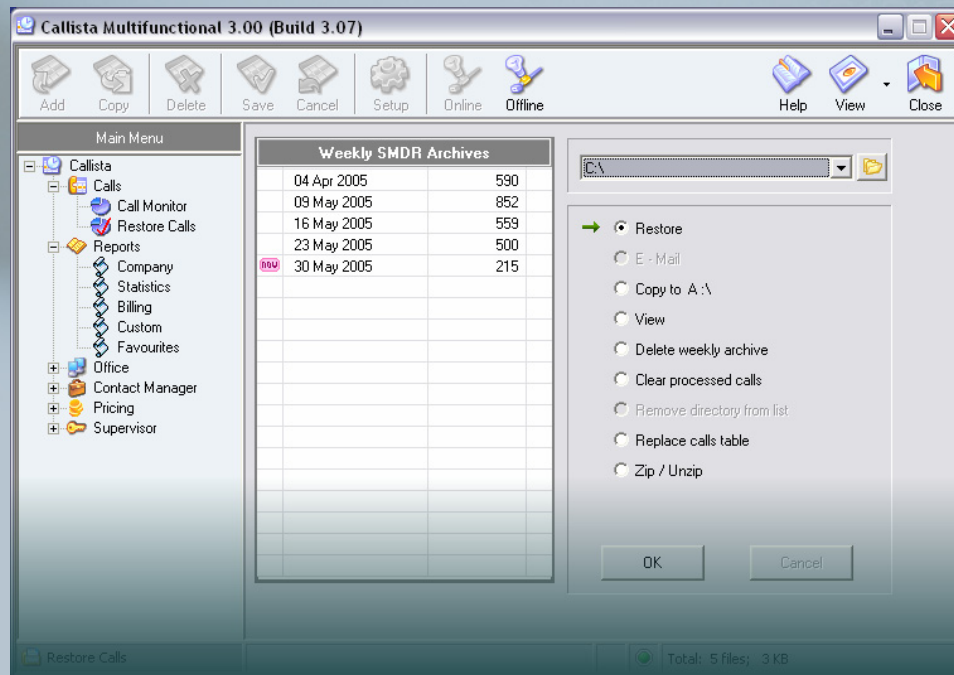
Search filter dialog:

From Date/Time: 02 May 2005 00:00
To Date/Time: 30 May 2005 14:12
Extension: []
Exchange: []
Client / Project: []
Call Type: []

Search Calls Options: Search Calls Options
Destination Column: Exchange ← Phone Number

Call monitor online 2919 records

Efficient call recovery.



Callista's Restore Calls feature provides instant call recovery so that your call data is always secure.

Valuable management reports.

Callista is shipped with a comprehensive suite of management reports to provide valuable information about all the calls made to and from your business, details of answer times, operator performance and trunk utilisation and valuable client billing data.

Reports can be automatically scheduled and e-mailed, exported or printed . . .

Inward Call Analysis

From: March 7, 2004 12:00 am
to: March 12, 2004 11:59 pm

Friday 12 March

Time Period	Inward Calls	Local Calls	% Local	Minimum	Maximum	Average
08:00:00	5	0	0.00	00:00:03	00:00:02	
09:00:00	16	0	0.00	00:00:18	00:00:24	
10:00:00	22	0	0.00	00:00:18	00:00:23	
11:00:00	19	0	0.00	00:00:18	00:00:23	
12:00:00	16	0	0.00	00:00:18	00:00:25	
13:00:00	8	0	0.00	00:00:18	00:00:25	
14:00:00	15	0	0.00	00:00:18	00:00:23	
15:00:00	12	0	0.00	00:00:08	00:00:22	
16:00:00	16	0	0.00	00:00:08	00:00:22	
17:00:00						
18:00:00						
19:00:00						

Total:

Client Call Details

From: February 23, 2004 12:00 am
to: February 23, 2004 11:59 pm

Accounting
Account Code: 909

Time	Company	Employee	Number	Duration	Charge	
11:01:55 am		Pat Aran	3756444	0:33:56	\$0.18	
1:25:44 pm		Liz Forse	001672273	0:00:44	\$0.34	
1:45:44 pm		Pat Aran	000080855	0:03:23	\$0.00	
2:10:34 pm		Pat Aran	4910378	0:00:05	\$0.05	
2:13:42 pm		Pat Aran	0293420	0:00:04	\$0.05	
2:20:05 pm		Liz Forse	001294957	0:00:32	\$0.34	
3:23:13 pm		Pat Aran	073627823	0:00:17	\$0.00	
3:48:26 pm		Liz Forse	- no caller ID -	0:58:16	\$0.00	
3:50:05 pm		Liz Forse	4832066	0:00:19	\$0.05	
4:11:14 pm		Pat Aran	000080855	0:00:22	\$0.00	
4:13:00 pm		Pat Aran	000080855	0:01:24	\$0.00	
4:18:14 pm		Pat Aran	000080855	0:01:16	\$0.00	
4:21:26 pm		Pat Aran	094810434	0:00:03	\$0.00	
4:22:09 pm		Pat Aran	094810434	0:00:36	\$0.00	
4:23:36 pm		Pat Aran	4910434	0:00:42	\$0.00	
4:32:43 pm		Pat Aran	4910377	0:01:28	\$0.09	
4:53:52 pm		Pat Aran	- no caller ID -	0:17:02	\$0.00	
7:00:00 pm		Liz Forse	001767660	0:00:01	\$0.34	
7:22:29 pm		Pat Aran	001767660	0:00:59	\$0.34	
7:30:39 pm		Liz Forse	090051111	0:00:20	\$0.13	
8:14:34 pm		Pat Aran	09544262	0:07:20	\$0.00	
Daily Subtotal:					06:41:39	\$1.96
Total:					06:41:39	\$1.96

Administration
Account Code: 909

Time	Company	Employee	Number	Duration	Charge
12:36:30 am		WinFax PC	- no caller ID -	0:00:33	\$0.00
7:51:09 am		WinFax PC	- no caller ID -	0:00:43	\$0.00
9:01:13 am		Saaha Turkin	6305963	0:00:51	\$0.05
9:03:24 am		Saaha Turkin	5030222	0:00:34	\$0.05
9:05:35 am		Saaha Turkin	3071850	0:00:14	\$0.05
9:10:34 am		Saaha Turkin	3071850	0:00:22	\$0.05
9:15:09 am		Saaha Turkin	3071850	0:04:29	\$0.23
9:18:15 am		Saaha Turkin	0346469	0:01:15	\$0.09
9:21:00 am		Saaha Turkin	099779500	0:01:35	\$0.20
9:25:21 am		Saaha Turkin	035499106	0:01:26	\$0.18
9:29:36 am		Saaha Turkin	073479795	0:01:32	\$0.20
9:32:13 am		Saaha Turkin	002433000	0:01:32	\$0.20
9:34:32 am		Roger Ansin	073487052	0:17:48	\$2.23
9:37:53 am		Saaha Turkin	079713050	0:00:47	\$0.13
9:38:00 am		Roger Ansin	04303527	0:02:29	\$0.13
9:40:17 am		Saaha Turkin	079681110	0:01:38	\$0.21

Department/Employee Summary

From: March 1, 2004 12:00 am
to: March 16, 2004 11:59 pm

Department: Administration

	Free	Incoming	Int'l	Local	Mobile	National	Total
IVR 1	0	\$06	0	0	6	0	\$02
IVR 2	0	236	0	0	6	0	\$242
IVR 3	0	29	0	0	0	0	\$29
Liz Forse	0	14	0	6	1	1	\$24
Parasonic Fax	0	0	0	2	0	0	\$015
Pat Aran	11	69	0	14	9	8	\$111
Private Office	0	7	0	7	1	0	\$15
Security Alarm	0	0	0	82	0	0	\$82
WinFax PC	0	0	0	\$2.64	0	0	\$2.64
	85	1	4	0	14	0	\$104
	\$0.00	\$0.14	\$0.23	\$0.00	\$2.55	\$0.00	\$2.92
	1,426	1	117	23	23	1,601	\$32.14
	\$0.00	\$0.14	\$0.40	\$0.00	\$19.88	\$0.72	\$32.14

Employee Call Cost

Volume by Call Type

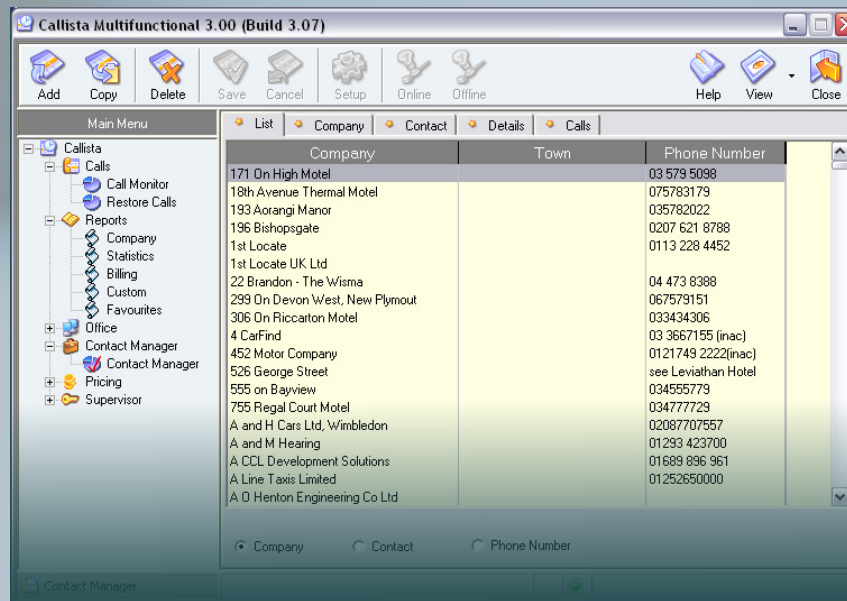
Exporting options.

Callista's report data can be exported to a number of accounting, legal and time & cost applications to eliminate hours of costly manual transcription of call records.

- Abel
- Infinity Law
- Lawline
- MYOB
- Solution 6
- Time & Cost
- Generic



Integrated contact management.



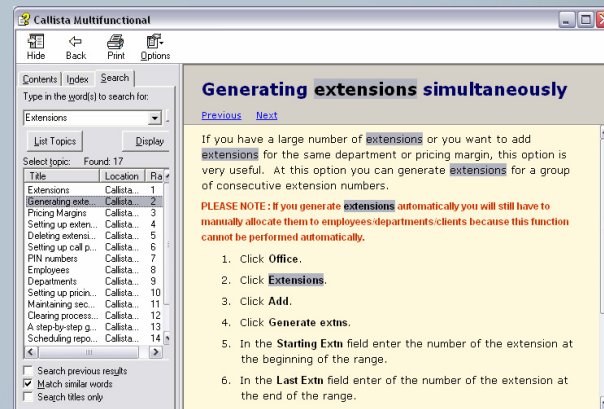
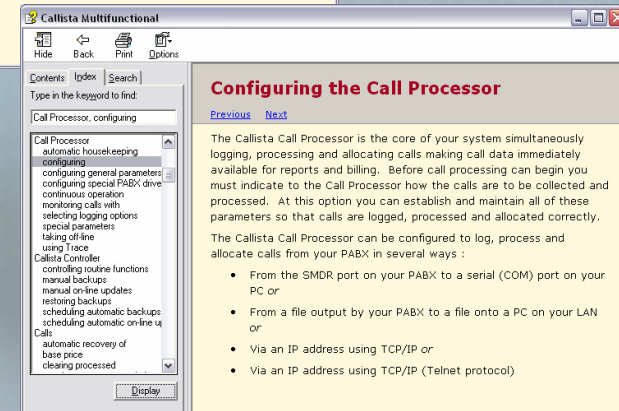
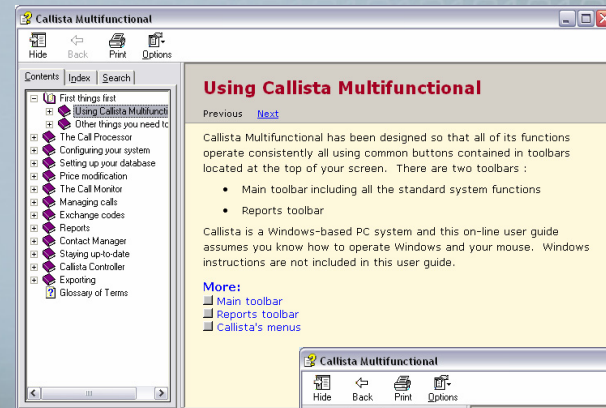
Maintain a directory of all the companies, clients, contacts you call frequently and/or who call you frequently. Caller Line Identification* is linked directly to the contact database to display contact details on reports rather than telephone numbers for easy identification.

* PABX must support Caller Line Identification

Integrated user guide.

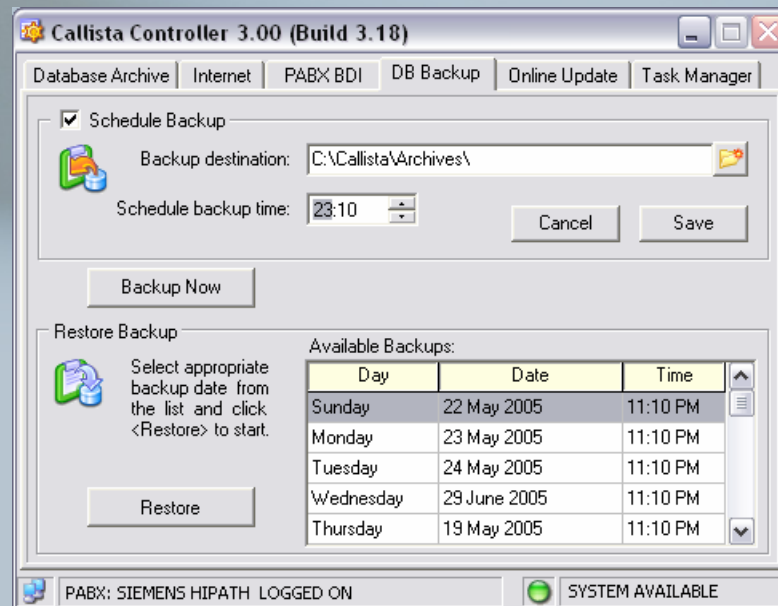
Callista's integrated user guide is always at your finger tips directly from the system if you need help . . .

The guide contains a full, easily accessible index . . .



. . . and a powerful "natural" search option where you can specifically request the information you need to find.

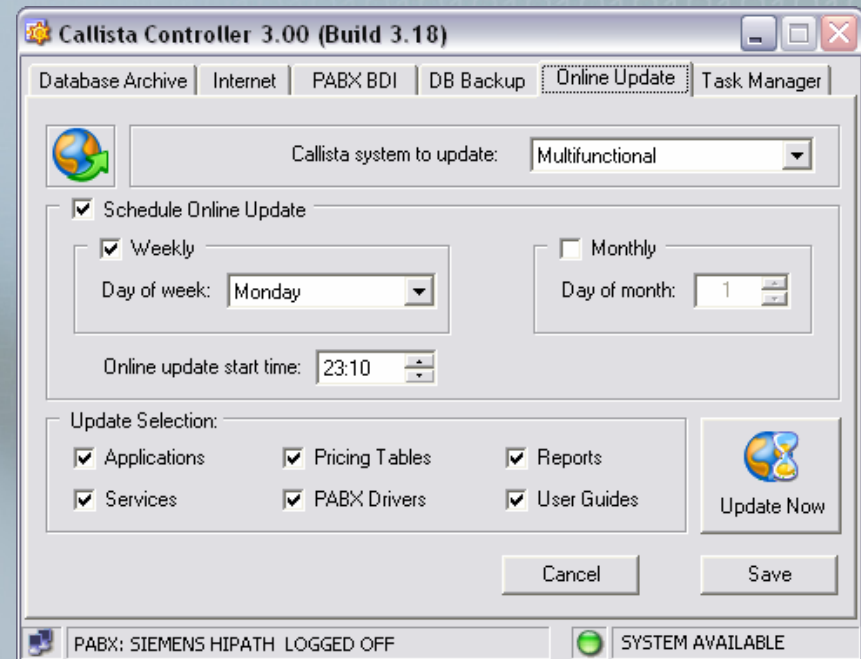
Automatic system backup.



Callista's powerful Controller performs automatic system backups to protect against data loss. Backups can be restored at any time.

Automatic system upgrades.

System upgrades are delivered and installed automatically by the Callista Controller via Callista's On-Line Update web service as soon as they are released future-proofing every system.



in a nutshell.

- Powerful, fully integrated, affordable, easy-to-use call management for any business
- Powerful multi-layered PIN number support for accurate call allocation and cost recovery
- Prevent phone fraud, phone abuse & misuse
- Monitor phone hackers (phreakers)
- Analyse operator performance and answer times
- Powerful exporting/importing features to eliminate costly manual transcription of call and database records
- Extensive management reports to monitor profitability and performance
- Automatic system backup
- Automatic delivery and installation of system upgrades via the web

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