INCREASE REVENUE, DECREASE COSTS …WITH CALL@Vantage

CALL@Vantage

call accounting software

Hitachi Telecom understands that hoteliers are looking for creative ways to *increase revenues, decrease expenses and improve data management*. Our call accounting software, CALL@Vantage meets this criteria by offering the following features and benefits. (Remember: CALL@Vantage **works with major PBX brands** such as Hitachi, Mitel and Avaya as well as with major property management systems.)

Decrease Expenses

- ✓ **Purchase one CALL@Vantage for multiple properties.**
  - ☛ Reduce multiple service contracts.
  - ☛ Eliminate multiple call accounting brands.
- ✓ **Share a PC/Server.**
  - ☛ Software can coexist with other applications.
- ✓ **Centralize management of software…fewer personnel to train!**
  - ☛ View status of PMS & PBX interfaces
  - ☛ View/Set billing information.
  - ☛ View VIP Status
  - ☛ Run Reports
- ✓ **Review the detailed trunk report and eliminate trunks with a low volume of traffic.**

Increase Revenues

- ✓ **Utilize various billing methods.**
  - ☛ Threshold Billing: Charge more for long duration calls
  - ☛ Bubble Pricing: Charge more for average length calls.
  - ☛ Call chaining feature reduces frequency of guests redialing to avoid threshold billing
- ✓ **Charge special rates for data calls.**
- ✓ **Generate revenue by creating pricing tiers for tenants such as gift shops.**
- ✓ **Utilize nine unique levels of VIP billing for guests and/or specific guest rooms.**
- ✓ **Use the tenant billing feature to charge retail tenants for HSIA, monthly service, rent …**

- ✓ **Analyze incoming call data.**
  - ☛ Use this report to charge incoming calls & faxes to a certain guest, department (Customer Service) or project (specific marketing campaign) .
- ✓ **Use the pricing analyzer to check call pricing and resolve guest disputes.**
- ✓ **Create customized reports using *any* call related data elements to find new ways to increase revenues.**
- ✓ **Instantly access the standard profit report.**

Data Management

- ✓ **Access corporate data via the Internet or your CALL@Vantage Server with numerous standard reports, including but not limited to:**
  - ☛ Daily Summary, Station Detail & Summary, Exception, Tax Detail & Summary, "Type of Call" Detail & Summary, Incoming Summary, Department Summary, Chronological Detail, Trunk Usage & Summary, Profit Detail & Summary, Posted & Unposted…
- ✓ **Automatically generate and e-mail reports to corporate on a daily, weekly, or monthly basis.**
- ✓ **With the "campus" configuration, store data at the local site on a low-end PC and transmit data to a central server. If the link goes down, the local site can still bill the guest for their calls. (The data is redundant at both sites.)**
- ✓ **Enjoy virtually *unlimited* call storage.**
- ✓ **Export call records onto a CD-ROM for archiving purposes.**