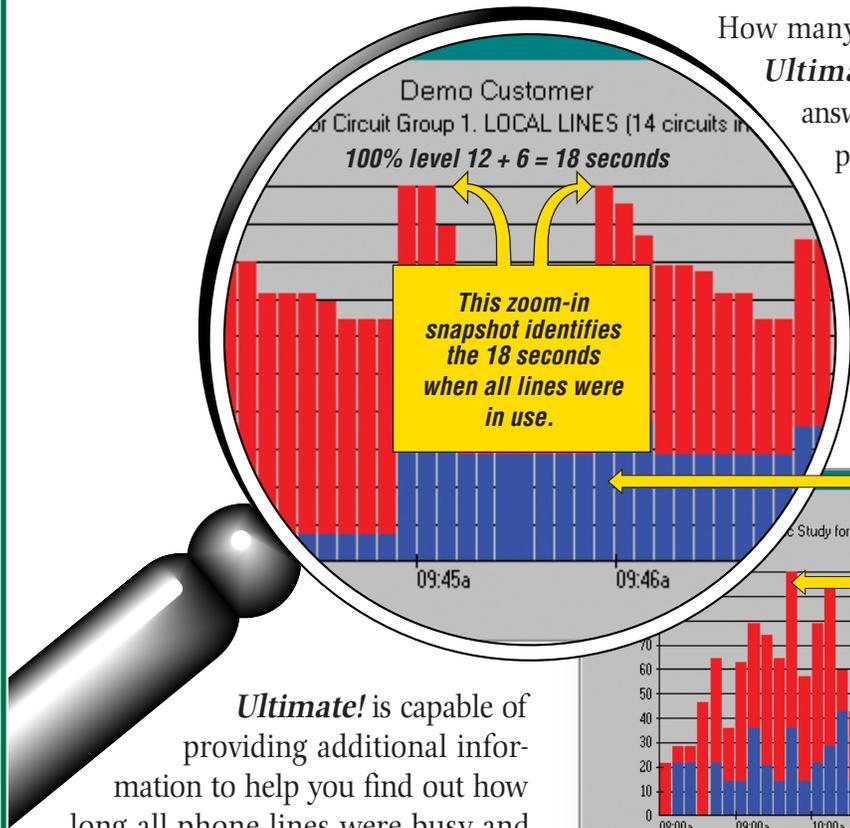**Ultimate!** Software Products INCORPORATED

Ultimate!
CALL ACCOUNTING

for Windows®
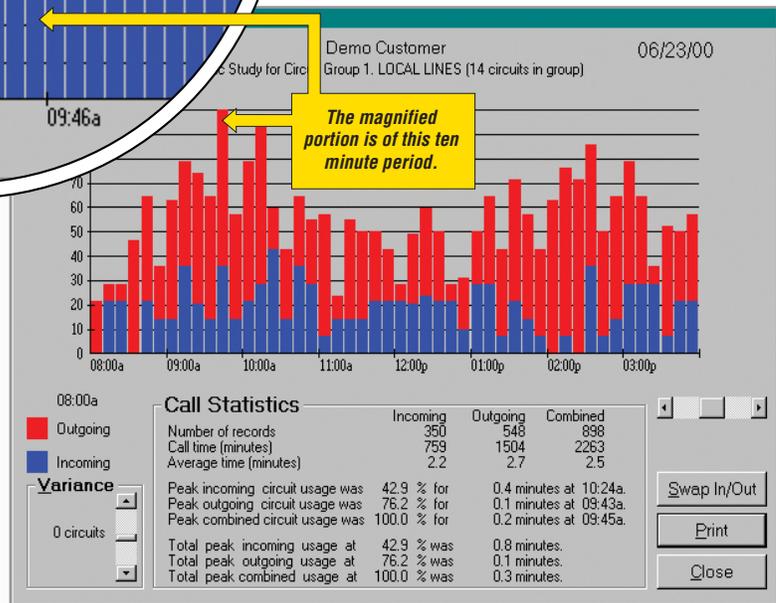95, 98, NT, 2000, XP Pro.

Software for managing your telephone system.

How many phone lines does your company need? *Ultimate!* is the only software available that answers this basic question. The traffic analysis provided by *Ultimate!* can save your company money if it shows you're paying for phone lines you don't need. The same analysis can also lead to increased sales if it shows customers are getting a busy signal because there aren't presently enough lines to handle all their calls.

Demo Customer
r Circuit Group 1. LOCAL LINES (14 circuits i

100% level 12 + 6 = 18 seconds

This zoom-in snapshot identifies the 18 seconds when all lines were in use.

09:45a   09:46a

Demo Customer   06/23/00
Group 1. LOCAL LINES (14 circuits in group)

The magnified portion is of this ten minute period.

Ultimate! is capable of providing additional information to help you find out how long all phone lines were busy and what percentage of the calls during that time were incoming versus outgoing.

08:00a 09:00a 10:00a 11:00a 12:00p 01:00p 02:00p 03:00p

08:00a

□ Outgoing
□ Incoming

Variance

0 circuits

Call Statistics	Incoming	Outgoing	Combined
Number of records	350	548	898
Call time (minutes)	759	1504	2263
Average time (minutes)	2.2	2.7	2.5
Peak incoming circuit usage was	42.9 % for	0.4 minutes at 10:24a.	
Peak outgoing circuit usage was	76.2 % for	0.1 minutes at 09:43a.	
Peak combined circuit usage was	100.0 % for	0.2 minutes at 09:45a.	
Total peak incoming usage at	42.9 % was	0.8 minutes.	
Total peak outgoing usage at	76.2 % was	0.1 minutes.	
Total peak combined usage at	100.0 % was	0.3 minutes.	

Swap In/Out

Print

Close

CALL ACCOUNTING

Manage single or multi-site operations. Utilize e-mail, TCP/IP networks and *Ultimate!* Computer Technology Tools to present reports whenever or wherever needed. *Ultimate!* integrates with 150 brands of phone systems supporting more than 200 dealers representing more than 400 locations nationwide.

CALL ACCOUNTING STANDARD FEATURES

Ultimate! call accounting software is the most complete package of its kind available today. It was developed by experts in the telephone industry so it's designed to answer the questions you ask. *Ultimate!* is easy to use and understand. It offers 50 user-defined reports. *Ultimate!* runs on IBM compatible PCs and can store up to 99 million call records.

◆ 50 standard or custom reports can be activated at any time
◆ Create your new company phone book-Directories by extension, by department, and by name
◆ Custom report creation & automated printing
◆ Multitask operations in Windows operating systems
◆ Print reports to a file; your internet browser; or a local / network printer
◆ Real time processing
◆ Point and click data base management for adds, moves and changes
◆ Exported reports are in ASCII format
◆ Template report examples illustrate potential reports

CALL ACCOUNTING PRODUCTIVITY EVALUATION

◆ Increase employee productivity by examining how much time is spent on the phone.
◆ Improve customer service efficiency by observing the average length of calls.
◆ Evaluate how efficiently customers are served by categorizing records according to purpose of call.
◆ Identify prospective sales
  • ANI/DNIS reports for tracking incoming telephone numbers
◆ Detect malfunctioning or seldom-used circuits.
  • Line failure indication has a graph that can detect T-1 circuit/channel or PBX trunk malfunctions or failures
◆ Identify periods of high or low traffic to aid in planning staffing requirements.
  • Precise traffic management
  • Zoom-in examination of traffic pattern
◆ Discover frequently dialed numbers or locations that might warrant tie lines, foreign exchanges or WATS circuits.

CALL ACCOUNTING COST ALLOCATION

◆ Bill phone charges to guests, patients, or clients.
◆ Categorize call charges by department, extension, or account.
◆ Charge clients and projects for telephone time.
◆ Account/matter or authorization code tracking with associated client names
◆ Add additional costs to a call by percentage or a per call service charge.
◆ Local & long distance costing using your choice of plans with adjustable rates for charge backs
◆ Pricing Wizard now reduces or eliminates the need for expensive, costing updates and allows user defined long distance rate plans

CALL ACCOUNTING CALLER ABUSE

Ultimate! software can help you save money and increase productivity by identifying different kinds of telephone abuse/misuse within your company.

◆ Pinpoint calls being made to costly 900-numbers or to unauthorized long distance locations. Just tell us what facts you'd like at your fingertips and chances are, *Ultimate!* can provide them.
◆ Excessive calls to directory assistance could be costing your company unnecessary expense. Was operator assistance necessary for all these calls?
◆ Making employees aware of lengthy calls helps eliminate wasted phone time.
◆ Exception reports for calls that indicate employee misuse or potential toll fraud
◆ Frequently dialed number reports indicate key customers or employee misuse of the phone systems

CALL ACCOUNTING OPTIONAL FEATURES

◆ Toll Fraud Alerts (911, international or expensive calls for example)
◆ Real-time sales alerts
◆ Multi-Tenant operations
◆ Centralized Call Accounting
◆ E-mail reports
◆ Customized costing updates upon request

CALL ACCOUNTING TECHNICAL REQUIREMENTS

◆ Windows® 95, 98, NT, 2000, XP Pro operating systems
◆ One dedicated communications port
◆ Printer port
◆ 100 MB of available hard drive space
◆ SMDR data feed from phone system
◆ Internet Browser
◆ Optional NIC card, printer, modem, & pcAnywhere®

Ultimate!
Software Products, Inc.

Website: www.ultimatedemo.com
e-mail address: sales@uspnet.com
Telephone: (262) 789-9654
Fax: (262) 789-9617