



Teltrac CAP

Centralised control and administration of personal telecom usage by staff

Enable staff to identify their personal calls for back-billing for:

PBX
IPT
Mobile

Teltrac Power Options: CAP Cost Allocation Package

How to Sort Personal Calls from Business Calls?

The question of staff usage of company telecom assets and carrier services for personal uses arises with every organisation and cannot be ignored. When it comes to setting company policy on personal usage of IDD services by staff members, management has 3 choices:

1. Allow staff to make unlimited Overseas and Long Distance personal calls, and the company foots the bill, whatever the cost.
2. Prohibit staff from making any personal calls at all.
3. Permit staff to make personal calls and allow them to pay back the call costs by direct payment or salary deduction.



A tough choice: Option 1 comes right out of earnings and leaves the door open to rampant abuse. Option 2 saves the money but at a cost in staff morale (an unwanted problem in today's competitive job market), and Option 3 while obviously the desirable choice, is a labor-intensive administrative headache.

A Call Accounting System addresses the problem with Extension Detail reports, but when hundreds or thousands of staff have to manually tick off personal calls on a hard copy report each month, the cost to the company in staff and admin time spent on this process can add up to a significant amount.

The Solution

The solution is to automate the process and put it on the User's desktop. Each month, TELTRAC CAP presents all calls placed during the previous month by each staff member in front of him/her on their web browser.

The staff member then simply ticks off each call as business or personal on the webpage. The Business/Personal classifications are then verified and flow through into the Teltrac report suite. CAP then calculates the amount each staff member has incurred for personal calls, distributes the appropriate detail and summary reports to staff and supervisors, and keeps the classifications in the main call database for admin processing and record keeping.

In subsequent months, CAP automatically applies the business / personal designations to the call numbers already classified in previous months so that only new destination numbers need be classified.

Implement a personal call policy that cannot be abused and that employees appreciate.



Key Features

- Supports any number of staff, any number of calls / call types / carriers
- Easy access for all staff via web browser. Requires only 1 - 2 minutes per month to complete
- Secure log-in Staff access restricted to their own call records and management-defined Admin access
- Business / Personal classifications attached to call records main call record database – enabling all Teltrac reports to filter Business / Personal
- Automatic compliance function sends reminder emails and keeps supervisors updated to ensure full and complete compliance by all staff each month
- Deploys with any Teltrac Call Accounting System



Authorised Interpacific Distributor

Teltrac G-III Call Record Classification

Calls within date range from 1 Jan 2002 to 31 Jan 2002

Called Number	Classification	Caller Number	Destination	Date	Time	Duration	Cost
00 1 9726534200#	P	6201	U.S.A. (MAINLAND)/CANADA	3-Jan-2002	11:33:00 PM	0:17	USD 0.80
00 1305 6103739#	B	6003	FLORIDA, USA/	5-Jan-2002	1:42:00 AM	0:17:31	USD 7.20
00 1319 2981457#	U	6201	LOUISIANA, USA/	7-Jan-2002	7:57:00 PM	0:6:55	USD 2.80
00 1702 3217163#	B	6220	NEVADA, USA/	5-Jan-2002	4:39:00 AM	0:1:1	USD 0.80
00 1702 5800577#	B	6201	NEVADA, USA/	3-Jan-2002	3:25:00 PM	0:0:7	USD 0.40
00 1702 5800577#	B	6003	NEVADA, USA/	3-Jan-2002	3:35:00 PM	0:0:20	USD 0.40
00 1702 6829441#	B	6201	NEVADA, USA/	3-Jan-2002	01:00 AM	0:2:17	USD 1.20
00 1702 6829441#	B	6201	NEVADA, USA/	3-Jan-2002	27:00 AM	0:0:39	USD 0.40
00 612 93632016#	B	1003	SYDNEY, AUSTRALIA/	7-Jan-2002	10:12:00 AM	0:2:6	USD 1.20
00 612 97240155#	B	1003	SYDNEY, AUSTRALIA/	3-Jan-2002	9:03:00 AM	0:26:11	USD 10.80

“You Can’t Manage What You Can’t Measure.”

Benefits:

- **Recover:** personal call costs incurred by staff.
- **Eliminate:** the cumbersome process of having staff tick off personal calls on hard copy reports
- **Reduce:** staff time used for identifying and reporting personal calls
- **Slash:** admin time for aggregating personal call records and back-billing staff
- **Empower:** management to implement a policy of permitting personal use of company telecom services in a responsible and accountable manner
- **Retain** staff loyalty in a competitive job market by allowing reasonable access to communications

Technical Requirements:

- Teltrac (any version) with SQL Server
- IP LAN connection
- Browser access for all Extension Users

Teltrac, Multi-Trac and Trac-Record are all trademarks of Interpacific Data Management Limited.