



THEOVA TECHNOLOGIES LTD



Take control over your Telephony bill

Extension	Assigned	Date	Time
103	Marinos Christoforou	22/05/2008	14:24:20
101	Theodoros Theodorou	22/05/2008	12:07:30
101	Theodoros Theodorou	22/05/2008	11:40:08
101	Theodoros Theodorou	22/05/2008	11:34:19
103	Marinos Christoforou	22/05/2008	10:37:13
100	Console	22/05/2008	10:17:04
100	Console	22/05/2008	10:16:58
101	Theodoros Theodorou	22/05/2008	10:14:20
100	Console	22/05/2008	09:26:52
100	Console	22/05/2008	09:26:45
101	Theodoros Theodorou	22/05/2008	09:20:29
101	Theodoros Theodorou	22/05/2008	08:28:21
101	Theodoros Theodorou	21/05/2008	17:31:12
101	Theodoros Theodorou	21/05/2008	17:28:43
101	Theodoros Theodorou	21/05/2008	16:59:34
101	Theodoros Theodorou	21/05/2008	16:42:28
104	Theodoros O'Mahony	21/05/2008	16:11:35
101	Theodoros Theodorou	21/05/2008	16:07:01
101	Theodoros Theodorou	21/05/2008	16:04:51
101	Theodoros Theodorou	21/05/2008	16:01:59

Telephone costs are automatically allocated to various divisions, departments, cost centers or DID numbers. TCA monitors incoming, outgoing and internal calls in real time enabling complete monitoring of telephony costs and traffic. Traffic and utilization per trunk allows telephony resources optimum utilization.

The build-in contacts database associated with incoming or outgoing calls tags all business related calls thus increasing customer telephone service and support.

Alerts Criteria

Dates

18/4/2008

Add Edit Delete

Cancel Save

18/04/2008

Day of week and Time Ranges

Day of Week

Monday:  Friday:

Tuesday:  Saturday:

Wednesday:  Sunday:

**Theova Call Accounting** and billing system **TCA** is an efficient and reliable Call Accounting software system which enables monitoring and reporting of telephone activity.

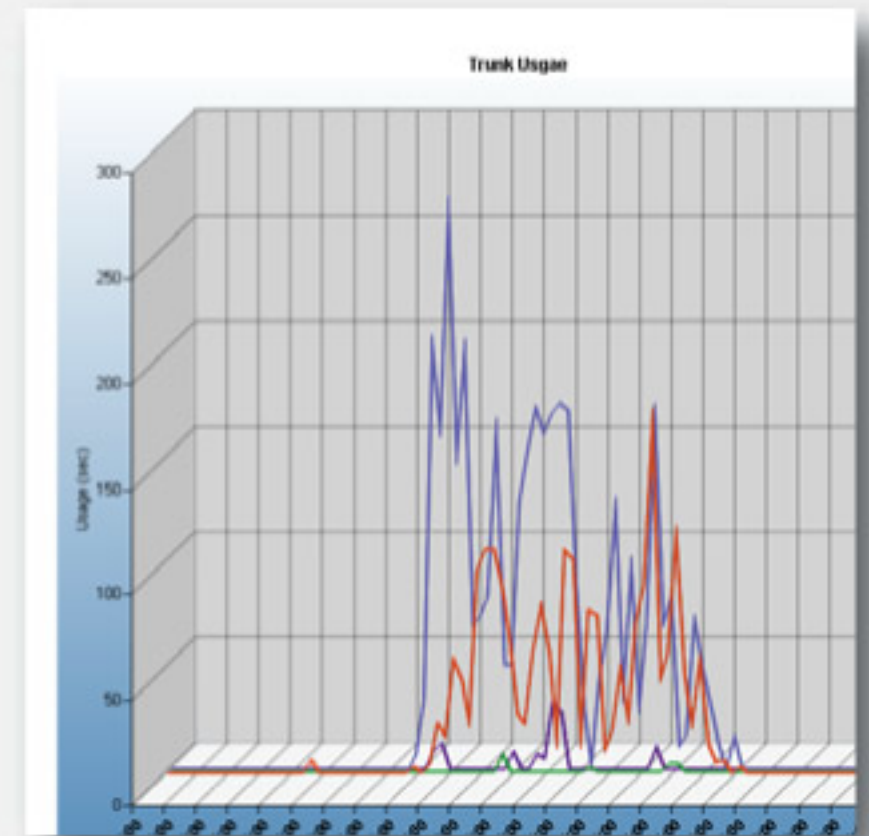
**TCA** can be deployed in any enterprise, single or multi-branch assembling a centralized telephony management solution.

Call patterns and traffic analysis empower network managers to plan for the optimum telephony capacity eliminating rental and other costs.

**TCA** is not a proprietary call accounting software. Organizations using different PBX platforms can manage telephony cost and traffic from a single database.

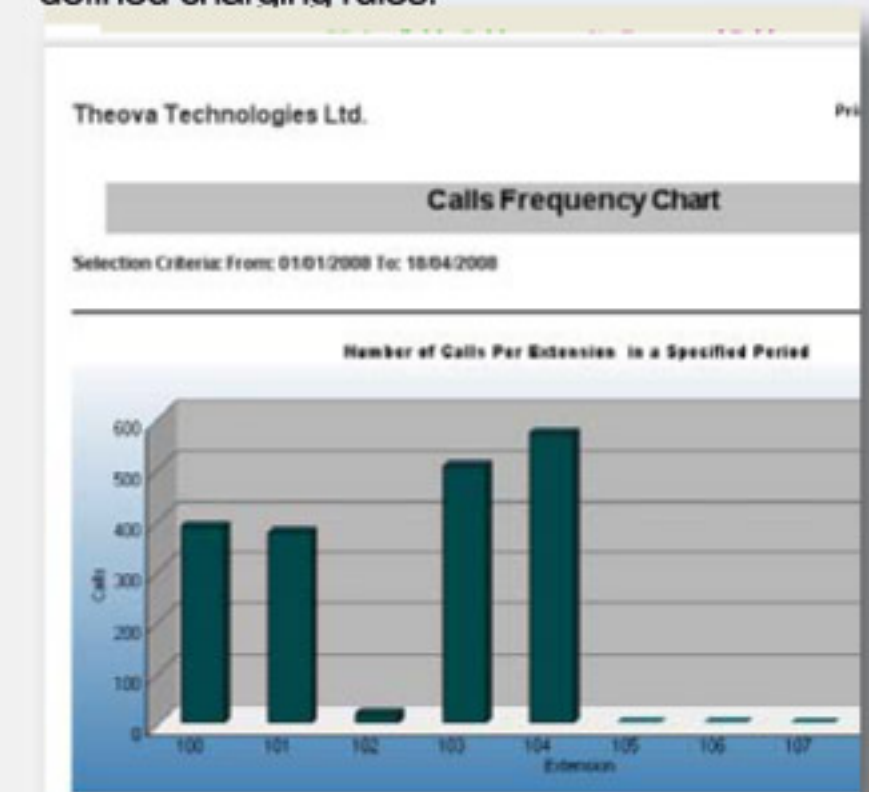
### TCA highlights

- ✓ • Telephone equipment independent telephony management solution
- ✓ • Multiple telecommunications providers
- ✓ • Automatic alerts based on user defined rules
- ✓ • Multi-location, Multi-Division, Multi-cost centre
- ✓ • AOC or rates-based call cost calculation
- ✓ • Facilities for telephony bill reconciliation
- ✓ • DID handling

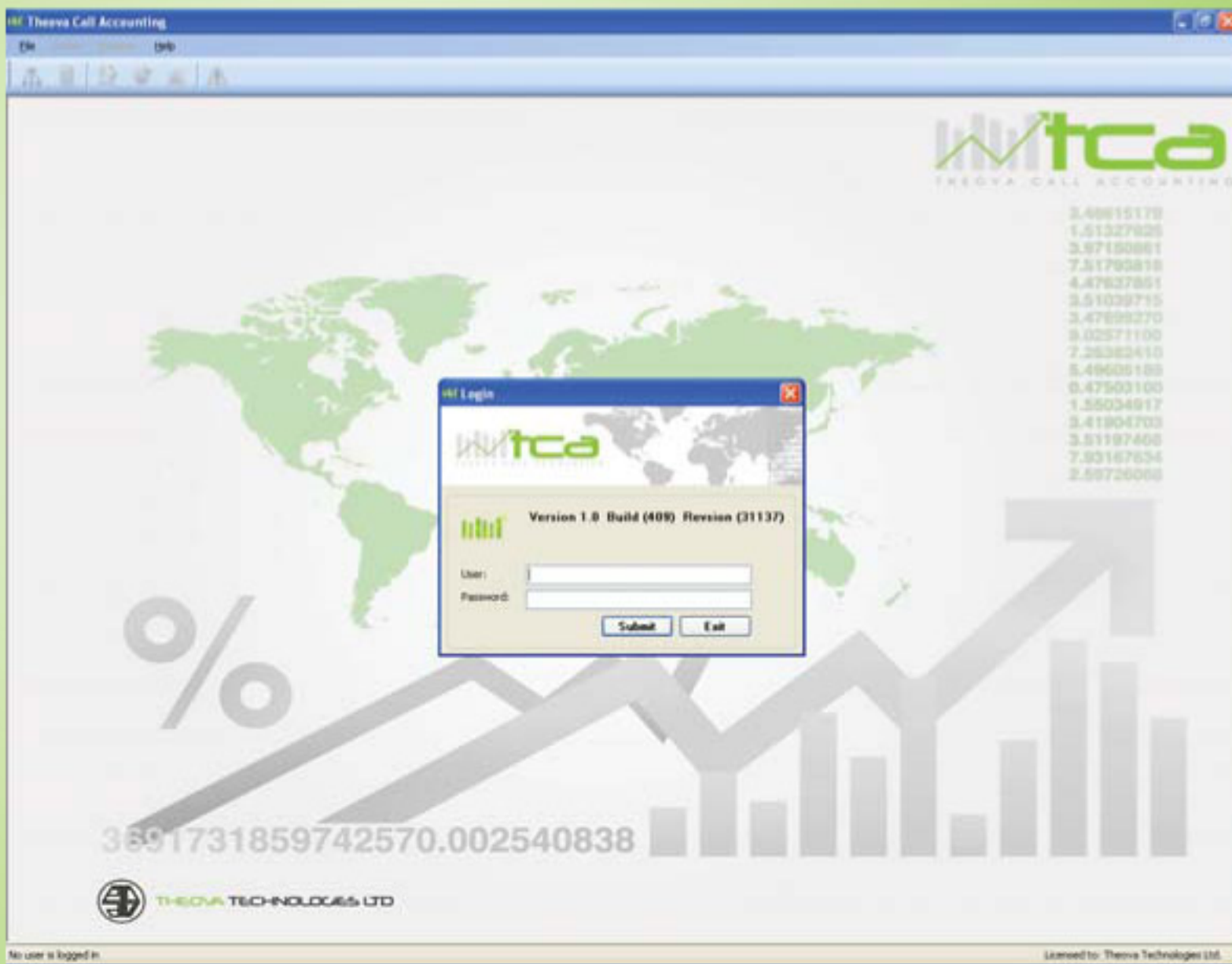


The extensive reporting and graphical representations of telephony costs, utilization and traffic offer an innovative software solution for telephony management.

Automatic alerts based on user defined rules are provided enabling instant monitoring of telephony misuse. Life console function displays all calls incoming, internal or outgoing in real time. DID handling enables service providers to invoice customers with user defined charging rules.







## Optimize Your Telephony Resources

TCA is designed to process large volumes of call detail records (CDR) in real time. This is achieved by the sophisticated polling communication service called TCA recorder. The customization facilities available enable TCA recorder to communicate seamlessly with any telephony system (VOIP, PBX, Wireless etc).

### Enhanced Customer service Reduced Telephony bill

TCA is also a multi-provider call accounting system providing the facility to assign trunks to different service providers. LCR (least cost routing) function offers the management an outstanding tool to evaluate rates and identify the provider with the best rate for a specific call destination.

Costing of outgoing calls either based on AOC data or on provider rates is instant and accurate allowing management to reconcile telephony bills against cost calculated by the system.

**Selection Criteria:** all calls for period 01/04/2008 - 18/04/2008  
**Filtered By:** None  
**Grouped By:** PBX, sorted by no. of calls

PBX	No. of Calls	Duration	Cost	Cost (%)
Samsung			,57	100,0
<b>Total</b>			,57	100,0

**Detailed Report**

**Filters**

PBX:

Cost Centers:

Sections:

Departments:

Trunks:

Extensions:

All

Date From: 22/05/2008 To: 22/05/2008

Specific Time Period From: 00:00:00 To: 23:59:59

Duration Value >= Duration

**Rates**

Filter Rates

Providers:  Or

Rate Types:

Rate Sub Types:

Countries:

Provider	Source	Code	Country Code	Area Code	Destination
Theova Technol	3	1	1		USA
Theova Technol	3	7	7		Russia
Theova Technol	3	20	20		Egypt
Theova Technol	3	27	27		South Africa
Theova Technol	3	30	30		Greece
Theova Technol	3	31	31		Netherlands
Theova Technol	3	32	32		Belgium
Theova Technol	3	33	33		France
Theova Technol	3	34	34		Spain
Theova Technol	3	36	36		Hungary
Theova Technol	3	39	39		Italy
Theova Technol	3	40	40		Romania
Theova Technol	3	41	41		Switzerland
Theova Technol	3	43	43		Austria

**Theova Technologies** was founded by the same people who formed Theova Computer Consultants in 1983, having many years of accumulated experience in the field of Information Technology (IT), and especially in the area of software development, implementation and support. The major shareholder of **Theova Technologies Ltd** is a holding company which is also the major shareholder of **Theova UHS Enterprise Solutions Ltd** a leading software provider of hospitality and business solutions in **Cyprus, Greece and Middle East**. Theova is using the latest software development tools including Microsoft .NET Framework, MS SQL Server and ASP.NET. Theova employs highly trained and skilled specialists who are constantly refining and improving their methods of work and whose knowledge is verified by their qualifications and certifications.

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