OfficeWatch

BUSINESS

METROPOLIS

OFFICEWATCH TELEMANAGEMENT

22% of telephone calls made during business hours are not business related.

Why do I need OfficeWatch Telemanagement?

OfficeWatch Telemanagement helps businesses gain visibility into the enterprise by revealing critical data to help reduce costs, improve productivity, boost revenue, increase security, and decrease liability.

What can OfficeWatch do for you?

- **Allocate costs** to departments and projects
- **Send alerts** of emergency calls, suspicious activity or phone abuse
- **Bill clients** for calls made on their behalf
- **Identify toll fraud** and VoIP hacking
- **Monitor productivity** of employees
- **Analyze trunks** to optimize usage
- **Reduce costs** with expense management tools and carrier audits

OfficeWatch Telemanagement's scalable solutions integrate seamlessly with any phone system to provide real–time call data and your purchase includes one full year of technical support.

The System

Real–Time Call Tracking

OfficeWatch quickly and accurately tracks incoming and outgoing phone calls in real–time while identifying telecom expenses, fraud, emergency 911 calls and alarm conditions. Easy–to–read call volume and trunk usage graphs help you keep your telecom budget on track.

Point 'n' Click Installation Wizard

Installation is fast and easy using the step–by–step Installation Wizard. Simply select your PBX, choose your serial or IP com port, enter your desired departments, enter your desired price markups (if any) and you're ready to go!
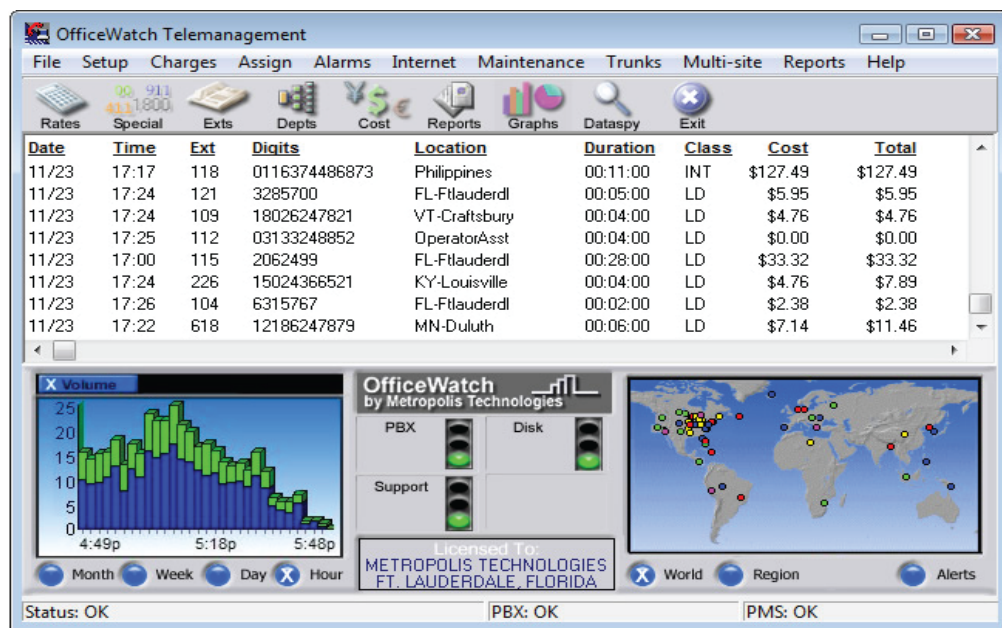
Easy To Use

OfficeWatch is so user–friendly that tasks such as entering departments, selecting rate tables and running reports are a breeze.

Scalable Solutions

OfficeWatch Telemanagement is available in three models in order to suit a business's specific needs: Standard, Web–Enabled and Enterprise. Pricing is based on extensions starting from as few as 50 extensions to thousands with multi–site, multi–country installations.

Easy to Use, intuitive dashboard with one–click icons.

OfficeWatch Dashboard

Benefits

Eliminate Phone Abuse

Monitor staff telephone usage and uncover telecom abuse using OfficeWatch's powerful reports. Audible and emailed toll fraud alerts and visual hotspot maps identify suspicious phone calls and detect telecom fraud.

Increase Productivity

Monitor sales staff follow–up call efforts and minimize productivity losses from employee personal phone use with automatable daily, weekly, or monthly call usage reports.

Reduce Expenses

Detailed toll fraud reports allow managers to monitor high cost calls, long duration calls and suspicious activity to help identify and eliminate telecom misuse.
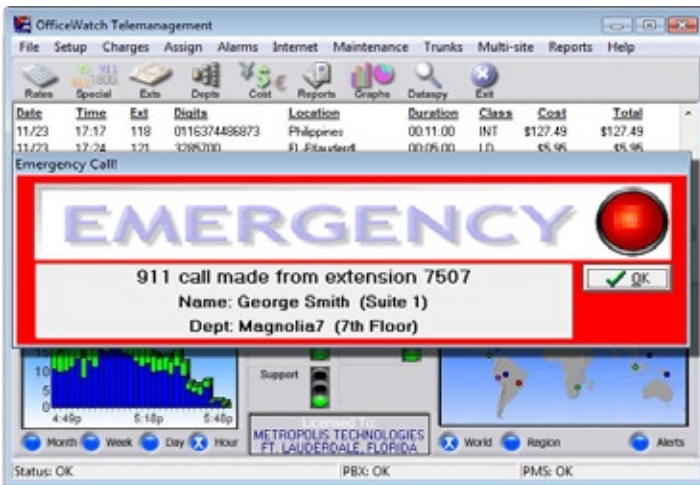
Strengthen Internal Controls

Comprehensive reports help managers track, identify and analyze telecom trends, as well as provide a detailed record archive of incoming and outgoing calls for auditing purposes.

Centralize Reporting

Efficiently manage multiple office locations with centralized reporting of all inbound, outbound, and internal calls, even with varied PBX systems.

Decrease Liability

Customized alarms help notify staff of 911 calls for a proactive response to emergency situations.

911 Emergency Alerts

Reporting

On–Demand or Automatic Reports
Generate reports with the click of a button as you need them or schedule frequently used reports for automatic delivery on a daily, weekly, or monthly basis.

Hotspot Maps
The unique OfficeWatch maps are used to quickly spot employee telephone abuse and aid in negotiating lower phone rates to certain regions based on call frequency.

Trunk Analysis
A missed call is a missed opportunity. Ensure your customers are not receiving busy signals and identify unused trunk lines to reduce expenses with OfficeWatch's TrafficWatch analysis tool

200+ Report Templates
Pull a custom report, or use one of our over two hundred templates with the click of a button.

Expense Allocation

Cost Allocation
Extensions can be assigned to departments, branches and divisions to help keep organization budgets on track. Scheduled emailed reports keep division leaders notified of cost trends.

Client Invoicing
It's easy to assign any combination of markups and surcharges to all types of calls using any one of the 25 customizable rate categories. Invoice reports may even include service charges such as telephone equipment rental fees.

Alarms

Triple Alerts
Receive important alerts via automatic email, SMS text, and screen pop–up delivery. OfficeWatch also uses speech synthesis to announce its alarms. For example, "Alert! The PBX has not transmitted any phone calls for the past 60 minutes."

911 Emergency Calls
OfficeWatch operates in real–time and immediately sounds alarms, and includes location details of the caller, to alert staff members of emergency calls via screen pop–up, email, and SMS text.

Toll Fraud Alerts
OfficeWatch's easy to configure toll fraud alerts will notify you of irregular telephone usage to ensure you are informed of suspicious telephone activity.

PBX Offline Alert
OfficeWatch's exclusive dashboard indicators and PBX offline alerts notify you of data loss.

Trunk Analysis

Carrier Bill Audits
Up to 20% of telecom charges are in error. Reconcile bills received from long distance and local exchange carriers with OfficeWatch's carrier audit reports.

Account and Authorization Codes
Using account codes, OfficeWatch can allocate charges to specific clients or projects and apply charge limits to each code. OfficeWatch can also redirect phone charges to specific extensions based on users' private PIN codes.

DATA COLLECTION METHODS

OfficeWatch works with all PBX systems including IP-based telephony systems. Supported data collection methods include:

- Serial RS-232 ports
- Storage buffers
- Pollable buffers
- File-based data
- I.P. (Internet Protocol)
- FTP

SYSTEM REQUIREMENTS
- 32 or 64-bit Windows® XP/VISTA/7/Server 2003/Server 2008
- Pentium-class PC/Server
- 1 GB RAM
- 1 GB available free disk space
- Sound card with speakers
- Serial port (if using serial-based communications)

> " OfficeWatch has paid for itself several times over... "
>
> **– Edward Blum, President**
> Franklin-Pierce Associates

Customer Support

24/7 Emergency Support
Your telephone operates 24 hours a day, so shouldn't your call accounting support center? We think so, too. One year of support is included with every OfficeWatch license.

Quarterly Updates
Quarterly tariff table, area code, and periodic product updates are available on-demand from the Metropolis website.

Our Guarantee

60 Day Money-Back
Metropolis Technologies offers a 60 day unconditional money-back guarantee. If you are not completely satisfied, simply notify us within 60 days of purchase for a full refund.

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