

for Cisco®



CommView® & CommView Web

Complete Call Accounting Solutions for:
Cisco® Unified Communications Manager®
Unified Communications Manager Express®
And IP / legacy PBX Systems



Call Accounting for Cisco®



Call Accounting reporting system for Cisco® Unified Communications Manager® and Unified Communications Manager Express® IP / and legacy PBXs

CommView is a web-based, Cisco-compatible¹ call usage, call accounting and productivity analysis reporting system. It provides business and IT managers with comprehensive business intelligence into how their Cisco Unified Communications Manager system and voice network are being used, helping them increase productivity while reducing operating costs and security threats.

CommView acts as a business management information link between the Cisco Unified Communications Manager voice network and the business and organizations it supports.

Comprehensive Management Reports

CommView provides Cisco IP-PBX end users, as well as IT and corporate management with a suite of call usage intelligence reports that provide easy to understand management information across the key areas of:

- ▶ Cost Control
- ▶ Employee Productivity
- ▶ Voice Traffic Analysis
- ▶ Expense Management
- ▶ Security, Fraud & Hacking

Reports are automatically produced and securely delivered to each manager on-demand or on a pre-scheduled basis. Reports are presented in clear business terms to help managers understand and act to improve employee, workgroup, departmental and company performance.

In addition to managers receiving automated reports by email, select users may be granted secure login access to generate, schedule or retrieve additional reports, with access to data predefined by the administrator based on factors such as IT security, functional area, physical location all considered.

Rich, Interactive Reports

CommView's on-screen reports feature interactive drill down, allowing users to pinpoint trends or event details on the fly, without the need for hard copy printouts.

Rich, full color graphs are included in many reports to allow readers to gain quick understanding of key trends at a glance. Report layouts are optimized for maximum readability for both on-screen viewing, as well as full color, gray scale and black and white printing.



Compatibility notes:

(1) Cisco Systems has officially verified CommView 2.0 and CommView Web 2.0 as compatible with Unified Communications Manager v 4.2, 5.1, 6.1, and Unified Communications Manager Express v 4.3.

Legal notes:

Cisco, CallManager, Unified Communications Manager are registered trademarks of Cisco Systems, Inc. CommView is a registered trademark of @Comm (At Comm) Corporation.

Gracefully Scalable

CommView can support heterogeneous voice networks with 10 to 100,000 or more extensions, without burdening Cisco Unified Communications Manager application processors. CommView runs completely separate from each Communications Manager system server. This design protects performance, while simplifying installation and maintenance.

Many PBXs - One Reporting View

CommView is compatible with legacy and IP-PBXs from other major manufacturers such as Avaya, Mitel, NEC, Nortel, ShoreTel and many others. This allows Cisco Unified Communications Manager end users to achieve a single, fully integrated view and report set for all PBXs in service across their entire network.

CommView's ability to deliver a unified consistently formatted set of management reports for the entire network, regardless of number of locations, PBX and IP-PBX brand or network size, adds unique value to every new and existing Cisco system installation.

One System - Many Reporting Audiences

Every department manager and executive can select the specific type of report that is important for him or her. Reports can be produced on demand in near-real time or pre-scheduled for automatic delivery via e-mail.

Reports are also produced in a wide range of user-definable report file formats, including PDF, Microsoft Excel, Word, and others.

24-Hour Access To Reports

CommView reports can be accessed and reviewed 24x7 by authorized managers from any location, using a standard web browser.

Features & Benefits Highlights

- ▶ Universal Support of all PBX and IP PBXs with CDR
- ▶ Setup Included and Administration is Simple
- ▶ Automated Report Delivery via Email
- ▶ Browser Based Reporting with Drill Down
- ▶ Unparalleled Customer and Technical Support

Over 200 Types of Reports Available 24x7 via a simple Web Browser ...

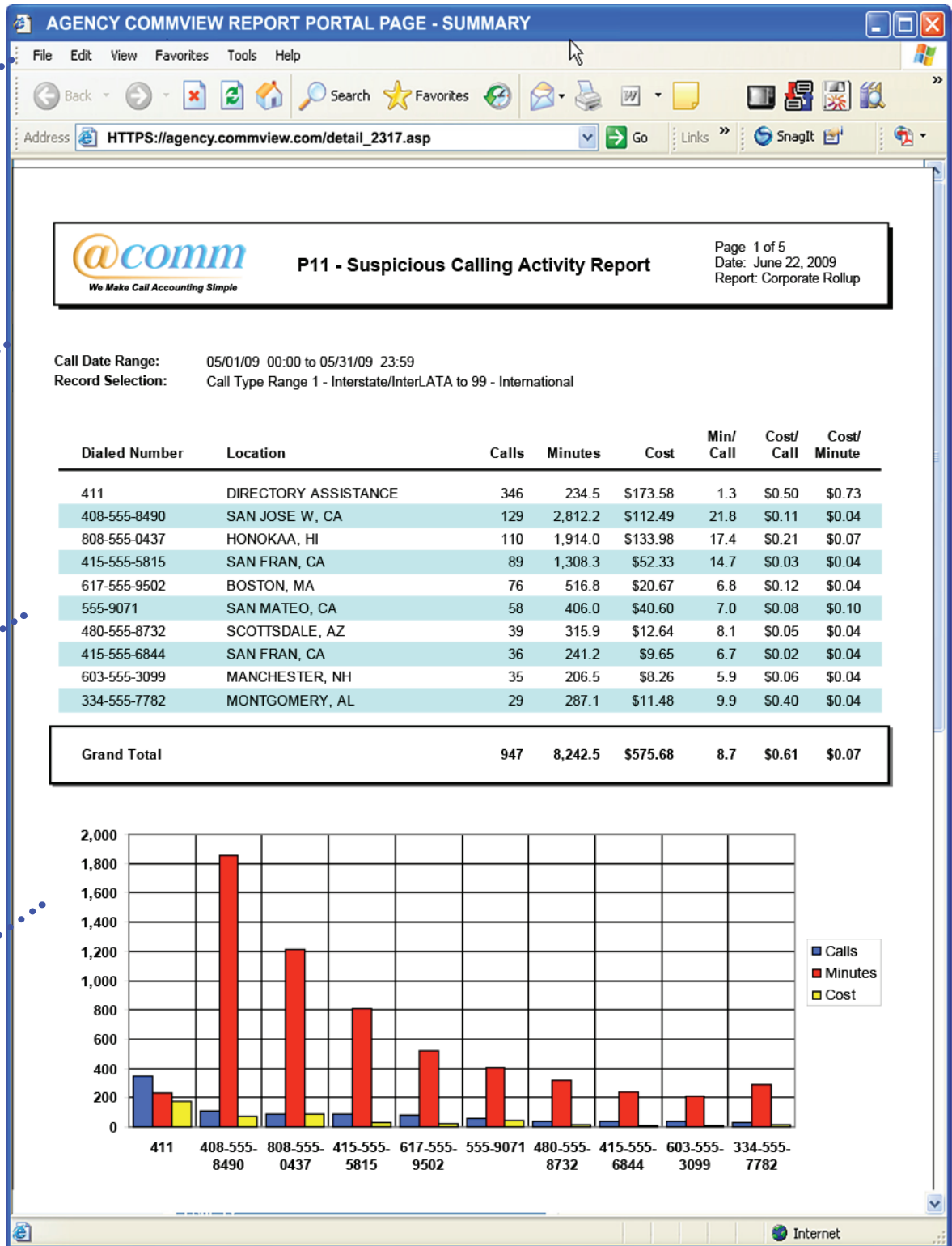
No special software required:

Uses any IE 6.x standard Web Browser

Dynamically Generated Reports use Very low bandwidth and deliver crisp text, graphs

Industrial Strength Relational Database provides fast response

Many reports include professionally designed summary charts to convey essential trends at a glance ...



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Features and Benefits Overview, cont'd...

Flexible Reports

Manager reports can be selected to analyze any combination of call cost, call type, call pattern, called location and call duration data. Reports can be delivered in both detail and summary analyses. A library of pre-defined reports covering the needs of most managers is included with every CommView system and made available via simple pull down menus.

Simple Administration

CommView is designed to provide report users with direct and secure access to reports using a simple, self-service web portal. This self-serve feature can dramatically simplify or eliminate IT support to schedule and coordinate reports.

Simple Deployment

Communication system integrators will find CommView system installation and set-up times to be the shortest in the industry. This makes it easy to meet tough project deadlines, while staying on-budget and ahead of schedule.

Concurrent VoIP and Legacy PBX Support

Based on technologies and products pioneered by @Comm and field-proven in over 35,000 customer installations, CommView is designed to deliver high reliability and compatibility, and can support all legacy PBXs and IP-PBXs with available CDR, all concurrently interconnected and in any mix.

One Solution - Two Easy Options

We Host:

CommView Web is a SaaS (Software-as-a-Service) application. CommView Web provides organizations with complete and secure call usage reporting capabilities, without the need for customer-purchased and maintained server or client software of any kind. Client access to reports is provided 24x7 from any location via a secure, private portal and a simple web browser. Beyond a simple data collection applet that resides in any Windows® PC or server that has access to the CDR, CommView Web does not require local software or dedicated client-side hardware.

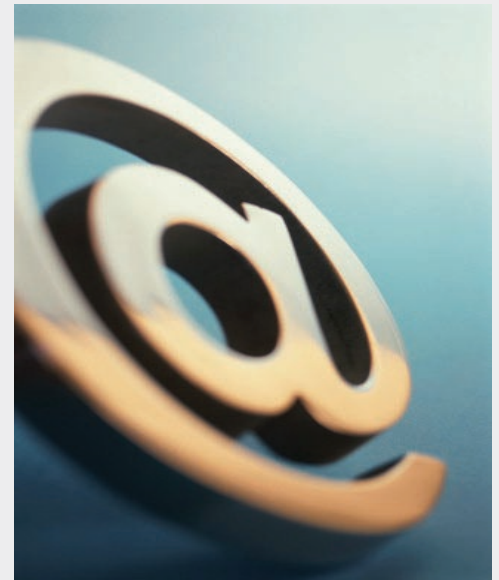
You Host:

CommView Multi-User with WebReporter: A premise based application version of CommView that provides all the web-based features and capabilities of CommView Web, while adding a full administration module, optimized for customers who prefer deploying and managing their own CommView server on-premises. WebReporter (a browser-based reporting package) enables self service report access to ad hoc as well as scheduled reporting on a per authorized client basis. CommView Multi-User is installed and operated on the customer's internal LAN/WAN/VPN network.

CommView Single-User System: This application is usually resident on the telecom manager's desktop computer. It is the same as CommView multi-User with the exception of the WebReporter module. Report generation is under the sole control of the administrator.



For a quick quote or a no-obligation trial, just call us at 1-(800) 641-5400 or visit our website.



About Us ...

Our products help executives, business and IT Managers reduce and control expenses, increase employee productivity and improve telephone service quality by providing in-depth insights into how their PBX networks are actually used.

@Comm brings 25 years of experience designing, selling and supporting a complete range of voice network management tools for business managers and government as well as the most demanding IT and Telecom experts and system integrators. We do this like no other manufacturer on the market.

Our products help managers detect fraud, telephone abuse and create audit trails for telephone-related security threats. Our products often pay for themselves within weeks of deployment.

At Comm Corporation

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