



Cisco Technology Developer Partner Catalog

PhonEX™ ONE enables organizations to operate their business more efficiently, productively and profitably through better monitoring and reporting of their telecommunication environment. It is user centric, making it a central point to manage usage of Cisco UCM with the added ability to track multiple CDR sources such as: mobile (cellular) phone usage, mobility systems, PDA devices, teleconferencing, telepresence, SIP appliances, gateways, routers and more. Developed on an SQL database platform and enhanced by advanced ASP.NET technology, it runs as a service and is fully supportive in a VMWare environment. In addition it supports multiple sites, tariffs, languages and currencies.

At the heart of PhonEX™ ONE is the comprehensive and flexible query and reporting tool which empowers users to produce reports with drill down capability in a format they desire. The dashboard style user interface delivers an instant snapshot of telecom activity from which reports can be simply and quickly generated using 'click through' functionality.

Key features of the system include

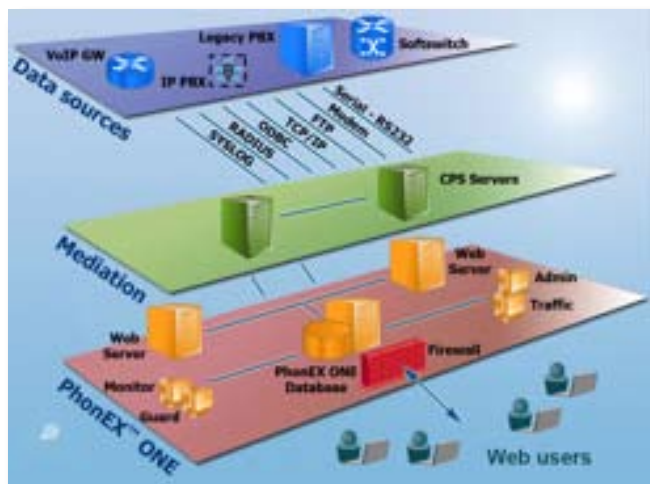
- **Dashboard User Interface:** This delivers to the desktop a graphical snapshot of outbound (Business and Personal) call volume and inbound (Answered / Unanswered) call volume. In addition, call details are given in tabular form on: Recent Calls; Extensive Talkers, Expensive Calls, Frequent Destinations; Frequent Callers; Expensive Talkers and Expensive Destinations. Potential Telecom Fraud (Internal and External) can be easily identified through the dashboard user interface and further investigation and immediate action can be taken. There are also hyperlinks available on the dashboard enabling 'click through' access to reports.
- **'Set and Forget' reporting:** Reports can be automatically generated, scheduled and distributed to the relevant personnel without manual intervention freeing resources for other tasks. Automated delivery of regular reports can highlight anomalies based on thresholds reduces the risk posed from internal abuse.



- **Query Reports:** An unlimited number of custom reports can be created, saved and used as templates. Users can not only select the report filter criteria but also the fields to be displayed on the reports. This becomes your company's new report which can be tailored to include your company logo's and more. The unique 'What if' reporting is also available to compare carrier costs in order to cut expenses. Summary reports have drill down capability creating detailed reports with a single click and include graphical presentation.
- **VoIP Quality of Service (QOS) Reporting:** There is also the ability to monitor and report on Jitter, latency and Mean Opinion Scoring (MOS) within a CUCM environment. This is used for analysis, trouble shooting and future planning of VoIP networks.
- **Real Time Alerts:** PhonEX™ ONE can be configured with any number of real time system alerts. As soon as a call is terminated and if the predefined criteria has been met an alert is generated and delivered by email, screen pop or SMS. Typical examples of this include: calls over a certain value, over a certain duration, international calls, calls to premium rate numbers, calls to emergency services. The alerts are used to identify potential telecom fraud, both internal and external.



- **Outbound call barring:** PhonEX™ ONE unique budget module allows you to set cost limits per extension. Exceeding this parameter will bar the extension to emergency calls only. This functionality has been fully tested and approved by Cisco.
- **Scalable Architecture:** PhonEX ONE can accommodate an unlimited number of sites and extensions so your investment is protected.



PhonEX™ ONE Features Include:

- Web-based solution running as a service, providing full functionality for reports and administration at anytime from anywhere
- Dashboard User Interface
- LDAP Compliant enabling synchronization with the Active Directory and other LDAP compliant databases – automatically imports MACS (moves, adds and changes)
- Works with virtual servers such as VM WARE
- Automated reports (Email, screen or saved to file)
- User definable report format – Excel, Word, HTML, PDF, CSV etc
- Easy to produce, customizable reports with drill-down capabilities
- VoIP QOS reporting
- Cellular phone use reporting
- “What if” reports to analyze and compare alternative carriers for all CDR's
- Traffic reports to monitor peak loads and bandwidth utilization
- Budget module restricting outbound calling
- Real time automated alarms
- Multilingual, multicurrency, multi – CDR's
- Database structure based on the Microsoft SQL database
- Flexible – easily adjusts to organizational hierarchies
- Scalable architecture – unlimited sites and extensions
- ASPNET technology to conform to company security policies
- Event log for auditing and tracking system use



PhonEX ONE has tested compatible with Cisco UCM 7.0. The Cisco Compatible logo signifies that the MIND product has undergone interoperability testing by MIND together with Cisco and a third-party test house based on testing criteria set by Cisco. MIND is solely responsible for the support and warranty of its product. Cisco makes no warranties, express or implied, with respect to MIND's product or its interoperability with the listed Cisco product(s) and disclaims any implied warranties of merchantability, fitness for a particular use or against infringement.

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