



Get Your Finance Team Involved in Call Accounting

Today's Telecommunications professional is responsible for ensuring the local and LD access is working, maintaining the PBX and overall making sure the telecommunications needs of the organization are being met.

Now lets talk about what they are not. They are not the manager who needs to make a decision of who is on the phone too long for personal calls, They are not the director who needs to review their departments usage to ensure that possible litigious problems occur and they are not the department that is in charge of the financial health of the organization.

Who has this less than envious responsibility? In most organizations it is assigned to the Finance department and or the Human Resource group. These two departments should review the call accounting reports just as assiduously as they would the expense, inventory or monthly balance sheets.

There are many organizations that question when and where a business lunch was taken but never see if any employees are abusing time and resources by making personal calls or inappropriate internet usage.

We are not suggesting that the new millennium is the same paradigm as the fifties, sixties and seventies. We understand that employees have outside interests and also different responsibilities. A parent may need to call home each day at three o'clock to ensure that their child has returned home from school. Someone may need to check that his or her aging parents are ok on a daily basis. A lot of people check their investments either in their 401ks or other accounts.

But if an employee has to give and receive five to ten calls a day because the child is acting up or fighting with their siblings, or if someone spends an hour each day talking with mom or dad when they should be working or they are day trading on the companies time and network then there is a problem.

The good news is someone does not have to go through each and every call to ensure its validity. By supplying the accounting and/or the HR department with a report that lists call totals by cost centers and extensions in addition to the company wide list of exception reports (calls longer than "X" amount of minutes or higher than "X"

amount of dollars management can spot anomalies and stop potential issues before they get too large.

One email or phone call from the CFO or finance department to a manager asking if a call is business related or requesting why one particular number was dialed 50 times in a month does quite a bit in curtailing abuse. Also once a call is identified, it can be set up in CDR-Data's information data bases to title the call when it appears again. IE: 609-555-5555 can show up as ACME Stock Brokers on the CDR-Data report

Individual department managers should have the same tools in order to manage their groups' effectiveness. By reviewing the reports as they pertain to their own responsibility centers, managers can use the reports as a training tool rather than as a trap to catch the employee doing something wrong.

We suggest that Telecommunications managers distribute our reports to the following departments:

Finance: This group should receive a copy of:

- o Corporate Totals – Used to ensure that Telecom Spending is in line with the strategic plan
- o Totals by Cost Centers and Extensions – Finance should spot-check this report to see if any extensions are showing high costs or high usage. Any extensions that show over a fifty percent difference in either direction should have their extension detail reviewed thoroughly and the department manager should explain any questionable calls.
- o Exception Reports and Multi Call reports-Calls that exceed the parameters (CDR-Data's default is 15 minutes or \$5.00 in costs or numbers called to more than ten times) should be detailed and explained by the department manager.

Department Management should receive and be able to explain to the finance department:

- o Cost Center Totals by Extension (Their departments only) - Managers should review this report to see if there are discrepancies against the average use of each extension. Any anomalies should be detailed to ascertain validity.
- o Exception Reports and Multi Call reports (Their departments only) -Calls that exceed the parameters (CDR-Data's default is 15 minutes or \$5.00 in costs or numbers called to more than ten times) should be detailed and explained by the department manager.

Remember. The Telecommunications manager is not the force that should be managing the employee. This is done initially by the department manager and ultimately by the finance department. The Telecommunications manager should deliver the reports needed to accomplish these tasks and provide feedback on the network usage. By involving the finance department early and often you will reduce abuse of your organizations resources drastically.

CDR-DATA Corporation now accepts transactions generated by Unimax's 2nd Nature framework and MAC software. Data will be transferred between the two applications via the Internet and will allow multiple locations and PBX types the capability to develop common standards for managing and reporting on telecommunications resources.

To Learn more please call Kevin Young at 626.791.9700



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Open To Learn How To Actively Involve Your Finance Department in Assisting you in Controlling Phone Abuse!

CDR-Data Announces New Features to its ASP offering:

eCDR® now has new features added to its reporting capability in addition to three pre-formed reports. The enhancements include the capability to sort the processed report by any field and also the capability to click on an extension and receive the detail data that comprised the report totals. The new pre-formed reports are

“Top 25” delivers a listing of the highest volume extensions for a given time period

“NightVision” provides a report of all extensions that had usage between 7:00 PM and 6:00 AM for a given date range.

“Calls by Hour by Day” presents a graphic display of traffic by day with the most call volume highlighted

All of the reports have the same drill down capability along with the identical sort enhancements.

CalNet Users Alert

We have found some discrepancies in the CalNet SPC/MCI CD-ROM that is provided to its users. While these discrepancies are NOT reflected on the bill, if you use the CD-ROM for bill back or cost allocation to your departments or groups you should be aware that some calls are being identified incorrectly. If you wish more information on these issues please call Ron Woods at CDR-Data Corporation 626.791.9700.