Certificate of Function

Author: WAWRZYNIAK Ivan GT2F

CRISPIM Michel AASTRA FRANCE

De CACQUERAY Thierry AASTRA FRANCE

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1 Management Summary

1.1 Purpose of the test

Qualification agreement for GT2F GlobalTax GTv2 on AASTRA A400 / INTELLIGATE PBX.
Tests triggered by GT2F.

.

1.2 Result of the test

1.2.1 Summary of supported functionality

Call accounting (CDR Analysis) on AASTRA A4XX / ASCOTEL INTELLIGATE
This should cover the USPs of the product under test in combination with Aastra's equipment

1.2.2 Summary of restrictions and limitations

No restrictions and / or limitations found using the product under test together with Aastra's equipment

1.2.3 Conclusion

Test Result	Decision criteria for categorizing the test result
☒ fully acceptable ☐ acceptable with restrictions ☐ not acceptable	Software very customizable and simple to use, Work already on IntelliGate System

1.3 Open Topics / Next Steps

No open Topics

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2 General Information

2.1 Partner Company

Company name:		GT2F
Company address:		483 AVENUE JEAN PROUVE 30900 NIMES (FRANCE)
Contact partner 1:	Name Tel. E-Mail Role	SAINT-ETIENNE Franck + 33 4 66 62 94 68 fsaintetienne@gt2f.com Company director
Contact partner 2:	Name Tel. E-Mail Role	MAAMAR Farid + 33 4 66 62 94 69 fmaamar@gt2f.com Company director
Contact partner 3:	Name Tel. E-Mail Role	WAWRZYNIAK Ivan + 33 4 66 62 94 65 iwawrzyniak@gt2f.com Technical director
Support Hotline:	**Tel.** **E-Mail**	**+ 33 8 92 140 150** **hotline@gt2f.com**

2.2 Aastra CoE / Aastra CSU

Company name:		Aastra France
Company address:		1rue Arnold Shoenberg 78280 Guyancourt Cedex
Contact partner 1:	Name Tel. E-Mail Role	Crispim Michel 33130964506 mcrispim@aastra.com Test deployment
Contact partner 2:	Name Tel. E-Mail Role	De Cacqueray Thierry 33130964502 Tdecacqueray@aastra.com Liaison With GT2F
Support Hotline:	**Tel.** **E-Mail**	**33130964242** **Technical-Support @aastra.com**

2.3 Aastra Approval Partner Program A^2P^2

Link to A^2P^2 Description		http://www.aastra.ch/cps/rde/xchg/SID-3D8CCB6A-2AF00E56/15/hs.xsl/24504.htm
Login to A^2P^2 Extranet		http://www.aastra.ch/cps/rde/xchg/SID-3D8CCB6A-2AF00E56/15/hs.xsl/24501.htm
General Contact:	E-Mail	a2p2@aastra.com
Support Contact	Tel. E-Mail	+41 32 655 3888 (English and German) a2p2.support@aastra.com

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3 Product information

3.1 Hardware Components

3.1.1 IP PBX system and Terminals

Aastra 470 release 1.2, 1 BRI (T0), 2 53xx ip sets

3.1.2 Partner Product Hardware Components

Laptop with a Microsoft Windows operating system

3.2 Software Components

Application version	PBX SW version	Name	Remarks
1.3.0.0		GlobalTax GTv2	
	1.2	Aastra 470	Beta version IP Link with GT2F , CDR PC5

3.3 Application Type

Application Type:

Application type	Vertical application type
☐ Call Center (ACD) ☐ Alarming ☒ Call Data Recording (CDR) ☐ Computer Telephony Integration (CTI) ☐ Fixed Mobile Convergence (FMC) ☐ Interactive Voice Response (IVR) ☐ Unified Messaging System (UMS) ☐	☒ Healthcare ☒ Hotel ☒ Business

3.4 Language Support

Supported languages:

Language Support				
☐ Brazilian ☐ Danish ☐ Dutch ☒ English	☐ Finnish ☒ French ☐ German ☐ Greece	☐ Italian ☐ Norwegian ☐ Portuguese ☐ Russian	☐ Spanish ☐ Swedish ☐ ☐	☐ ☐ ☐ ☐

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3.5 Interfaces

Aastra 5000/ NeXspan	Aastra 800/ OpenCom 100	Ascotel IntelliGate A400	BusinessPhone	MD Evolution
☐ CSTA [1])	☐ CSTA	☐ ATAS	☐ ISDN	☐ ISDN
☐ IAE	☐ TAPI	☐ Hotel	☐ SIP subscriber	☐ SIP subscriber
☐ LDAP	☐ ISDN	☐ SNMP	☐ SIP trunk	☐ SIP trunk
☐ TAPI	☐ SIP subscriber	☒ PC5	☐ analogue	☐ analogue
☒ Tickets	☐ SIP trunk	☐ ISDN	☒ V24/TCP Realtime CDR	☒ V24/TCP Realtime CDR
☐ Web Services	☐ analogue	☐ SIP subscriber		
☐ ISDN	☒ CSTA via OpenCount	☐ SIP trunk		
☐ SIP subscriber		☐ analogue		
☐ SIP trunk		☐		
☐ analogue				

[1]) In case of connecting an application to Aastra 5000 via CSTA one needs to include multiple CSTA servers, backup, redundancy and dual homing into account when testing the application integration

MX-ONE™	OIP	OpenCom 1000	Solidus eCare	Snapware
☐ AL / CSTA III	☐ CORBA IDL	☒ CI	☐ Desktop API	☐ procedure calls
☐ AL / CSTA I	☐ OIP TSP	☐ ISDN	☐ Agent Service	☐ SQL
☐ AL / TAPI	☐ ATAS	☐ SIP subscriber	☐	☐
☐ CSTA III	☐ KNX / EIB	☐ SIP trunk		
☐ ISDN	☐	☐ analogue		
☐ SIP subscriber		☐		
☐ SIP trunk				
☐ analogue				
☒ TCP Realtime CDR				

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4 Application overview

4.1 Brief Description of the Application

CDR centralization and analysis multi-sites (multi-PBX).

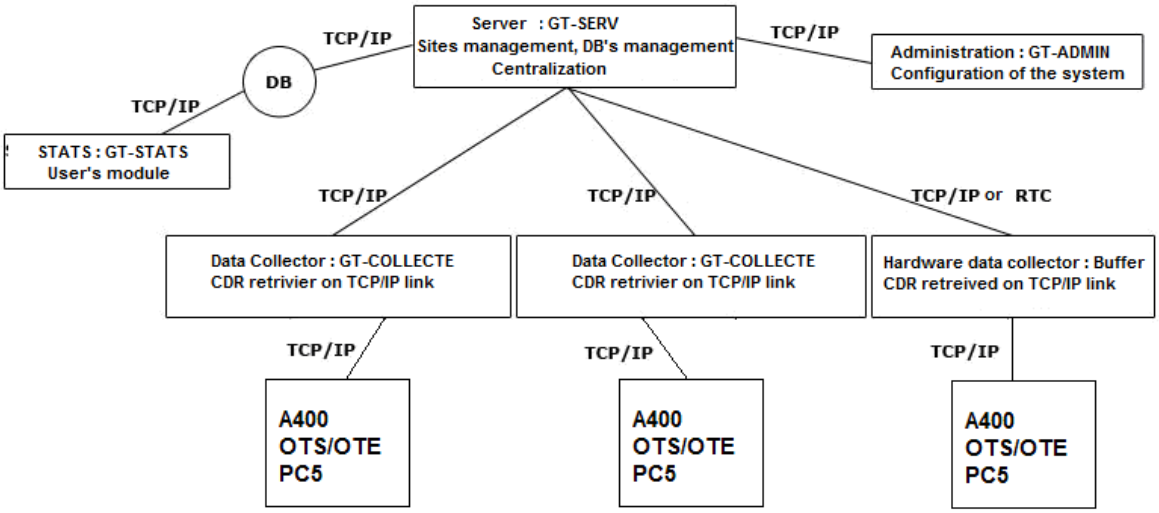
4.1.1 Overview

4.1.2 USP 1

4.1.3 USP 2

See Appendix C : Product description

4.2 System Architecture of Application and Validation Environment



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5 Installation and Configuration

Any details on installation and/or configuration shall be placed within Appendix A

5.1 Pre-conditions

The application is installed on the following operating systems:

Application	Operating system	Remarks
Server application	OS: MS Windows XP or later SP:	See Appendix A
Client application	OS: MS Windows XP or later SP:	See Appendix A
Groupware	GW: SP:	

5.2 Installation of the Application

Describe the main installation activities (details to be described in chapter 7.1, Appendix A)

Activity for Server Application	Result [1]	Remarks
Installshield (files copy)		

Activity for Client Application	Result	Remarks

5.3 Configuration of the Switch

Describe the main configuration activities (details to be described in chapter 7.2, Appendix A)

Activity	Result	Remarks

5.4 Configuration of the Application

Describe the main configuration activities (details to be described in chapter 7.3, Appendix A)

Activity	Result	Remarks
Setup PBX link		
Setup users directory and tariffs		

[1] Use one of the following status codes: OK, Fail, NE (not executed), NA (not applicable), NS (not supported)

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6 Test Execution

6.1 Telephony functionality (CTI) (NA)

NA

6.2 Attendant Functionality (NA)

NA

6.2.1 Calls logs and Statistics

Activity	Result[2]	Remarks
Logging/ reports with filter functions	OK	Per period and per terminals
Log incoming calls direct/returned with number + name	OK	Put name in the Database of GT2F
Log outgoing answered calls with called name + number	OK	Put name in the Database of GT2F
Log outgoing unanswered calls with called name + number	OK	Put name in the Database of GT2F
Log outgoing calls with name + number of actual answering extension	OK	Put name in the Data base of GT2F
Make simple call from calls log	NA	
Make enquiry call from calls log	NA	
Global statistics par day – per hour	OK	
Dayly statistics per attendant	OK	Defined which user is Attendant
Delete single file from calls log	NA	Deletion of a whole day
Delete selected files from calls log	NA	Deletion of a period (Day X to Day Y)
Delete whole calls log	OK	
Print calls log	OK	
Print statistics	OK	
Retrieve recorded calls by name/number/time	OK	Per name, per number and per period of time (day month …)
Replay recorded call	NA	
Hide digits on called or calling number	OK	Per User account

6.2.2 Supervision Features (NA)

NA

[2] Use one of the following status codes: OK, Fail, NE (not executed), NA (not applicable), NS (not supported)

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6.2.3 Convenience and Usability (NA)

NA

6.2.4 Auxiliary Features

Activity	Result	Remarks
Multi-company support	OK	Per account on the GT2F database
Support of Mandator systems	NA	
Simple call billing	OK	Per pulse tax or call duration
Hotel module	NA	
Call charges	OK	Possibility to put a margin Per call and per company
Program / cancel call forwarding for other extensions	NA	
Display call forwarding for other extensions	NA	

6.2.5 Interaction with Terminal devices and Headsets (NA)

NA

6.2.6 Robustness

Activity	Result	Remarks
Restart PBX	OK	When PBX back listening links is up CDR are treated properly back
Kill / restart application	OK	When link is back buffered CDR in the PBX are sent and treated by GT2F application
Restart PC	OK	When link is back buffered CDR in the PBX are sent and treated by GT2F application
Activate / deactivate traces	OK	
Disconnect IP link on attendant side	OK	Call are buffered when link is down in PBX and then sent back when link is back again
Disconnect IP link on IP PBX side	OK	Call are buffered when link is down in PBX and then sent back when link is back again
Incoming/outgoing calls on secondary number	NA	
Disconnect TDM attendant phone	NA	
Disconnect IP attendant phone	NA	
Unplug headset	NA	
Automatic deactivation on no answer	NA	
Robustness with traffic X calls / h	OK	Treatment of 100 calls on the same user at the same time

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6.3 ACD functionality (ACD) (NA)

NA

6.4 Call Data Accounting (NA)

NA

6.5 Unified Messaging System functionality (UMS) (NA)

NA

6.6 Interactive Voice Response functionality (IVR) (NA)

NA

6.7 Alarming functionality (NA)

NA

6.8 Fixed Mobile Convergence (NA)

NA

6.9 Headsets (NA)

NA

6.10 SIP Phones (NA)

NA

6.11 Voice Recording (NA)

NA

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7 Appendix A: Installation & Configuration

7.1 Details on Installation of the Application

Before installing **GlobalTax GTv2**, you must ensure that your client is operating within a standard software environment.

You must therefore check the following points :

* minimum configuration of computer :
  - P4 processor or equivalent : 2 GHz minimum
  - 512 Mb memory minimum
  - 1 Gb of free disk space
  - Graphical display 1024x768 minimum

* Operating system : Currently, the software is supported on :
  - Windows XP
  - Windows 2003/2008 Server
  - Windows Vista
  - Windows Seven.

* **the PC must be dedicated to GlobalTax GT-SERV use**
  If the PC is used for other functions (development, server, shared internet connection, document scanning, etc ....), then GT2F cannot be held responsible for any subsequent failures.

* **the PC and the GlobalTax GTv2 software must be permanently switched on.**
  If this is not the case, then GT2F cannot be held responsible for any subsequent failures.

* the user account under which **GlobalTax GTv2** operates must include the necessary authorizations for files writing.

* the following TCP/IP communication ports must be open :
  - TCP Port 30001 (accessible from outside)
  - TCP Port 30000 (authorization of output)
  - TCP Port 3050 (accessible from outside and on the local loop)

Refer to installation documents if using a TCP/IP buffer unit.

* All Windows automatic standby must be de-activated (hibernation, shut-down of hard discs, session resuming with password, ...)

* general system settings : « basic » printing settings, alarms, page jump, headers etc ....

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* Conflicts during Globaltax installation process:

To prevent conflicts with others applications, you must verify that Firebird, Interbase or BDE are not installed yet on the computer.

Firebird, Interbase :

- Open Windows Task Manager(Ctrl + Alt + Sup)
- « Process » Tab
- Verify following processes does not appears :
    - « ibguard.exe »
    - « ibserver.exe »
    - « fbguard.exe »
    - « fbserver.exe »

If at least one of these processes appears before Globatax installation, there is a risk of conflict between Globatax and third applications.

BDE :

- Open « Configuration Panel»

If you have « DBE Administrator », installing Globaltax may cause malfunctions over programs using BDE.

* Firewall / Antivirus

Please disable or configure Firewalls/Antivirus installed on the computer, those integrated in Windows too.

Warning !! Stopping the Windows 2K8 Firewall can prevent opening distant sessions.

To disable Windows Firewall :

- Open « Control Panel »
- Then « Administration Tools » (You must be in classical display)
- Then « Services »
- Select «Windows Firewall » and «Properties»
- Click on « Stop »
- Modify start mode selecting « Disabled »
- Apply modifications

If you want configure your Firewall, you must allow following ports :

- TCP 3050 incoming
- IP port used by the PABX or external Buffer (TCP 7000 outgoing default)

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* Windows User Rights

Administrator right is required. Otherwise, rights are required on:

- Installation folder (default : « C:\Program files\GT2F »)
- Folder « C:\Program files\firebird »
- Following registry keys:
    - HKEY_LOCAL_MACHINE\SOFTWARE\GT2F
    - HKEY_LOCAL_MACHINE\HARDWARE\DEVICEMAP

* Standby

Standby and hard drive automatic turn off must be deactivated.

- Right click on Desktop then « Properties »
- Go to « ScreenSavers »
- Then « Power management »
- Make sure the Turn off hard drive, standby and hibernate are to "Never"

* Data Execution Prevention:

Verify following point :

- Open « Control Panel »
- Then « System »
- Then « Advanced » Tab
- Refer to the frame "performance" then click "Settings"
- On the tab "Data Execution Prevention"
- Ensure that "Enable Data Execution Prevention for Windows programs and services only" is selected
- A restart of the PC is necessary in case of change.

* Special on "Windows Vista", "Windows 7" and "Windows Server 2008":

- Before starting the installation, disable the User Account Control (UAC).
- Open the "Control Panel"
- Can "user accounts
- Can "Disable UAC"
- Then uncheck the box for Vista or at least lower the level for 2008 and Seven
- This will require a restart of the pc

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7.2 Details on Configuration of the Switch

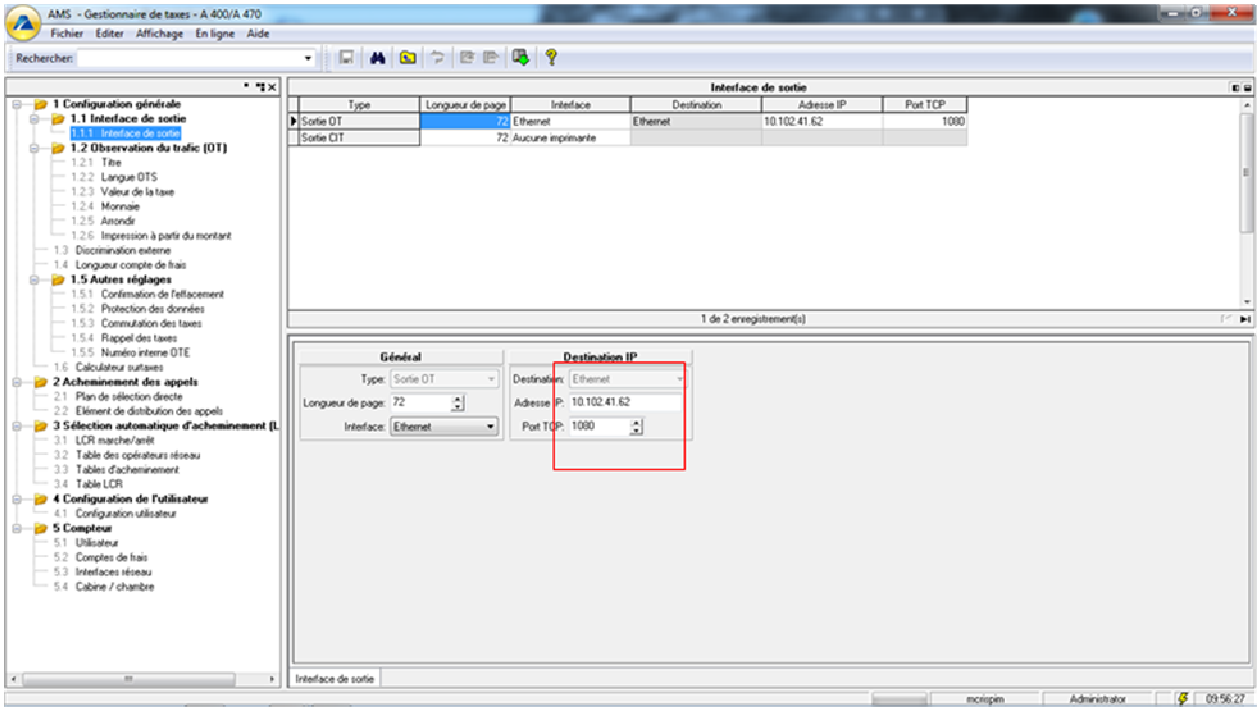
The information given in this sub-chapter shall allow people to reproduce the validation described above.

It is up to you to select the necessary information – just focus on relevant configuration elements being important for this specific validation scenario.

If possible, a backup file of the switch configuration could be attached.

OTS and OTE must be configured with PC5 format and send on TCP/IP to the IP address of the computer hosting the GTv2 Software on TCP port 6700

Screen Shot of configuration of the Aastra 470 OTS and OTE:



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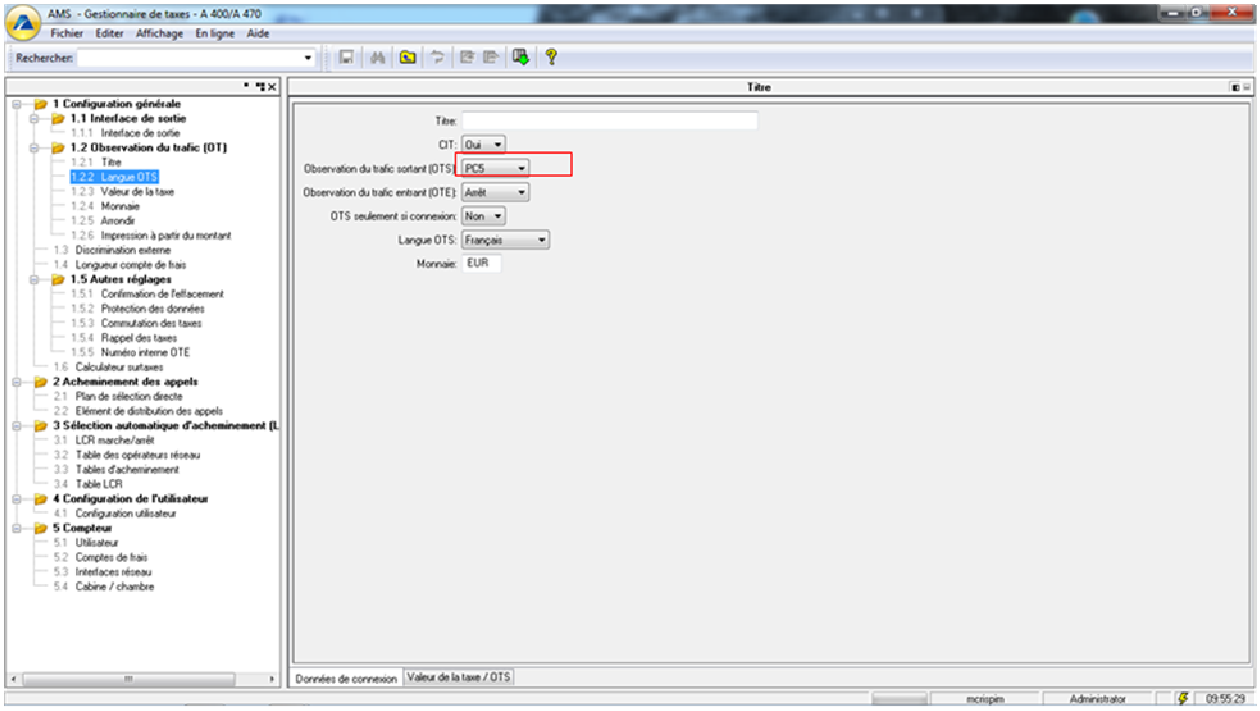
CDR FORMAT used PC5 :



7.3 Details on Configuration of the Application

The information given in this sub-chapter shall allow people to reproduce the validation described above.

It is up to you to select the necessary information – just focus on relevant configuration elements being important for this specific validation scenario.

If possible, a backup file of application / product configuration could be attached.

Computation driver : ASCOTEL INTELLIGATE PC5

Collection driver : DEFAULT

Connection mode : TCP SERVER, PORT 6700

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8 Appendix B: Support and Escalation Processes

8.1 Pre-Conditions

The following general rules are applicable for analyzing and solving customer problems with solutions provided by Aastra equipment in combination with 3rd party equipment:

- Only qualified and certified solutions are officially supported by Aastra.
- Qualifications and Certifications are based on test results documented within a "Certificate of Function". This document describes
  - main functionality of Partner Company's product,
  - interfaces used for integration,
  - details of all involved components (including PCs and operating systems),
  - installation and configuration of Partner Company's product and the configuration of Aastra's equipment - as far as this is necessary for the interoperability,
  - test use cases, which have been executed
  - and test results.
- The Certificate of Function is published on the A^2P^2 Extranet together with the certification or qualification diploma.

8.2 Processes for Products being sold by Partner Company

8.2.1 Support Responsibilities

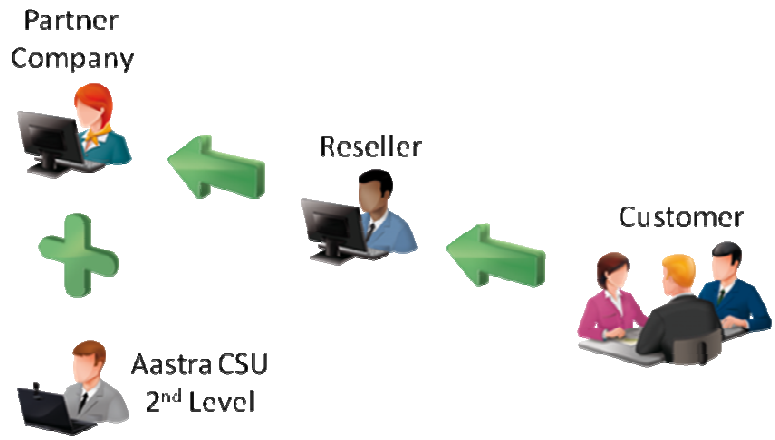
Aastra provides full support for the Aastra IP-PBX, but does not take any support responsibilities for Partner Company's Product.

- 1st level support is provided by an Aastra partner (Reseller)
- 2nd level support is provided by an Aastra Country Sales Unit (CSU)

Partner Company provides full support for Partner Company's Product.

8.2.2 Support Process

If a problem occurs at a Customer site where Aastra's IP-PBX systems are used in combination with Partner Company's Product, and if this problem cannot clearly be assigned to Aastra's IP-PBX, the Reseller shall open a Support Case at Partner Company.



If the problem cannot be solved within Partner Company's support, Partner Company can open a support case at Aastra's 2nd level support. In order to opening a Support Case, Partner Company must

- deliver a detailed description of the problem including the exact time when it occurred;
- specify all components involved; and

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- include all available log file information containing a reasonable time period before and the time when the problem occurred.

Upon receiving all requisite information from Partner Company, Aastra's 2nd level Support will, jointly accompanied by Partner Company as agreed on within the qualification contract, provide analysis and technical support with respect to the identified problem, but Aastra does not take any commitment on providing a solution fixing problems to end-customers.

Aastra 2nd level Support reserves the right to close the case, if the investigations made are insufficient, don't clearly show that the problem can be assigned to Aastra's equipment, don't contain all relevant data or do not exist.

8.3 Certified Products sold by Partner Company

8.3.1 Support Responsibilities

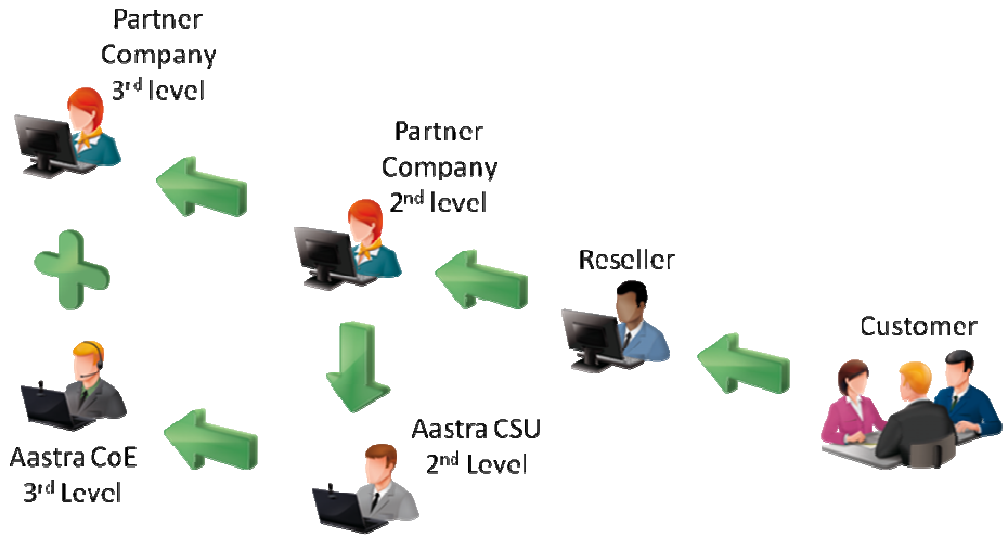
Aastra provides full support for the Aastra IP-PBX, but does not take any support responsibilities for Partner Company's Product.

- 1st level support is provided by an Aastra partner (Reseller)
- 2nd level support is provided by an Aastra Country Sales Unit (CSU)
- 3rd level support is provided by an Aastra Center of Excellence (CoE)

Partner Company provides full support for Partner Company's Product.

8.3.2 Support Process

If a problem occurs at a Customer site where Aastra's IP-PBX systems are used in combination with Product, and if this problem cannot clearly be assigned to Aastra's IP-PBX, the Reseller shall open a Support Case at Partner Company.



If the problem cannot be solved within Partner Company's support, Partner Company can open a support case at Aastra's 2nd level support.

In order to opening a Support Case, Partner Company support must

- deliver a detailed description of the problem including the exact time when it occurred;
- specify all components involved; and
- include all available log file information containing a reasonable time period before and the time when the problem occurred.

Upon receiving all requisite information from the Partner Company, Aastra's 2nd level Support will, jointly accompanied by Partner Company provide analysis and technical support with respect to the identified problem.

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If the problem cannot be solved on this level, Aastra's 2nd level support will escalate it to Aastra's 3rd level support, who will, jointly accompanied by Partner Company as agreed on within the certification contract, provide analysis and technical support with respect to the identified problem. Aastra and Partner Company will use commercially reasonable efforts to fix problems, but Aastra does not guarantee providing solutions to end-customers.

Aastra's 2nd and 3rd level Support reserve the right to close the case, if the investigations made are insufficient, don't clearly show that the problem can be assigned to Aastra's equipment, don't contain all relevant data or do not exist.

8.4 Certified Products sold by Aastra

8.4.1 Support Responsibilities

For Aastra partners the processes and responsibilities are identical to the ones for Aastra's own and OEM products. Aastra provides full support for the Aastra IP-PBX and 1st and 2nd level support for Partner Company's Product

- 1st level support is provided by an Aastra partner (Reseller)
- 2nd level support is provided by an Aastra Country Sales Unit (CSU)
- 3rd level support is provided by an Aastra Center of Excellence (CoE)

Partner Company provides 3rd level support for Partner Company's Product just interacting with Aastra without direct contact to customer or reseller.

8.4.2 Support Process

If a problem occurs at a Customer site where Aastra's IP-PBX systems are used in combination with Partner Company's Product, and if this problem cannot clearly be assigned to Aastra's IP-PBX, Aastra's 2nd level support shall open a Support Case at Partner Company and Aastra's 3rd level support.

In order to opening a Support Case, Aastra's 2nd level support must

- deliver a detailed description of the problem including the exact time when it occurred;
- specify all components involved; and
- include all available log file information containing a reasonable time period before and the time when the problem occurred.

Upon receiving all requisite information from the Partner Company, Aastra's 3rd level Support will, jointly accompanied by Partner Company as agreed on within the certification contract, provide analysis and technical support with respect to the identified problem. Aastra and Partner Company will use all commercially justifiable effort to fix problems, but Aastra cannot guarantee providing solutions to end-customers together with certified solutions.

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9 Appendix C : Product description

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SUPPORT PRODUIT GLOBALTAX ENTREPRISE V2

TPE - PME - PMI - GRAND COMPTE - MULTISITES - HOTEL

SUPPORT PRODUIT

GT ENTREPRISE V2

ANALYSE DE TRAFIC - TAXATION

GT2F, LES PORTES DE VILLE ACTIVE BAT. B, 483 AVENUE JEAN PROUVE, 30900 NIMES - FRANCE
SIRET : 444 384 572 00012 APE 7212
TEL. : +33 (0)4 66 62 94 65 - FAX : +33 (0)4 66 62 94 66
WWW.GT2F.COM

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Tel. +41 (32) 655 33 33
Fax +41 (32) 655 33 55

PRODUCT DESCRIPTION GLOBALTAX ENTREPRISE V2

SME - SMI- CORPORATE CUSTOMERS - MULTI-SITES - HOTELS

GT ENTREPRISE V2

SME/SMI/Corporate Customers SINGLE and MULTI-SITES

GlobalTax™ GTV2 is the ideal tool for a centralized management of all your sites.

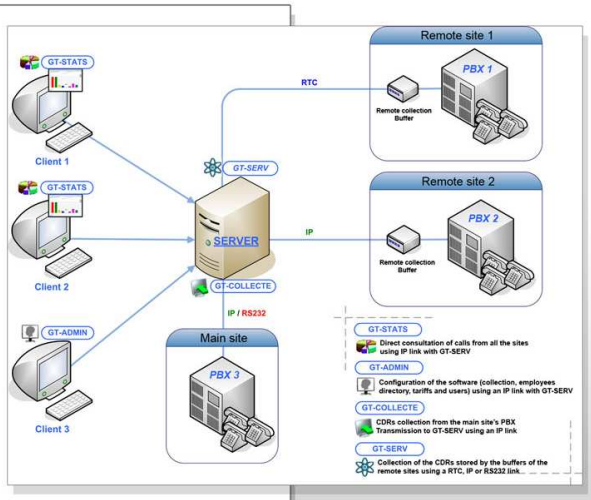
Manage the wholeness of your telephone flows in a centralized way via an automated remote data collection from your PBX set.
You will also be able to manage and consult the statistics thanks to the modules installation from a distance.

SOFTWARE PART

GlobalTax GTv2 consists of 4 modules :

GT-SERV
Server : tickets gathering, computing, archiving, system backup, …

GT-ADMIN
System's administration software : remote administration of GT-SERV using TCP/IP link
- System's installation
- System maintenance (sites management, errors management, recomputing)
- Administration (operators management/tariffs, warnings management, users management, suscriber's directory management, …)



GT-STATS
Statictics software, remote connection to GT-SERV using TCP/IP link

GT-COLLECTE
Tickets collector software : can replace a buffer-box. GT-COLLECTE and GT-SERV are communicating using TCP/IP link.

HARDWARE PART

There are three differents ways to collect tickets :
- With a BUFFER-MODEM box
- With a BUFFER-IP box
- With a GT-COLLECTE installed on a computer
(can replace a BUFFER-IP box depending on the needs)

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SIMPLIFIED INSTALLATION

- Installation from GT-ADMIN
- Configuration wizard by site
- Simplified link configuration between PBX and GlobalTax
- Suscribers directory loading from an Excel file
- Extensions's autogeneration after the first tickets collection

(more than 20 default operators files are available)

- Tariffs loading from an Excel file
- Visual configuration tools for buffer-boxes (RTC or IP)
- Step by step installation guide

SYSTEM DESCRIPTION (CALLS ACCOUNTING SERVER AND ADMINISTRATION)

USERS MANAGEMENT

- The whole system is restricted by "logins/passwords"
- Possibility to restrict system configuration rights to one or more users (GT-SERV, GT-ADMIN) : users groups management
- Advanced management of users rights on GT-STATS : rights on functionalities, rights on structures (department, sub-departement...)
- Automatic saves of users preferences
- Automatic session closing on GT-STATS
- Automatic session closing on GT-SERV
- Automatic session closing on GT-ADMIN

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SYSTEM DESCRIPTION (CALLS ACCOUNTING SERVER AND ADMINISTRATION)

SETTINGS

- Receive system's logs by E-mail everyday
- Automatic warnings by e-mail if there are system or PBX dysfunctions
- Set up scheduled backups (user)
- Set up Global or indivudual scheduled tickets collect on the remote sites
- Simplified management of your phone operator tariff grid and margin profit
- Use both duration and pulse-based valorization for the same operator
- Multiple operators management
- Directory with unlimited levels

MAINTENANCE

- Receive system's logs by E-mail everyday
- Automatic warnings by e-mail if there are system or PBX dys-functions
- Set up scheduled backups (user)
- Set up Global or indivudual scheduled tickets collect on the remote sites
- Simplified management of your phone operator tariff grid and margin profit
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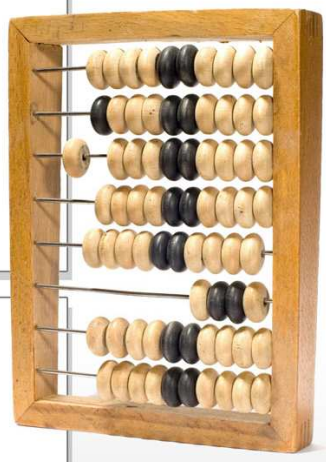
SYSTEM DESCRIPTION (CALLS ACCOUNTING SERVER AND ADMINISTRATION)

COLLECTING/COMPUTING SYSTEM

- Remote sites are queried according to the user's scheduled collect
- Remote sites collect can be launched by the user at any time
- Collect can be done from a Buffer-Modem box, boîtier Buffer-IP or GT-COLLECTE (software)
- A database integrity check is done after every data collect
- The collect process takes about 2 minutes
- The ticket computing operation takes about 4 milliseconds



PBX FEATURES MANAGEMENT

- Compatibility with more than 45 PBX
- CDR collect using TCP/IP or RS 232
- DDI
- Accouting codes
- Incoming / Outgoing calls
- Transferred calls
- Extensions groups
- ...

REQUIREMENTS

GT-SERV :
Computer's minimum required configuration : P4 processor 2.5 GHz mini., 1 Go RAM, 2 Go of free hard disk space, minimum graphic resolution : 800x600
Operating system : Windows 2000, Windows XP, Windows 2003 Server, Windows Vista

GT-ADMIN, GT-STATS :
Computer's minimum required configuration : 1,5 GHz processor, 256 Mo RAM, 50 Mo of free hard disk space, minimum graphic resolution : 1024x768.
Operating system : Windows 2000, Windows XP, Windows 2003 Server, Windows Vista

GT-COLLECTE :
Computer's minimum required configuration : 1,5 GHz processor, 128 Mo RAM, 200 Mo of free hard disk space, minimum graphic resolution : 800x600
Operating system : Windows 2000, Windows XP, Windows 2003 Server, Windows Vista

The computer and GT-COLLECTE must always be running.

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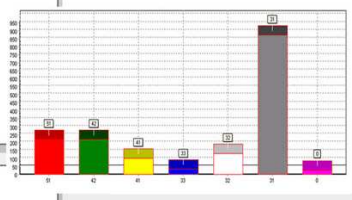
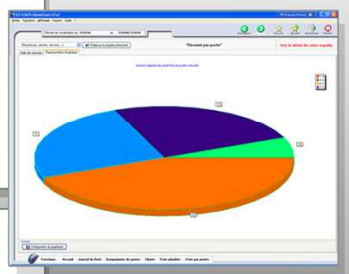
END USER APPLICATION (Statistics)

QUERIES

- Consumptions summary on the hierarchic tree
- **Log book** includes **13 presets statistics themes** representing **more than 90 queries** :
  * All calls
  * Summary by entity (Structure, extension, DDI, group,…)
  * Full summary (All structures, substructures and extensions)
  * Unanswered incoming calls
  * Phone numbers search
  * Advanced queries (min/max, > <)
  * Calls distribution per period
  * Calls distribution per tarrification zone
  * Costs per period
  * Costs per tariffing zone
  * Customers calls
  * The most ... numbers (called, long, expensive, …)
  * The most ... calls (long, expensive, …)



- **Phone numbers monitoring**
- **Logical groups management :** extensions combination, structures, sites in order to make a single element for statistics
- **Filters on queries** (type of call, DDI, accounting code, structure, employee, extension, internal, external, …)
- **Visualization period advanced settings** (time period, day of week)



- Every single query generate a preset **graphic**
- **Customizable graphic with :**
  * Four different displays (pie chart, points, lines, bars),
  * Choose abcis and ordinates among all available database fields
  * Add an extra superimposed axis on abcis
  * Choose the calculation on the ordinates (sum, average, records number)
  * Possibility to choose sort order on the 3 axis.
- All queries **can be exported to an Excel file.**
- Save your requests settings in your favourites

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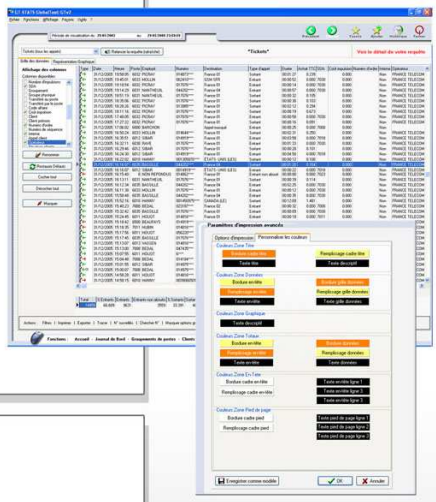
END USER APPLICATION (Statistics)

USERS PREFERENCES

- Choose the visual aspect of GT-STATS
- Change user's session settings (number of decimals, automatic log-off, lang choice, …)
- Quick search or multicriterion advanced search of an entity (department, sub-department, …), of an extension, of an employee
- Advanced management of the data grid (fields name, columns size, columns order) automatically stored for each query and user
- Browser history for the current session
- Favourites management (add, modify, save for exportation, …)

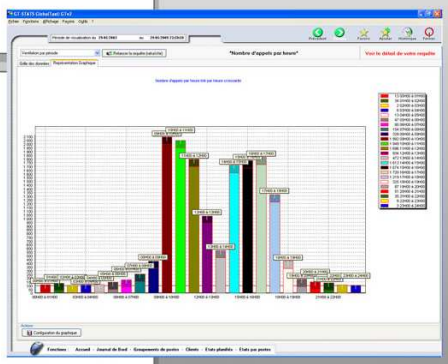


OTHERS FUNCTIONALITIES

- Internet browser-like using (previous, next)
- Customers management (multisociety) with accounting code or phone number
- Customers re-invoicing based on incoming/outgoing calls or call duration
- Quick print of all the extensions with possibility to add a defined cost to the extension's total cost
- Calls tracking (according to the PBX CDR)

REPORTS

- Print reports for each query and possibility to include the associated graphic.
- Modify presets templates :
  * Logo
  * Title
  * Subtitle
  * Header, footer
  * Font, frames,... colors modifications
  * …
- Print reports or export to PDF, RTF or HTML file.
- Create scheduled report, receive it by E-mail, print it or save it to a file



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GT2F SUPPORT PRODUIT GLOBALTAX ENTREPRISE V2

TPE - PME - PMI - GRAND COMPTE - MULTISITES - HOTEL

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COMPATIBILITE

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