

With operating expenses rising, businesses need to know where telecom charges are originating. In addition, it's imperative that companies with a distributed workforce monitor usage to guard against toll fraud and misuse.

Revolution Web Call Accounting from Resource Software International Ltd. (RSI)

Revolution Web Call Accounting, from Avaya DevConnect partner Resource Software International Ltd. (RSI), is a dynamic, browser-based communications management solution that businesses can use to track and manage telecom usage. Small and medium size businesses can use the Revolution Web Call Accounting system to allocate telecom expenses to individuals or departments.

Easy to understand and use, Revolution Web Call Accounting can be deployed in minutes anywhere around the world. It is an Avaya SMEC Premier Partner Solution, and interfaces with several Avaya telephony platforms including:

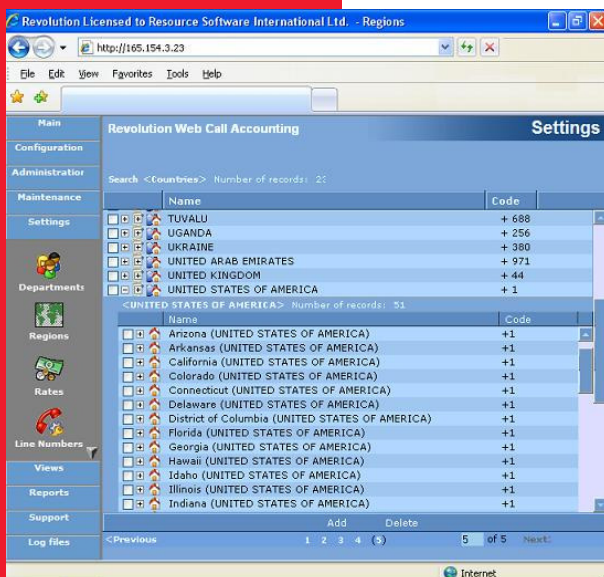
- **Avaya IP Office** - An intelligent communications solution specially designed to meet the communications challenges facing small and midsize businesses. IP Office delivers the communications capabilities big businesses are used to with the simplicity and ease of use small businesses require.

- **Avaya Norstar™ Portfolio** - A fully digital platform that brings together voicemail, fax, e-mail, computer and telephone on the desktop.

Revolution Web Call Accounting is equipped with an embedded SQL database engine, built-in Web server and automated reporting. It can monitor incoming and outgoing calls in real-time, and the built-in contacts database can be used to identify and tag calls as personal or business-related. In addition, alarms and reports can be scheduled for emergency 911 notification, toll fraud or misuse reporting.

Features

- Access the browser-based solution from anywhere at any time
 - Configure the built-in number plan algorithms for any country in the world
 - Produce specific reports on a pre-set schedule or set to trigger real-time alerts such as 911 instances
 - Dynamically filter call information into ad-hoc reports that highlight bottlenecks or network abuse, and access the reports from any browser
 - Use the software drivers to help ensure compatibility with other tested Avaya platforms
 - Download online updates and tariff releases to maintain up-to-date software applications
- **Avaya Business Communications Manager 50 and 450** - A Linux-based IP/TDM PBX convergence system that delivers unified communications capabilities, proven and reliable voice processing, and an extensive range of feature-rich business telephony applications on a common browser-based management platform.



About DevConnect

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit www.avaya.com/devconnect.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

Benefits

- **Reduce costs.** Curb misuse and abuse, and help reduce erroneous network usage.
- **Lower network infrastructure costs.** Highlight detrimental quality of service, allowing network adjustments that can result in more efficient communication and lower costs.
- **Increase cost savings.** Reconcile telecom expenses, enabling administrators to leverage tariff plan negotiations and uncover billing errors.
- **Raise customer satisfaction.** Monitor agents in real time to identify bottlenecks and overflows, and track response times, resulting in a more dynamic and effective communication ecosystem.

System Requirements

Revolution Web Call Accounting requires one processor to host the server software.

- Application server
 - Operating System: Microsoft Windows XP, Windows 2003, Windows Vista or Windows 7
 - Processor: Pentium 4, 3 GHz or greater with Microsoft Windows XP Pro or higher
 - Memory: 512 MB
 - Hard Drive: 5 GB free space
- Client PC
 - Microsoft Internet Explorer

Learn More

To learn more about Avaya solutions and DevConnect partner Resource Software International Ltd. (RSI), contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at www.avaya.com.

About Resource Software International

Founded in 1990, Resource Software International Ltd. (RSI) develops, manufactures and distributes total

communication management solutions for small to medium and large enterprise organizations. It offers a wide range of products including call accounting, hotel/motel management, real-time dashboard, contact center console, switch administration, wireless mobile tracking and CTI applications. RSI offers organizations the training and resources they need to determine the health of their communications ecosystem.

The RSI call management portfolio spans a broad range of industries including retail, education, tourism, brokerage, professional, hospitality and healthcare as well as government. It also provides unique integration to hotel property management systems, emergency notification and professional accounting packages.

Headquartered in Oshawa, Ontario, RSI has distributors in Australia, New Zealand, Asia, Europe, United States and throughout Canada.

For more information, visit www.telecost.com.

About Avaya SMEC PPS

The Avaya Small and Medium Enterprise Communications (SMEC) Premier Partner Solutions (PPS) Program brings best-in-class developer partners with innovative solutions for Avaya IP Office into a more collaborative alliance with Avaya SMEC. This collaborative relationship helps enhance the Avaya IP Office platform by allowing better innovation of third-party solutions.

All DevConnect partners in the SMEC PPS Program offer compliance-tested products that enhance customer productivity. Partners are selected based on how well their solutions solve customer communications problems when packaged with the Avaya IP Office platform.