



# CASpro

Call Accounting System  
 Professional



# Overview

The CASpro product family provides call accounting functions for IP based and legacy PBXs as well as VoIP gateways. CASpro's Enterprise Edition has been developed specifically for networked telecommunication systems with components at many locations supplied by different technology vendors (multi-site and multi-vendor support). For large enterprises with multiple telecommunications service providers, CASpro also provides the capability to interface with these service providers. Hundreds of satisfied customers benefit from CASpro's robustness and flexibility.

## CASpro Benefits

### MANY Locations

CASpro Enterprise can collect and process call details from PBXs, softswitches and gateways located at multiple sites. This provides many benefits to the enterprise including:

- Easy centralized administration.
- Low support cost – no need for local technical support at the remote sites.

CASpro supports three data collection methods:

- Using a serial or TCP/IP port of the PBX to connect to the CASpro server and uses the xDRPost program to collect the data.
- For more advanced telephony systems with relational database containing the call detail records CASpro can be connect through ODBC.

### MANY Types of PBXs

CASpro Enterprise is a powerful solution for enterprises with multi-system and multi-vendor environments where data is received and processed by the appropriate (parser) modules. Thus even in a heterogeneous system environment unified call rating and accounting can be achieved.

### MANY Service Providers

With CASpro Enterprise it is easy to handle and interface with accounting systems from many different service providers like mobile and fixed networks. CASpro can be configured to account for and handle the different requirements and needs of these accounting systems with almost any type of rate structure with great accuracy.

### Secured and Reliable

CASpro collects the call detail information in a reliable manner, ensuring that no information is lost, even in case of a network outage or component failure. CASpro monitors the data collection and data flow constantly and provides visibility to them for the system administrators.

### Easy Access

CASpro can be accessed via an easy-to-use web interface by users and administrators without the need of installing any client application. Many convenient features of CASpro are also available from XML capable Cisco IP telephones.

## CASpro Features

- Comprehensive call accounting of both IP based and legacy PBXs.
- Data collection from remote and intranet networked PBXs.
- Call rating based on duration and impulse.
- Supports any kind of algorithm used by service providers.
- Rating of toll free (green) numbers and internal calls.
- Robust reporting with flexible filtering criteria.
- Customizable report templates.
- Support for Project, Client Matter, and Personal Authorization Codes.
- Collaboration with operator or attendant supporting software.
- Support for hierarchical organization structure (up to 5 levels).
- Both progressive and regressive accounting options.
- Secured data access based on user level authorization profiles.

# CASpro Architecture

- Web-based access allows remote administration.
- Modular application design.
- Supports TCP/IP networks.
- Supports MySQL and MS SQL Database servers.
- Optimized for Windows NT/2000/XP/2003 environments.

## User Interface

CASpro has a Web based user interface for database maintenance, report execution, report display and system administration.

This provides many benefits for the enterprise including:

- Services are accessible in a unified way from various locations and operating systems using any workstation on the company Intranet.
- One user or group of users can control the key functions.
- With the help of templates and wizards even users with limited experience can create complex reports easily.

## Reports

The CASpro Reporting Server helps create print-ready reports from the CASpro database. These reports can be generated through the Web based user interface. Generated reports can be printed or saved in various file formats including: RTF, XLS, PDF, CSV, HTML or XML.

General report types include:

- Details by Organization \*
- Summary by Organization \*
- Cost Center / Extension with monthly and rental fees
- Site Summary \*
- Site Detail \*
- Cost allocation among sites
- Site / Provider / Trunks report
- Provider / Cost Center report
- Provider / Cost Center report with monthly fees
- Provider / Trunks report
- Extension Detail \*
- Extension Summary \*

\* Alternatively - can be grouped by call direction

Analytical report types include:

- Most expensive calls
- Longest calls
- Most frequently called numbers
- Trunk usage report
- Incoming call report

In addition to these standard report templates, customized reports can be created in the system easily and intuitively.

The screenshot displays the CASpro web interface. On the left, a navigation menu includes options like 'System', 'Configuration', 'Reports', 'Tools', and 'Help'. The main content area shows 'Extension Data - 20602' with fields for 'Extension Number', 'User Name' (Linda Beedell), 'E-mail', and 'User'. Below this is a 'Group Setting' section with fields for 'Company', 'Directorate', 'Department', and 'Cost Center'. A 'Validity' section shows 'Extension ID' (607) and 'Active since' (2002-07-01 00:00:00). At the bottom, a 'Changes' table lists user actions.

On the right, an 'Organizational, Summary (with call directions)' report is displayed. The report includes account period, date of print, and number of records. It features two summary tables for extensions P[2408] - Roxane Wheeler and P[2493] - Titus Swamer, each showing call statistics by cost center. A final summary table at the bottom aggregates data for Cost Center Cost\_center\_37.

Cost Center	Cost_center_37				
		<b>Nr. of calls</b>	<b>Duration</b>	<b>Call fee</b>	<b>Connect fee</b>
		<b>Sum-total</b>			<b>Sum-total</b>
		<b>with VAT</b>			
		<b>Local sum-total</b>			
		<b>Sum-total</b>			
		<b>with VAT</b>			
		<b>Sum-total</b>			
		<b>with VAT</b>			
		<b>Sum-total</b>			
		<b>with VAT</b>			

# Technical specification

Supported PBXs	Alcatel Aphona Avaya Bosch - Tenovis Cisco Unified CallManager, Cisco Unified Communication System Ericsson Nortel Meridian Siemens Panasonic Other PBXs are supported optionally.
CASpro Application and DB Server HW	x86 based server, with MS Windows 2003 Server OS
CASpro xDRpost Client HW	xDRbox data collection equipment or x86 based PC with MS Windows or Linux OS
Database Server	MS SQL Server 2005 MySQL
Web Server	Apache, Apache Tomcat BEA Weblogic Server Microsoft IIS
User Interface / Web Browser	Internet Explorer 6.x and above
Language Support	English, Hungarian Other languages optionally supported



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