eCost

SIMPLIFIED CALL MANAGEMENT

Revision History

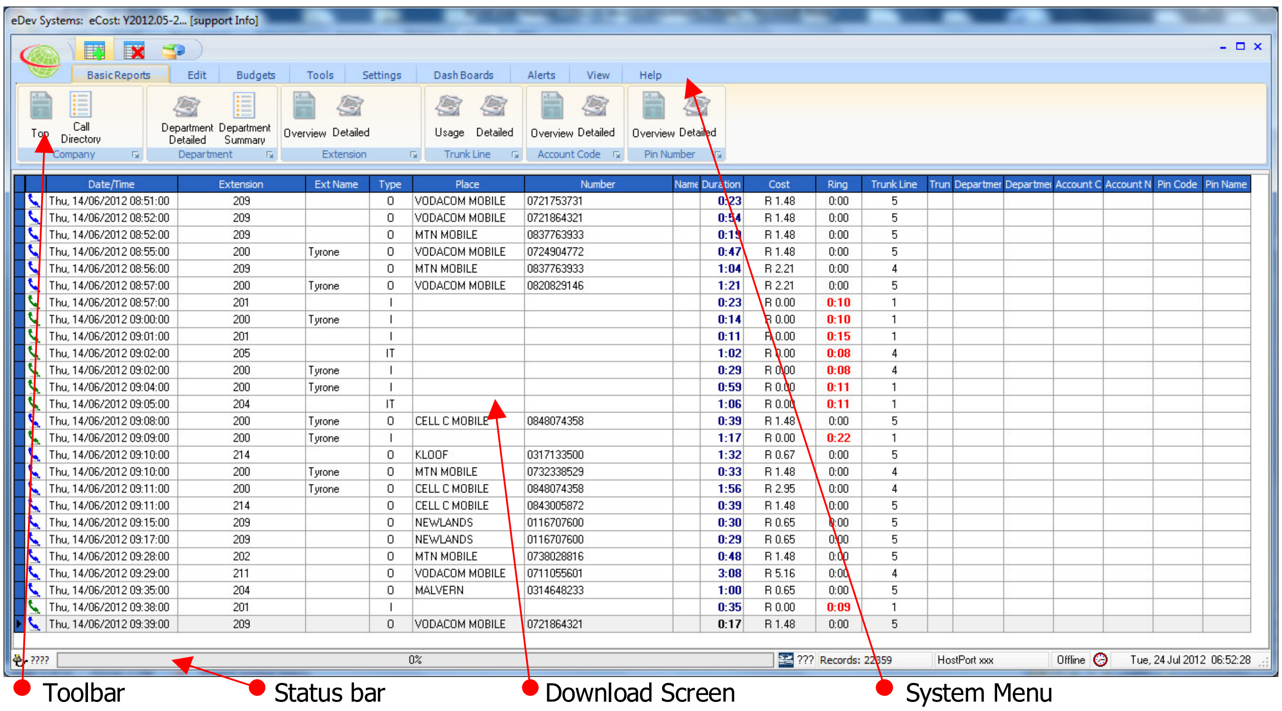
Date	Revision	Description	Author	Information
01/04/2012	1.0	Initial Draft	Tyrone Nason	Initial Document Draft

Overview:

This document describes the operational step to successfully utilize the **"eCost"** telephone management software and achieve the desired results.

Introduction:

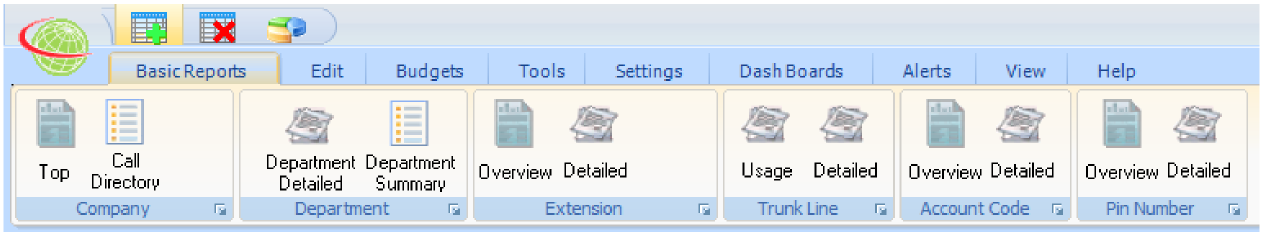
eCost Software home screen is where you will find and locate all the feature rich option available in the eCost software. eCost menu / option toolbar was designed to be simple and easy to navigate. The multi-tabbed tool bar menu system, similar to popular Microsoft products of the day, allow the user to quickly find and use the correct feature without intensive product understanding or training.



The download screen is a grid will all checked and verified call data from the phone system. It has many columns and each column represents respective data.

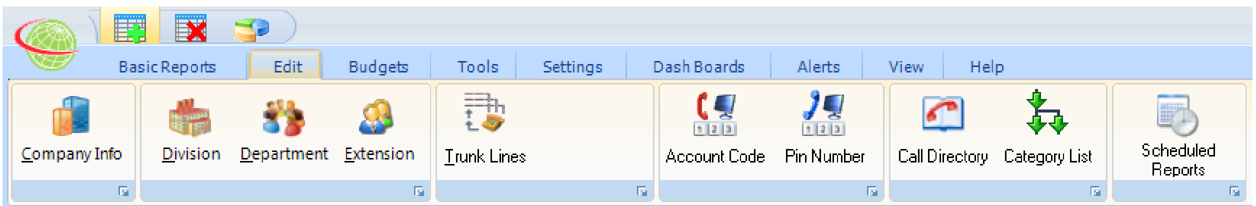
Date / Time:	The show when and what time the call was made.
Extension:	This indicates who made the call
Extension Name:	The extension name will be completed from the extension list.
Type:	The Type column indicates what type of call was made, • O = Outgoing Call • O/T = Outgoing Transfer • I = Incoming Call • I/T = Incoming Transfer Call • U = Unanswered Call
Place:	The place column show where in what area you called
Number:	The Telephone number that was dialed on the call or inbound CLI number for incoming
Duration:	The duration column shows how long the call was.
Cost:	For outbound calls, the cost will indicate how much the call cost
Ring:	The ring Column show for incoming calls, how long it took to answer the call
Trunk:	The trunk column shows what telephone line was used to make / receive the call
Division, Department:	The division / department columns show the structure of the organization.
Account & Pin Number:	These additional codes help track user phone usage.

Menu / Toolbar:



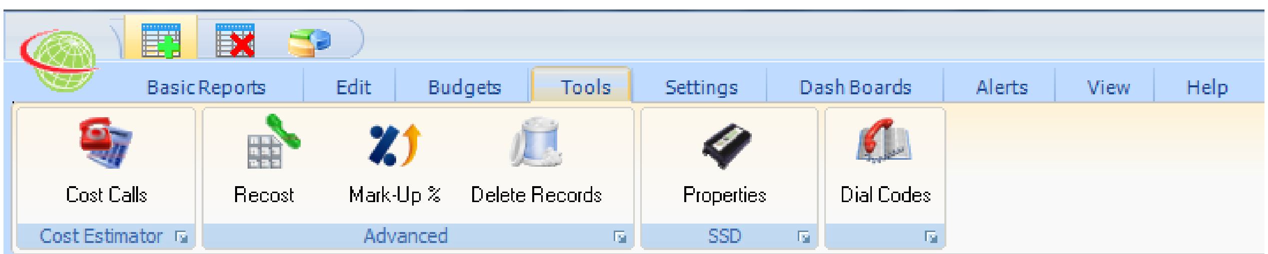
Basic Reports

All reports that need to be generated from eCost are done from a single area / place – basic reports. The reports have been divided and group to allow the user to recognize / find the report when needed.



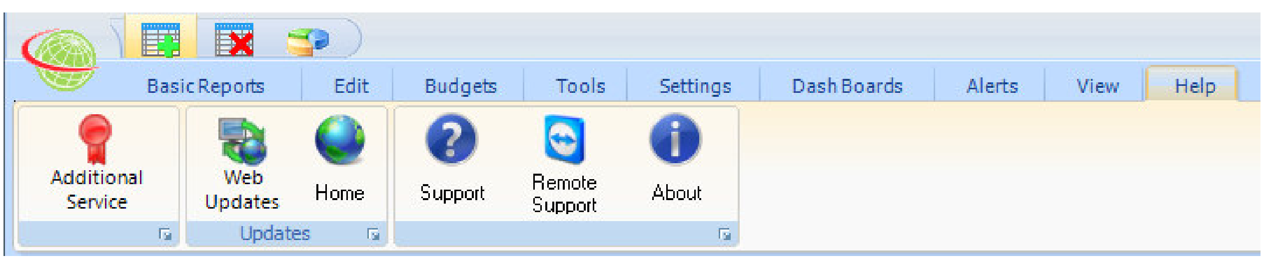
Edit

To arrange the organizational structure of the company, you need to setup the list's ie. Extensions names / numbers, Pin Number names / numbers.



Tools

The tools menu has additional functions that allow the user to cost telephone calls, Recost calls, delete calls and see the hardware properties of the buffer box.



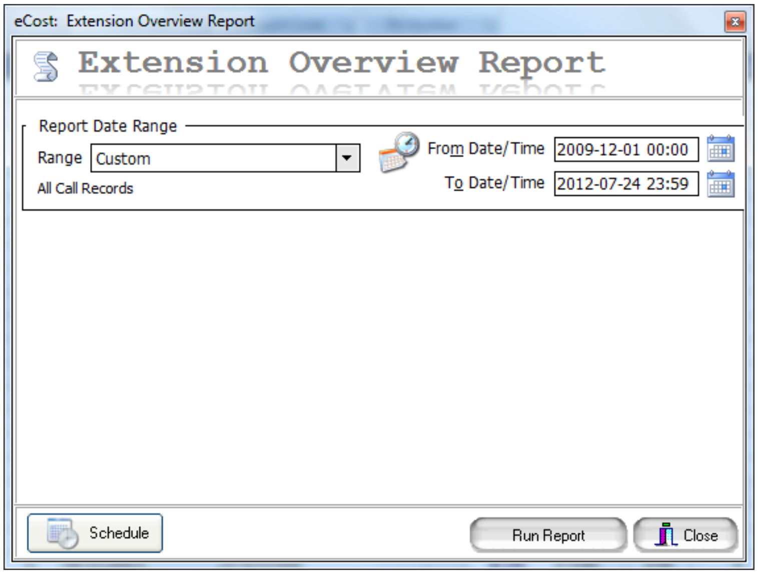
Help

The help toolbar has all the support options the user will need. A remote support function for technical administrators. The support item will show the support contact information.

Reports:

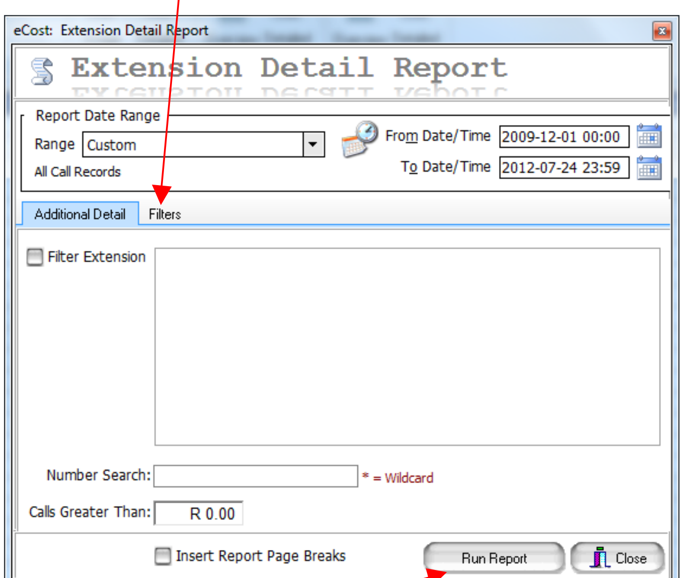
All the reports are generated in a very similar way. With some reports additional information / options are available to the user to further reduce what type of report data is displayed.

With every group of reports, there is a Overview {Summary} & Detailed Report.



The first thing to do when you run the report is to select the date range of the report. The From & to dates need to be selected. eCost has a easy rage selection option that will arrange the date / time fields of the report into common options ie. Today, This-month, this year etc. The custom option allows the user to set the From & to dates according to their requirements.

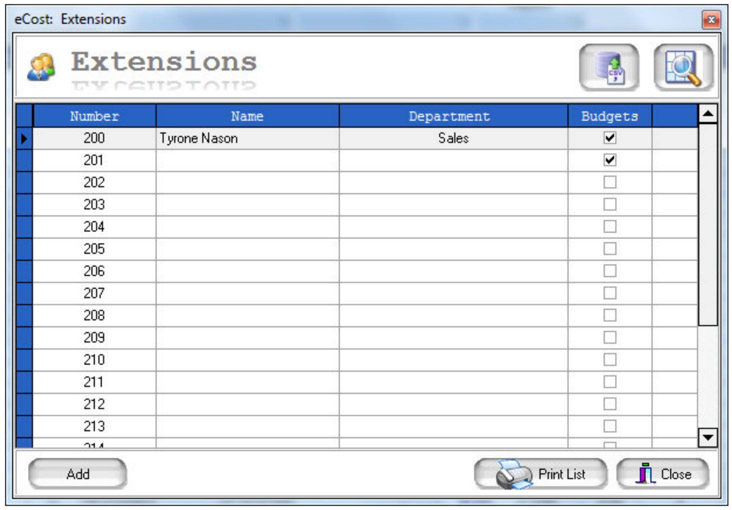
Additional options are available on the detailed reports. The user need to select the options / filter pages on the report to additionally select report filters.



Once date range and any additional report options have been configure / set, the user can generate the report by pressing the "run report" button

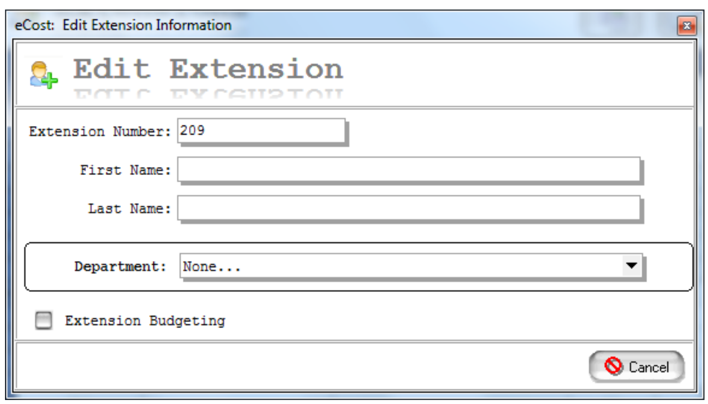
Edit:

The edit menu is where the user can edit and enter all the organizational structure into eCost. The user needs to add the extension names / users that have been give the relevant extension on the phone system. The edit procedure is the same for extensions / Departments / Divisions / Account Codes / Pin Numbers.



To edit an extension, select the desired extension {will highlight yellow}, either double click or press the edit button.

You will presented with the edit extension screen. This screen allows you to add the required information.



There are drop down selection options on the extension / department edit screens. These drop down selections help the user to assign the corporate structure to and extension or department.

eCost has 3 level structure,

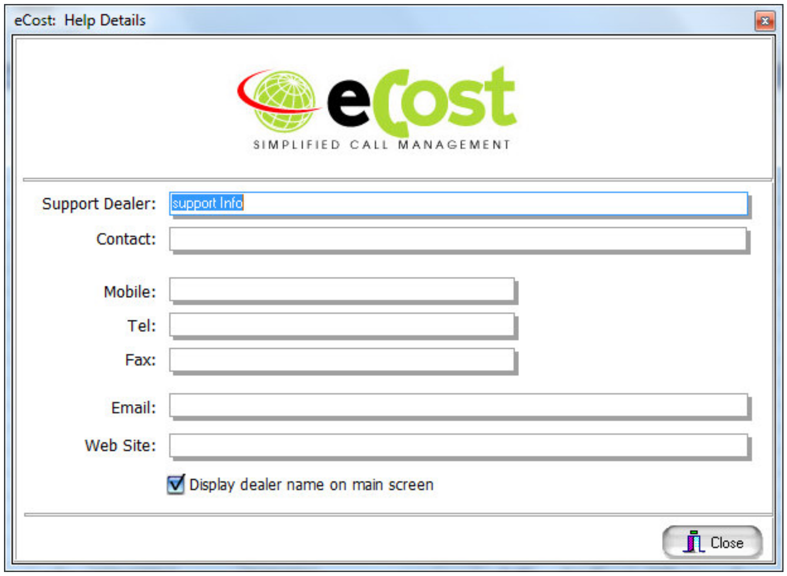
(1) Divisions
    (2) Departments
        (3) Extensions

This structure helps group / divide extension users within the company's structure. It help to generate and run reports when similar extensions are placed within the same department structure.

Help:

The help menu is where you will be able to see the support details for the eCost software. It shows the user, who the support company is.

The user can select the Help menu, followed by the support button



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