DATEL
Software Solutions, LLC

Call SWEET! – Call Accounting and Telecommunications System Manager

Analytics are a key component to improving and managing communications throughout your entire business. Tracking, measuring and taking action puts you firmly in control of your organization by managing costs, staff and improving customer service.

DATEL provides solutions to keep you in touch with your business *and* your customers.

Learn More About Call SWEET!:

» Explore the Software

» Schedule a Demo

» See Customer Success Stories

Check out more at: http://www.datel-group.com

If you are looking to better manage your telecommunications, start by getting all of the information you need with Call SWEET! Call Accounting. It provides you with accurate call reporting on all of your incoming, outgoing and internal calls. A perfect fit for any type of size of business, from a small legal office to an enterprise healthcare organization with offices across the country, Call SWEET! keeps you informed on all telecommunications activity. The customizable displays and unique dashboard are easy to understand, helping you gain the knowledge you need to better manage your employees and engage your customers.

Where Does Call Accounting Fit In?

Call Accounting gives you visibility into your business's communications system and how your employees are using it. Use this knowledge to improve employee productivity, reduce costs, boost revenue, increase telecom security and improve customer satisfaction.

What if you could...

• Track security threats and prevent toll fraud by monitoring for unauthorized telephone use or documenting suspicious call activity

• Stop telephone misuse and abuse by tracking phone usage and unusual calling patterns, both incoming and outgoing

• Analyze traffic volume and calling patterns to optimize your facilities, and adjust staffing needs to fit peak calling hours

• Evaluate promotional campaigns by analyzing incoming demographics

• Drive sales by capturing

incoming call data, and compare them with saved historical data to discover trends and track progress

• Centralize telecommunications reporting and control by capturing data from remote sites

All of these possibilities are at your finger tips with Call SWEET!. Quickly get the information that matters to you with its customizable views. Optimize your business using detailed call data and see the results in reduced telecom costs, improved customer service and a more productive workforce. Reviewing your call data is made easy with Call SWEET! scheduled reports, which sends any report straight to your email on a daily, weekly or monthly basis in Excel or Acrobat format. Drill-down

deeper into the details to get the information you need in a single report! With faster reporting, you can see faster results. Start seeing higher customer satisfaction and greater efficiency today with the help of Call SWEET!.

Changing the Way You View Telecommunications

With advanced call routing, enhanced conferencing and interconnected locations around the globe, you can adapt your telecommunications to fit your exact business needs. With these new technologies, it's important that you understand how to best use them to connect your business with your customers, partners and other businesses.

Without understanding how your business communiates

with your target audiences, how can you take advantage of every opportunity? Make better informed decisions with the help of Call SWEET! reporting on all of your incoming, outgoing and internal calls. Use report analytics to take advantage of the full functionality of your telecommunications system.

Answering the Call
Call SWEET! was created with the user in mind, so it has the specific features and functions you need. Customize your Call SWEET! software to enhance how you communicate with the world.

Improve Productivity
Call SWEET! reporting makes it easy for you to measure individual and group performance, document unusual calling activity and analyze incoming calls. Use up-to-date metrics to see activity for any time interval and compare it to previous performance. Identify trends and patterns, such as peak calling times, and make adjustments to your contact

center. Use detailed call data to help you tailor your services to your customers and build stronger relationships.

Reduce Costs
Use your new knowledge from analyzing Call SWEET! reports to lower your telecom costs. Organize your reports by extension or by department to see exactly what kinds of calls your employees are making, and use this information to create better telecom budgets. Discover unnecessary drains on your budget by identifying unused trunks and extensions.

Identify Toll Fraud
Without the right tool, you could be at risk of 'toll fraud' that could cost thousands of dollars in a short amount of time. Prevent toll fraud and employee telephone abuse by tracking, documenting and taking immediate action on suspicious call activity.
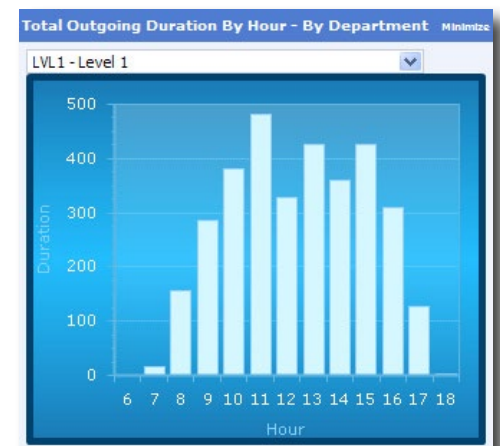
Increase Visibility
In order to optimize your business efficiency, you first need to learn where you have room for improvement. Call

SWEET! provides a clear view directly into your calling on a wide variety of levels, from broad metrics to detailed employee activity, narrowing in on exactly what is happening in your office. Use graphical displays to easily determine where resources are being spent, and how employees are spending their time.

Simplify Management
Call SWEET! helps you manage your telecommunications by sending you the information you need, when you need it. Establish expectations and goals for your workforce by setting alarms to monitor critical areas for you. The web-based application is easy to navigate, so you can quickly access the exact reports you need.

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Key Components

Drill-Down Reporting

- Schedule reports to automatically send to your email in PDF or Excel format on a daily, weekly, or monthly basis.
- Drill-down capabilities show both broad metrics and detailed information in the same report, helping you save time and energy
- Graphical displays give you key analytics in an easy-to-understand format, so you always know exactly what is happening with your telecommunications.
- As a browser-based application, you can access Call SWEET! from anywhere with an internet connection.

Alarms and Alerts

- Number Screening tracks specific numbers (such as 911) and alerts you whenever they are dialed and who dialed it!
- Duration alarms let you know whenever a call goes beyond a user-defined duration limit, helping you track suspicious call activity
- Cost alarms play a key role in preventing toll fraud as well as

helping you manage telecom costs

Call Pricing and Billing

- Get call cost information to discover who is making more long-distance calls, and use this information to create more accurate telecom budgets
- Take the guesswork out of calculating client telecom bills with extension-based reporting, or integrate Call SWEET! with your billing application
- Use account codes to track all billable telephone talk time for both incoming and outgoing calls with that customer, no matter who handled the call to more accurately bill clients

Value Add Modules

DATEL is devoted to providing our customers with more than a simple call reporting application, offering you

the ability to customize the complete solution you need to stand above the competition. For more information on each of these modules, click on the link, and you'll be taken right there.

Resident/Tenant Billing – Take care of important billing needs with the ability to create custom calling plans for your customers. Easily schedule and generate bills within Call SWEET! for simplified telephone billing.

Professional Services – Automatically track billable calls from your clients with account codes. Then easily schedule and generate bills within Call SWEET! or export to an external billing application.

Date Time:	Call Type:	Direction:	City:	State:	Duration:	Cost of Call:	Calling Number:	Called Number:
7/1/2008 12:17								
7/1/2008 12:14.00 AM	SDN	Outgoing	PITTSBURGH	PA	6.2	$0.25	3216837	4427464
7/1/2008 12:14.00 AM	Special Calls	Outgoing	TOLL FREE CALL		0.5	$0.00	1411249	(866) 759-7043
7/1/2008 12:15:00 AM	Incoming	Incoming	ALBUQUERQUE	NM	0.9	$0.00	(505) 903-2143	1613213
7/1/2008 12:15:00 AM	Incoming	Incoming	PHILADELPHIA	PA	0.5	$0.00	(484) 676-5501	3698731
7/1/2008 12:15:00 AM	Incoming	Incoming	PROVIDENCE	RI	0.2	$0.00	(401) 456-0500	
7/1/2008 12:16:00 AM	Incoming	Incoming	PHILADELPHIA	PA	0.4	$0.00	(484) 676-5501	3698731
7/1/2008 12:16:00 AM	Incoming	Incoming	PROVIDENCE	RI	1.0	$0.00	(401) 456-0500	1993547
7/1/2008 12:16:00 AM	Incoming	Incoming	ALBUQUERQUE	NM	0.1	$0.00	(505) 903-2143	1613213
7/1/2008 12:16:00 AM	SDN	Outgoing	PITTSBURGH	PA	2.9	$0.12	1998122	(412) 486-0036

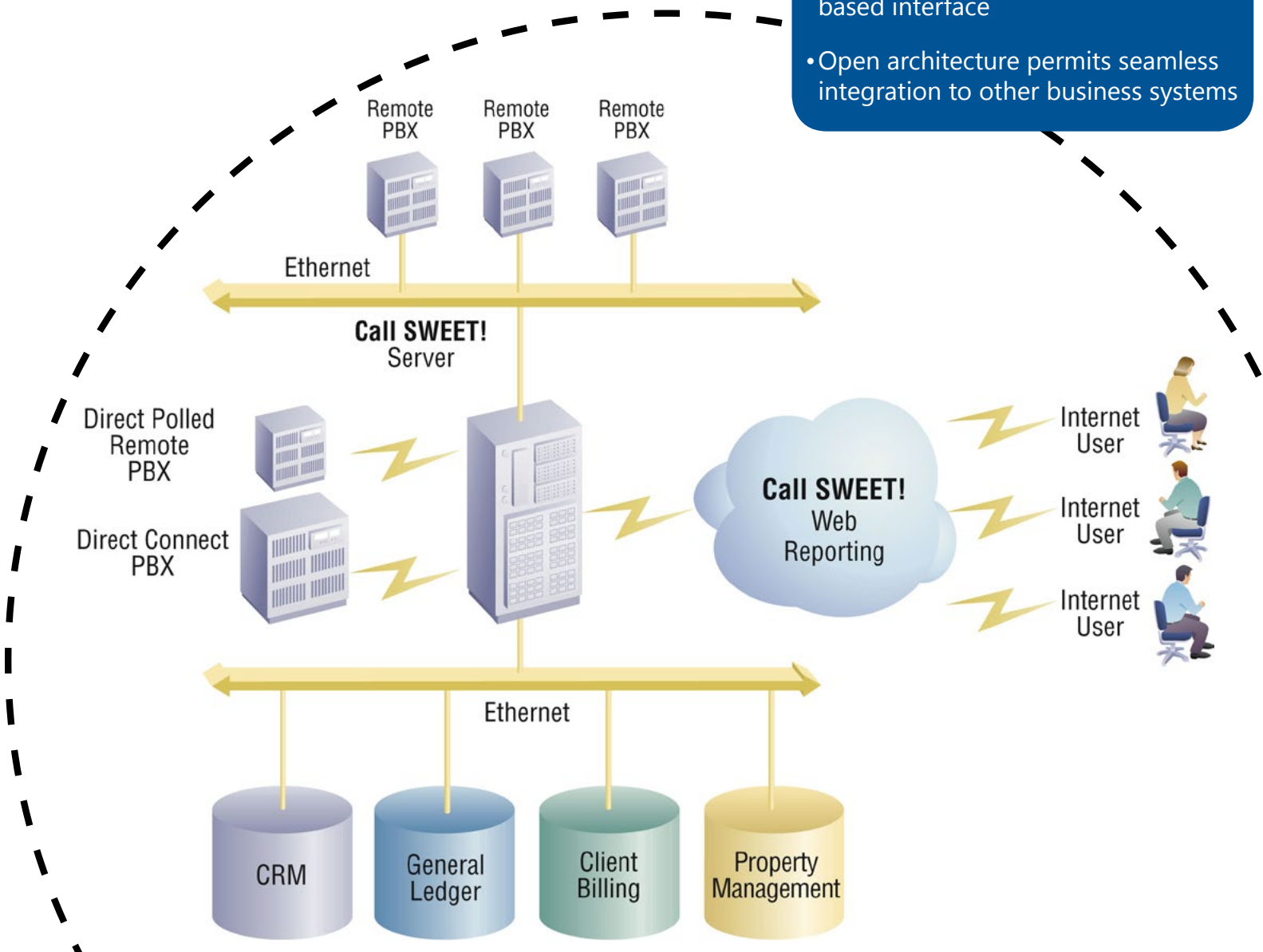![DATEL Software Solutions, LLC]

Call SWEET! Architecture

Call SWEET!'s open architecture is powerful, yet simple to use. Designed for ease-of-use, the intuitive user interface will have you creating reports and much more on day one!

Extremely scalable, Call SWEET! works as effectively for small, single site companies as it does for multi-site corporations.

- Variable call collection capability via:
  - Vendor proprietary LAN transfer protocols
  - Direct serial connection
  - Remote hardware buffers
    - FTP transfers
    - Modem pollable transfers
  - Vendor log file sharing
- Information where and when you need it powered by an intuitive web-based interface
- Open architecture permits seamless integration to other business systems

Remote PBX Remote PBX Remote PBX

Ethernet

Call SWEET! Server

Direct Polled Remote PBX

Direct Connect PBX

Call SWEET! Web Reporting

Internet User
Internet User
Internet User

Ethernet

CRM General Ledger Client Billing Property Management

Keep it simple.

- DATEL keeps the deployment process uncomplicated by installing fully configured, ready-to-use applications remotely or on-site

- DATEL's licensing is easy to understand. We are only concerned with the number of business extensions

Forever SWEET! Customer Care offers an economic advantage to ensure that your system will always perform at its best. Features include:
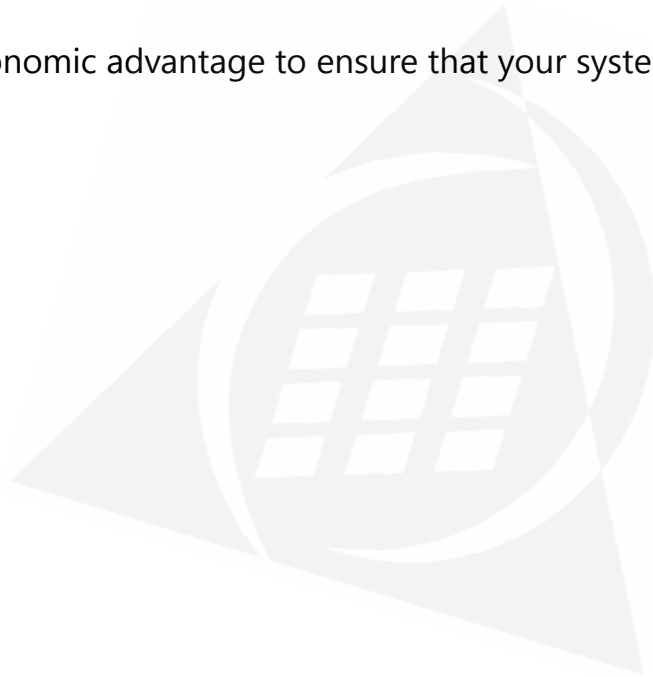
Software Updates
- Automatic product updates as they occur
- Automatic hot fixes as they occur

Technical Support
- Unlimited technical support by phone
- Unlimited remote access support

Dial Plan Service
- North American Dial Plan monthly updates

About DATEL

DATEL Software Solutions, LLC provides world-class telecommunication management software to valued customers. Powerful and accurate products, combined with excellent customer service, define our business. For more information, please visit www.datel-group.com.