

Cool Things You Can Do with Calero VeraSMART Call Accounting...

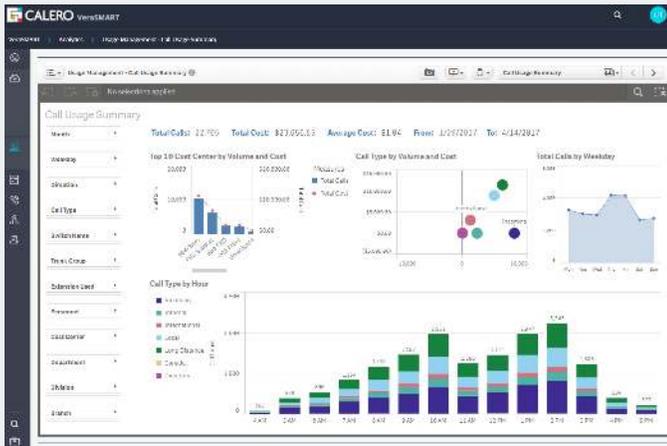
...That You Might Not Know About!



Calero VeraSMART Wireline and Wireless Call Accounting helps you combine, simplify and share landline, cellular, and other business data and allocate telecommunication charges so that you can quickly deal with reporting inquiries, and stay focused on your business operations.

But VeraSMART is capable of doing much more than basic call accounting and reporting. There is substantial functionality available within the basic program, and through a wide range of add-on modules. Here are 6 cool things you can do with VeraSMART...that you might not know about!

Play “What If?” with Call Analytics



VeraSMART’s comprehensive reporting engine will tell you what happened; call analytics can tell you why it happened and what to expect in the future.

Why are your calls so expensive at certain times of day or on certain days of the week? Where should you deploy SIP Trunking first? Is your call volume growing in the areas where you are focusing your marketing efforts? Understanding what your data tells you – quickly and confidently – is more important than ever before.

The optional InSight Analytics data discovery and visualization module will give you the answers you need – answers to questions you might not even think to ask – to make informed decisions, strategic investments, and cost-effective plans for the future of your communications environment.

Remove Unused Extensions



Over time, the number of extensions that count against your VeraSMART license agreement can creep up. Common reasons for this are assignment of extensions to new employees, and extensions that are unused due to employee turnover or restructuring.

For years, VeraSMART has had the ability to identify extensions with no activity, through the “Unused Extension Report”. While this report has been helpful in targeting extensions that can be deactivated, the actual steps in the process were a little tedious.

VeraSMART now has a specific view for Unused Extensions that allows you to easily deactivate extensions right from that view. On your main left hand menu, click on Call Accounting/Extensions/Unused Extensions.

Set Up an Employee Directory

Extension (ID)	Associated CDR Source	Personnel	E-mail address
3302	Jackson-Cisco	Bolling, Adelaide K	Adelaide.K.Bolling@sprocket.com
3303	Jackson-Cisco	Cross, Adell J	Adell.J.Cross@sprocket.com
3304	Jackson-Cisco	Herring, Alexander B	Alexander.B.Herring@sprocket.com
3308	Jackson-Cisco	Simard, Alexander C	Alexander.C.Simard@sprocket.com
3309	Jackson-Cisco	Nelson, Alexander M	Alexander.M.Nelson@sprocket.com
3310	Jackson-Cisco	Watson, Alvin B	Alvin.B.Watson@sprocket.com
3319	Jackson-Cisco	Estevez, Angel P	Angel.P.Estevez@sprocket.com
3340	Jackson-Cisco	Lee, Angela J	Angela.J.Lee@sprocket.com
3346	Jackson-Cisco	Green, Angela W	Angela.W.Green@sprocket.com
3347	Jackson-Cisco	Ashmore, Anita C	Anita.C.Ashmore@sprocket.com
3350	Jackson-Cisco	Evans, Anna D	Anna.D.Evans@sprocket.com
3351	Jackson-Cisco	Jackson, Barbara J	Barbara.J.Jackson@sprocket.com
3352	Jackson-Cisco	Ramirez, Barbara J	Barbara.J.Ramirez@sprocket.com
3353	Jackson-Cisco	Horton, Bernice D	Bernice.D.Horton@sprocket.com
3354	Jackson-Cisco	Newburn, Beth G	Beth.G.Newburn@sprocket.com
3355	Jackson-Cisco	Jones, Brian A	Brian.A.Jones@sprocket.com
3359	Jackson-Cisco	Shoffner, Brian K	Brian.K.Shoffner@sprocket.com

VeraSMART includes powerful tools to establish, maintain, and share an employee phone directory. To view the existing directory data within the software, just click on Personnel Directory in your MySMART menu tab on the left side menu. Using either business card view or list view, you can search by personnel, phone number, cost center, and personal activation status.

Next, click on the Extension Inventory View (Call Accounting/Extension/Extension Inventory) to review and edit the fields (columns) you’d like to include in your customized Employee Directory. Then, select the “edit view on page” icon at bottom left and add, remove, or reposition the fields as you would like them to appear.

You can export the directory to Excel or print it directly from your web browser.

Pinpoint Mobile Savings Opportunities



The optional Wireless Call Accounting module gives you powerful reporting and chargeback capabilities for wireless usage, and automatically analyzes every wireless invoice for potential cost savings.

The software automatically performs up to 21 checks on each wireless invoice for savings opportunities and displays the results in a single, interactive console. The analysis includes:

- Overage charges for anytime minutes, data usage, messaging
- Identification of Wireless devices not on a shared minutes plan
- Usage charges for voice roaming; data or message roaming; international voice roaming; international data or message roaming; directory assistance

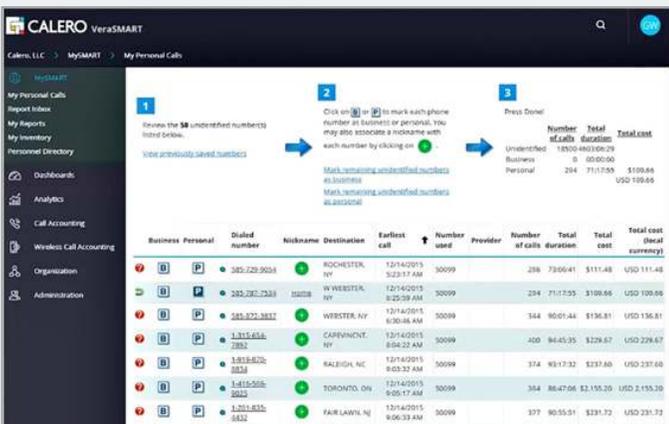
Set Up Multi-Currency CDR Rating



The International Call Rating option is designed for customers with switches located outside the North American Numbering Plan (NANP) and provides multi-currency call detail record (CDR) rating for more than 130,000 city and country codes around the world. International call rating is based on a city/country code table that Calero updates for customers under maintenance who have selected the International option. The Calero Rate Table Service can provide custom rating to match costing to the customer's specific carrier rate and tariff plans.

The module calculates charges for international calls based on the IP-PBX or PBX CDR source input or trunk group and the non-North American Numbering Plan (non-NANP) that you have chosen.

Identify/Tag Business vs. Personal Calls



The optional Personal Call Identification (PCI) module enables employees to identify their own calls as personal or business for the purpose of expense classification, reimbursement, or simple usage tracking. Whether or not your organization has a formal reimbursement policy regarding personal usage, this module is an inexpensive and effective way for administrators to stay on top of personal call volume and cost.

The PCI module has a streamlined interface and easy-to-use features designed for end-user self-service. Once employees have identified their calls, the VeraSMART administrator can easily generate reports listing cost and duration of personal calls by employee and distribute these reports to specified cost centers.

VeraSMART: The Call Accounting Solution You'll Never Outgrow

VeraSMART Deployment Options

To help you obtain maximum value from your call accounting solution, Calero offers the choice of on-premise purchased software or a VeraSMART SaaS implementation. With either option, you maintain administrative control of your solution.

On-Premise Purchased Software

- Hardware and software purchased by user as capital expense
- On-premise location provides highest level of application control
- Highest level of control over internal systems and data

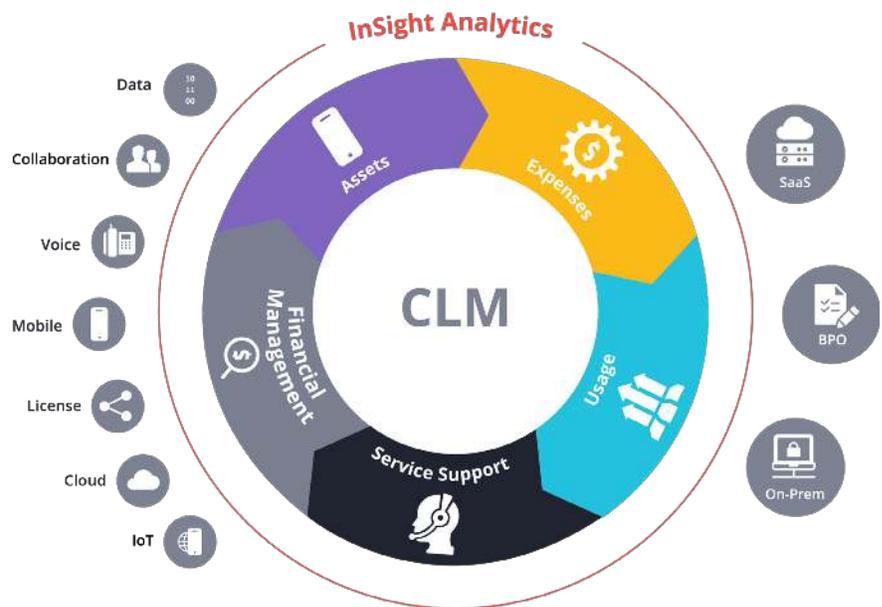
SaaS Implementation

- Software is an operational expense for user
- SaaS hardware/software are owned and maintained by provider
- Lower total cost of ownership - no upfront capital costs
- Provider performs software upgrades

In addition to VeraSMART Call Accounting, Calero's Communications Lifecycle Management (CLM) approach supports the full spectrum of unified communication channels. Whether it's voice, mobile, messaging, video, or beyond, you have the ability to view, manage and optimize your entire communications business holistically, moving beyond just the traditional "cost savings" value proposition of TEM.

Now, in addition to expense management, you are able to derive true business value from clear visibility into the full lifecycle of your communication solutions to understand performance in the aggregate, and to demonstrate the impact on organizational performance.

Communications Lifecycle Management



About Calero Software, LLC

In addition to VeraSMART Call Accounting, Calero Software is a leading provider of Communications Lifecycle Management solutions with a deep commitment to innovation and customer service. Calero's CLM approach supports the full communications lifecycle (from procurement to payment) including software/services that aid Telecom Expense Management (TEM), Wireless Expense Management (WEM), Managed Mobility Services (MMS) and Usage Management. Calero has thousands of customers in the United States and more than 40 countries worldwide, including Fortune 1000 corporations, universities and government agencies. For more information, visit us at www.calero.com or www.call-accounting-solutions.com, or call 585.383.6806.