



powerful communications management solutions!

SHADOW cms

voice & data management

Professional Hospitality General Business



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SHADOW cms

VOICE & DATA MANAGEMENT

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(basic statistical call accounting)

Professional & General Business Version

Communication facilities are the lifeline of most successful businesses and often the most taxing expenditures. Management of telephone charges, equipment fees, VoIP traffic, internet usage, and provider discounts is a difficult task. SHADOW CMS provides the necessary tools to allow administrators to forecast, monitor and allocate communications management expenses.



● Traffic Analysis

SHADOW tracks all calls including long distance, local, international, internal* and misdialed. In order to determine any accurate traffic study all traffic must be used. Often businesses with high local call volumes that rely heavily on customers calling in are very concerned about busy signals and long hold times. SHADOW provides comprehensive traffic reports to highlight grade of service, peak hours and call volumes. This assists telecom. managers in determining whether the network is over/under utilized.

● Cost Allocation

Cost allocation to various corporate levels is essential in organizations that function on tight telecom budget. SHADOW provides detailed reports for cost allocation to cost center, department, division, extension, authorization code etc. These reports assist in budgeting, forecasting and internal billing while taking into account all telephony-related expenses including long distance, inventory and facility charges.

● Chargeback

SHADOW provides the means to gather, cost and charge back call information to account codes, projects and/or client matter numbers. This information is readily available at the touch of a button. Therefore, customers do not have to wait for month-end reports before they do billing. Additionally, customers may attach their own mark-up and surcharges to billable items.

● Instantaneous Billing

SHADOW provides **instantaneous billing** for billback environments such as: hotels, motels, resorts and hospitals. Telephony expenses are a major cash-cow for most hospitality environments. SHADOW provides all the necessary tools for check-in, check-out, markups, surcharges and posting to property management systems.

● Cost Comparisons

SHADOW uses concrete historical data to provide customers with an unbiased concise picture of their telephone expenses (including local, flat rate, domestic and international).SHADOW

will analyze proposed tariffs before the customer subscribes to such services.

● **Misuse and Abuse**

SHADOW highlights calls made using the wrong facility (ie. long distance calls that could have used the flat rate lines). SHADOW provides exception management reports which highlight long duration, excessive cost and misdialled calls. Each call may be pinpointed to a particular extension or authorization number.

● **Caller Identification**

SHADOW provides detailed reports of incoming caller identification. This is especially important for service centers logging customer inquiries, advertisers looking to pinpoint incoming 800/888 regions and managers evaluating incoming facilities.

● **Billing Integration**

The popularity of diskette billing has given many customers the ability to quickly and easily analyze the traffic from their provider. SHADOW provides the means to consolidate popular packages from telco, flat rate and alternate long distance providers.

● **Productivity**

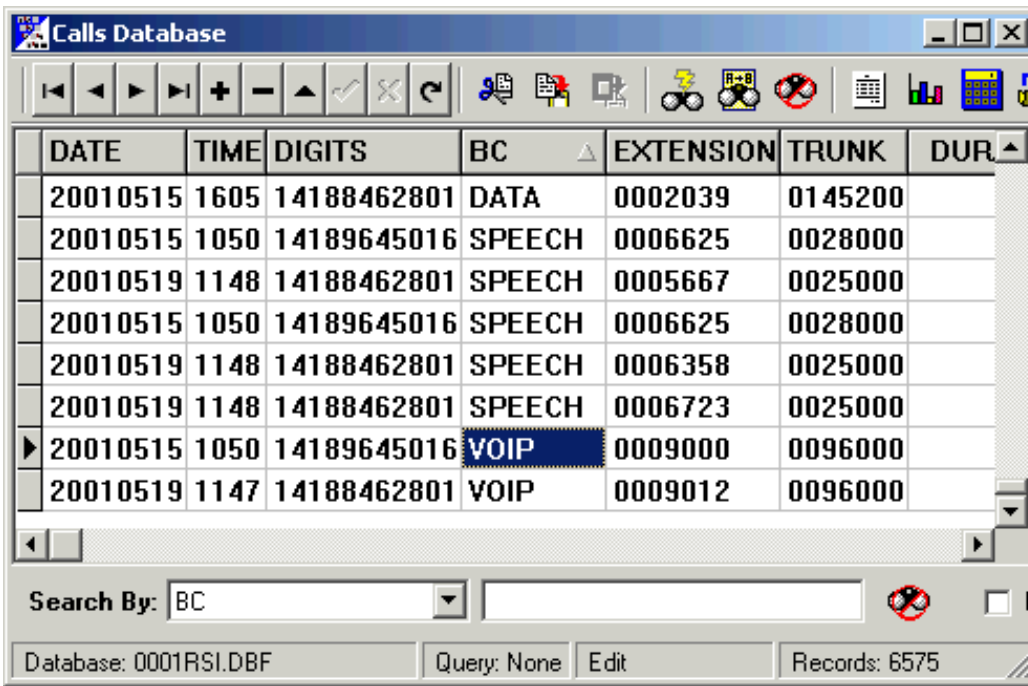
SHADOW provides detailed telephone charges reports which highlight phone usage practices. This often encourages more focused and right to business calls. Specific reports are designed to set goals and productivity standards.

● **Telephone Invoice Management**

Resource Software International Ltd. is the major Canadian supplier of telephone invoice management services to providers of long distance service and corporate accounts. Through a series of sophisticated processes, hard telephone invoices are interfaced directly into SHADOW for detailed billing, budgeting, cost consolidation, service comparisons and network management

• **Features**

- Multi-Site And Multi-User
- Works with virtually any telephone system
- Automatic Job Scheduler
- Dial-up, FTP and Direct Polling
- HTML, RTF and TXT reporting
- complete with V&H Tables and Tariff structures (related Extended Annual Mtce.)
- Superior costing engines for any country
- Integrates with all popular Property Management Systems
- Email reports
- Dynamic Filtering Criteria for Ad-hoc Reporting
- No maximum call capacity
- Integrates with CTI applications
- Emergency and Ad-hoc Notification
- Poll multiple devices simultaneously
- Countless Report Templates or design your own
- Tracks Internet, Data and ISDN traffic
- Determine best available services with Carrier Comparisons



The image shows a screenshot of a software application window titled "Calls Database". The window contains a table with columns: DATE, TIME, DIGITS, BC, EXTENSION, TRUNK, and DUR. The table lists several call records. The record with DATE 20010515, TIME 1050, DIGITS 14189645016, BC VOIP, EXTENSION 0009000, and TRUNK 0096000 is highlighted. Below the table is a search bar with "BC" entered, and a status bar showing "Database: 0001RSI.DBF", "Query: None", "Edit", and "Records: 6575".

DATE	TIME	DIGITS	BC	EXTENSION	TRUNK	DUR
20010515	1605	14188462801	DATA	0002039	0145200	
20010515	1050	14189645016	SPEECH	0006625	0028000	
20010519	1148	14188462801	SPEECH	0005667	0025000	
20010515	1050	14189645016	SPEECH	0006625	0028000	
20010519	1148	14188462801	SPEECH	0006358	0025000	
20010519	1148	14188462801	SPEECH	0006723	0025000	
20010515	1050	14189645016	VOIP	0009000	0096000	
20010519	1147	14188462801	VOIP	0009012	0096000	

Search By: BC

Database: 0001RSI.DBF Query: None Edit Records: 6575

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