

## Why do you need Tariscope Enterprise?



**Tariscope Enterprise** is a call accounting system. Therefore, the question in the article title can be rephrased: Why do you need call accounting? And why do you need namely Tariscope?

If your company has one or several PBXs, then the need to have a call accounting system will arise sooner or later. Those companies that previously used call accounting systems, as a rule, understand that the call accounting is necessary. Although it is often the case that they see only a limited range of use of such a system. Let's take a closer look at this question.

Any business is not only making money, but also rational spending it, and, of course, these expenses must be accounted. About two thousand years ago, Seneca wrote about time accounting:

***"...I cannot boast that I waste nothing, but I can at least tell you what I am wasting, and the cause and manner of the loss..." [Seneca. "Moral letters to Lucilius. Letter 1"].***

This quotation may as well be suited to call accounting.

But if you are a state-owned company? Here, accounting for any expenses, including telephone calls, is more important than for commercial companies. After all, this is taxpayers' money.

The company finds out the cost of telephone calls, receiving an invoice from their telecom service provider. But from this data, as a rule, many details are not visible.



- ⇒ What is included in these costs?
- ⇒ What is the balance of these costs between the company's divisions and individual employees?
- ⇒ Is it possible to relate such costs to specific projects of the company?
- ⇒ Which call direction is the most expensive, and perhaps you should consider connecting to another telecom service provider to make calls to these directions?

- ⇒ Were all calls made in work purposes or were personal calls of employees at the expense of the company?
- ⇒ Are there any missed calls, how many are them and for what reason? After all, missed calls are potentially lost customers.
- ⇒ Is it possible to reduce the cost of telephone calls by using an alternative telecom operator?
- ⇒ What is the traffic load? Do you need to expand your communication channels in order not to lose calls (customers) or vice versa, they can be reduced, respectively, to reduce costs?
- ⇒ Was there a telephone fraud that could lead to huge financial losses? Is it possible to detect a beginning of fraud attack?
- ⇒ Is it possible to automatically switch (disconnect) GSM gateways, which have reached the limit of preferential calls?

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And this is far from an exhaustive list of issues related to the costs of telephone calls. But a call accounting system can provide information on other issues that are not directly related to costs.

For example, how long are customers who call your company waiting for an answer in the average? You should keep in mind that the client's opinion about the company begins to take shape from this small feature.

How many times was a customer transferred between your employees to get an answer? From the statistics of a call accounting system it is impossible to know whether the client was satisfied with the answer. But, if, for example, he was transferred five times to different employees and, naturally, he had to tell his question each time, then you can predict his degree of satisfaction with your company. Some readers of this article may say, we have a call center with all the necessary statistics on incoming calls. And this, of course, solves the question if customer's calls never go beyond the call center. From experience, we can say that this is not always the case. So, you can lose some call information and don't know who answered the customer and what is a result.

Where, to whom, how many times did sales managers call? How long time did they communicate with customers? You will not receive such information without a call accounting system.

Is it possible with the help of such a system to immediately receive notifications that someone called the fire department, ambulance, police, tax or any other telephone number known in advance?



All of the above questions can be answered positively with **Tariscope Enterprise** (hereafter referred to as Tariscope) from **SoftPI**.

In addition, Tariscope allows you to clearly maintain the budget for telephone calls. The Tariscope administrator can set monetary or time limits for a specific type of telephone traffic for any unit or subscriber. When the limit expires, Tariscope will block calls to a given direction until the end of the month.

Tariscope allows you to import information about calls and provided communication services from files received from telecom operators to the system, for example, from mobile operators by corporate phone numbers. In this case, Tariscope allows you to analyze both calls made through PBXs and corporate mobile phones.

Tariscope, determining the cost of calls at the rates set by the operator, allows you to simultaneously simulate the use of rates of another operator. Call costs can be calculated with 2 rates of different telecom operators.

Tariscope allows you to compare the results of your billing with the data obtained from the telecom provider, identifying any discrepancies.

Subscribers of the PBX can receive information on any telephone conversations through a Web browser. The managers of departments can receive data on all calls from employees of these departments. This functionality is implemented through the Tariscope Personal Area. In addition to viewing calls, the Personal Area can be used to send issues to PBX administrators, to search an employee's phone number in the extension directory, and to search an area code in the directory of telephone area codes. Also, employees can set a call category for each their call.

Tariscope contains about 150 reports that allow you to get information on subscribers, units with varying degrees of details. The Tariscope user has the ability to independently modify a report form or create new report forms. Reports can be generated automatically according to a schedule and stored in folders or sent by e-mail. The allowed reports can be accessible for employees through the Tariscope Personal Area.

Tariscope allows you to export call information to an external system. It can be a customer relationship management (CRM) system, hotel system, or any other one.

The Tariscope system supports almost all the most widely used PBXs, both traditional and VoIP. If your PBX is not in the list of supported ones, please provide SoftPI with a description of the call format and call samples. The update of Tariscope to support your PBX will be done for free.

***Having a flexible system of settings, Tariscope allows you to solve almost all the problems associated with call accounting. Users from more than 30 countries made sure in this. You can make sure yourself. Just download the Tariscope installation package and test it! Site: <http://www.tariscope.com>***