

Genesis Call Accounting

Call Accounting & Tracking

Call Accounting has been one of our top selling solutions over many decades. With the introduction of VoIP telephony, Cloud, Virtual, Hosted & SaaS environments, Web & Client based versions, our customers are rapidly changing the way they use it. In today's world, with the volume of data available, the uses of Call Accounting can be virtually unlimited. The challenge is organizing and presenting the data in a usable, concise and informative manner. Genesis Call Accounting excels at this and much more.

Genesis has the right Call Accounting & Tracking solution for every size business, industry and application. Regardless of whether you run a small motel or administer a large organization across numerous branch offices, and whether you are monitoring telephone traffic, allocating telephone charges, billing guests, or tracking abuse and fraud, or being alerted to 911 calls, Genesis has the right solution for you. Genesis ensures you get maximum performance for your telecom investment.

Genesis Call Accounting also fully integrates with Incident Aware, our real-time incident tracking, reporting responding module.

Versions:

General	Enterprise	Hospitality
Small & Medium Businesses (SME) Professional Offices Service Providers & Retail	Multi-Location Businesses Education, Government & Healthcare Multi-Tenant Deployments	Hotels, Motels & Resorts Restaurants, Lounges & Golf Retirement & Long Term Care



Specializing in Telemangement Solutions Since 1984.



On-Site Safety
Complete Emergency Management



Public Alerting
Multi-Channel Mass Notifications



Analytics & Insights
Detailed Telephony Metrics



General Business

Genesis Call Accounting & Tracking is a fully featured solution for businesses and organizations requiring more comprehensive information from their phone system. Our Call Accounting & Tracking solution provides you with easy-to-understand telephone usage reporting, performance metrics, usage statistics, detailed analytics and customizable alerting. With Genesis Call Accounting at your disposal you will gain unmatched insight into the telephone usage at your organization. Call information is regularly used to evaluate issues and trends days, months and often years after being captured as well, and for this reason it's critical to track all possible call information so it is available when you need it.

Whether you're simply looking to log all calls for compliance purposes, generate highly specialized statistics, or evaluate your current and future capacity needs, Genesis's has hundreds of customizable built-in reports to exceed your needs and give you greater control over your telephone usage and costs.



- ✓ Report on call data as soon as it is available in your phone system
- ✓ Analytics dashboard showing both summarized and detailed key usage metrics
- ✓ Flexible scheduling & report delivery via email, SMS and other channels
- ✓ Automatically detect 911 calls, fraudulent calls & alert on exceptions
- ✓ Retain records of all call activity and usage indefinitely, without limitation
- ✓ Monitor local, incoming, long distance, international, misdialed & internal calls selectively
- ✓ Customizable report style, charts, breakdowns, sorts, grouping and formats
- ✓ Easily integrate with third party business management & billing solutions



Specializing in Telemanagement
Solutions Since 1984.



On-Site Safety
Complete Emergency
Management



Public Alerting
Multi-Channel Mass
Notifications



Analytics & Insights
Detailed Telephony
Metrics

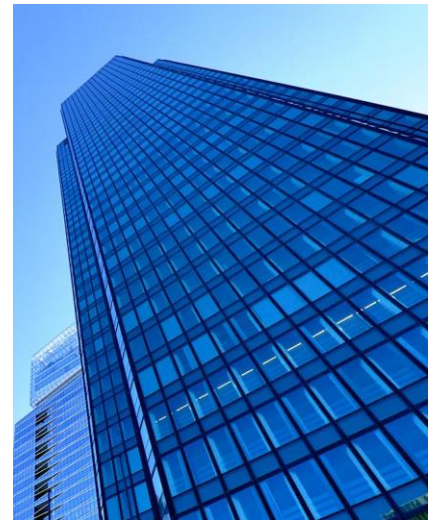


Enterprise

The Genesis Call Accounting & Tracking solution provides complete, organization-wide reporting on all calls within your voice network(s). By connecting to your multiple voice solutions and using our industry-leading record management & storage engine, Genesis Accounting & Tracking allows you to retain information indefinitely and run reports encompassing years of calls with little to no degradation in performance. Our unique approaches to storage, analysis, management and reporting are just some of the reasons why Genesis Call Accounting has been the standard for many of the largest organizations for decades.

Most large, multi-location organizations have unique voice networks using a variety of different platforms, endpoints & routes. Regardless of system complexity and variations, reports need to be clear, concise, consistent, and informative while being easy to understand. Understanding how to interpret data from multiple sources and deliver accurate reporting in the most unique cases is a core strength of both the Genesis team and our Call Accounting & Tracking Solution.

- ✓ Capture all calls from multiple voice platforms as soon as data is available
- ✓ Minimize day-to-day administration by auto-updating users, departments and other information from your voice system
- ✓ Simplify voice platform migrations by providing consistent, uninterrupted reporting throughout
- ✓ Assigns calls & equipment to departments and groups for easy cost allocation and tenant bill-backs
- ✓ Perform automatic month-ends and retain records of all call activity and usage indefinitely, without limitation
- ✓ Monitor local, incoming, long distance, international, misdialed & internal calls selectively
- ✓ Fulfill organization-wide mandatory voice activity records keeping and general compliance requirements
- ✓ Automatically detect 911 calls, Fraudulent calls & alert on exceptions



Specializing in Telemanagement
Solutions Since 1984.



On-Site Safety
Complete Emergency
Management



Public Alerting
Multi-Channel Mass
Notifications



Analytics & Insights
Detailed Telephony
Metrics



Hospitality

Genesis Hospitality Call Accounting & Tracking is our fully featured solution for Hotels, Motels, Resorts, Retirement & Care Facilities (and more) that may require more comprehensive features and reporting functionality from their telephone system. Whether you are just charging for telephone calls or monitoring phone usage, analyzing trends & analytics or tracking 911 calls, telephone abuse or fraud, knowing the dynamics & needs of your guests or patients is critical. Making their stay comfortable by offering the right mix of services in a timely, efficient manner is important.

Genesis is compatible with virtually any telephone system and Property Management System (PMS). All Genesis solutions are designed to be easy to use and require minimal training. Our expert technical support specialists are always ready to help should you need assistance.



- ✓ Monitor local, incoming, long distance, international, misdialed & internal calls selectively
- ✓ View telephone cost, usage & profit reports in real-time
- ✓ Automatically detect 911 calls, fraudulent calls & alert on exceptions
- ✓ Supervise user activity and be notified in extended periods of no usage
- ✓ Easily integrate call charges into your existing billing system
- ✓ Fully integrates with Incident Aware to schedule wake-up calls, manage minibar inventory, track room status, etc.



Specializing in Telemanagement Solutions Since 1984.



On-Site Safety
Complete Emergency Management



Public Alerting
Multi-Channel Mass Notifications



Analytics & Insights
Detailed Telephony Metrics