

Powerful New Tenant Billing Options

When does one plus one equal more than two? When you add TeleProfit Tenant Billing to an Hitachi HCX PBX for an apartment, condo, assisted living or any MDU/MTU property. When a tenant moves into a unit served by this powerful duo, the property can let the tenant select from an assortment of telephone features, services, and billing levels.

For Telephone Service, they may select Call Waiting, Caller ID, Call Forwarding, 3-way Calling, Speed Dialing, Voice Mail, etc. or any number of pre-defined combinations of features that may be available on the HCX. This allows the property to offer features that may be charged monthly by the feature or by the combination of features and gives the tenant maximum flexibility to customize their telephone service.

TeleProfit Tenant Billing allows the property to select the desired services via a convenient pull down menu at check-in time. TeleProfit can be instructed to send the HCX the appropriate basic class code for the tenant's line(s) so that the HCX will be configured to provide the desired feature set. Second lines may be programmed with POTS, or, it may be programmed to match the first line. Billing levels associated with tenant call charging can also be set in TeleProfit to provide the rate structure chosen by the tenant.

The monthly charges for the selected service levels and rate structures will then be set for inclusion in the tenant's monthly invoice. Additional services such as monthly parking fees, Gym memberships, association fees, etc. can be easily added to the tenant's monthly basis on a recurring or a one-time basis. The generation of monthly invoices and management accounts receivables by TeleProfit completes this robust package.

Thinking MDU/MTU...think TeleProfit.

Are You Optimized? Are you Customized?

In today's competitive market, keeping the recurring costs of Telco trunks under control is essential. However, providing your guests with the quality of service they expect is just as important. The key to this balancing act is understanding what is going on with your property's trunks. To this end, TeleProfit is dedicated to bring you the most comprehensive trunk activity reports available. It provides all the basic trunk usage reports to allow optimal traffic engineering, such as:

- Detail Trunk Usage - by range of dates, trunk groups, trunk numbers
- Summary Trunk Usage - by range of dates, trunk groups, trunk numbers
- Detail Type of Call (TOC) per Trunk Group – by range of dates, TOC, Digits
- Summary Type of Call per Trunk Group – by range of dates, TOC, Digits

- **Detail Type of Call - by range of dates, TOC, Digits**
- **Summary Type of Call - by range of dates, TOC, Digits**

But TeleProfit goes another step further in evaluating your facilities. The first report below shows the traffic handled by each trunk and each trunk group. It also calculates the charge for the calls and the usage costs to show a profit or loss per trunk and per trunk group. The second report adds the recurring cost of each facility to generate an even more accurate profit picture.

- **Summary Profit Analysis**
- **Summary Profit Analysis with Facilities Costing**

If you're interested in inbound call volumes and it's impact on your call center, front desk, or central operators use the report listed below to view a historical trend of call activity coming into your property, or to specific stations within your property.

- **Summary Call Activity by Hour**

The final step in this process is to determine the source of your traffic, and thus your interest and business. These reports show the source of all caller ID and dedicated facility traffic by state, region, trunk or trunk group.

- **Detail Incoming by State – by range of dates**
- **Summary Incoming by State – by range of dates**
- **Summary Incoming by Region – by range of dates**
- **Summary Incoming by Trunk – by range of dates**
- **Summary Incoming by Trunk Group – by range of dates**

Let TeleProfit help you navigate the thin line between profitability and service in your property.

Thinking Call Accounting...think TeleProfit

TeleProfit – The Power of WEB Access

Although TeleProfit resides on a server at your property or in another city or another state in Campus configurations, its power can be accessed through the ASP-based WEB Server using any networked PC with a WEB browser. Remote computers only require the presence of a WEB browser, thus, no software needs to be installed on the remotes. The same powerful, function level password system used by the server also protects all access from networked PCs.

Station, Management and Tenant type Call Accounting reports can be easily accessed. These critical reports can be made available to the front desk, back office,

manager, even to the General Manager from home if desired. The reports may be printed, saved or simply viewed.

TeleProfit can support up to 9 VIP levels. WEB Access can also be used to set, or modify, a guest's VIP level. This may be performed by any networked front desk PC or even from a networked PMS terminal that provides a WEB browser.

Use the WEB Access capability in a campus configuration to gain access to a centralized Guest Directory and Search capability that **COVERS ALL PROPERTIES**. When a caller seeks a guest staying at a Starburst property but is not sure if they are at the Hotel, Resort or INN, they can easily be located using a WEB Browser on a PC networked with the server. Their property, room number and check-in date will be displayed.

When TeleProfit is working with a Hitachi HCX PBX, the following two capabilities are also available:

- **DID set-up.** This allows the front desk of a hotel or the management of an MDU/MTU to assign a DID number from a "holding pool" to a room for a guest or tenant. TeleProfit sends the selection to the HCX automatically.
- **BCL set-up.** This allows management of an MDU/MTU, to select their choice of telephone feature packages. TeleProfit sends the selection to the HCX and enables or restricts their phone automatically.

Let the flexibility and convenience of TeleProfit work for you.

Thinking about a lot more than just Call Accounting...think TeleProfit.