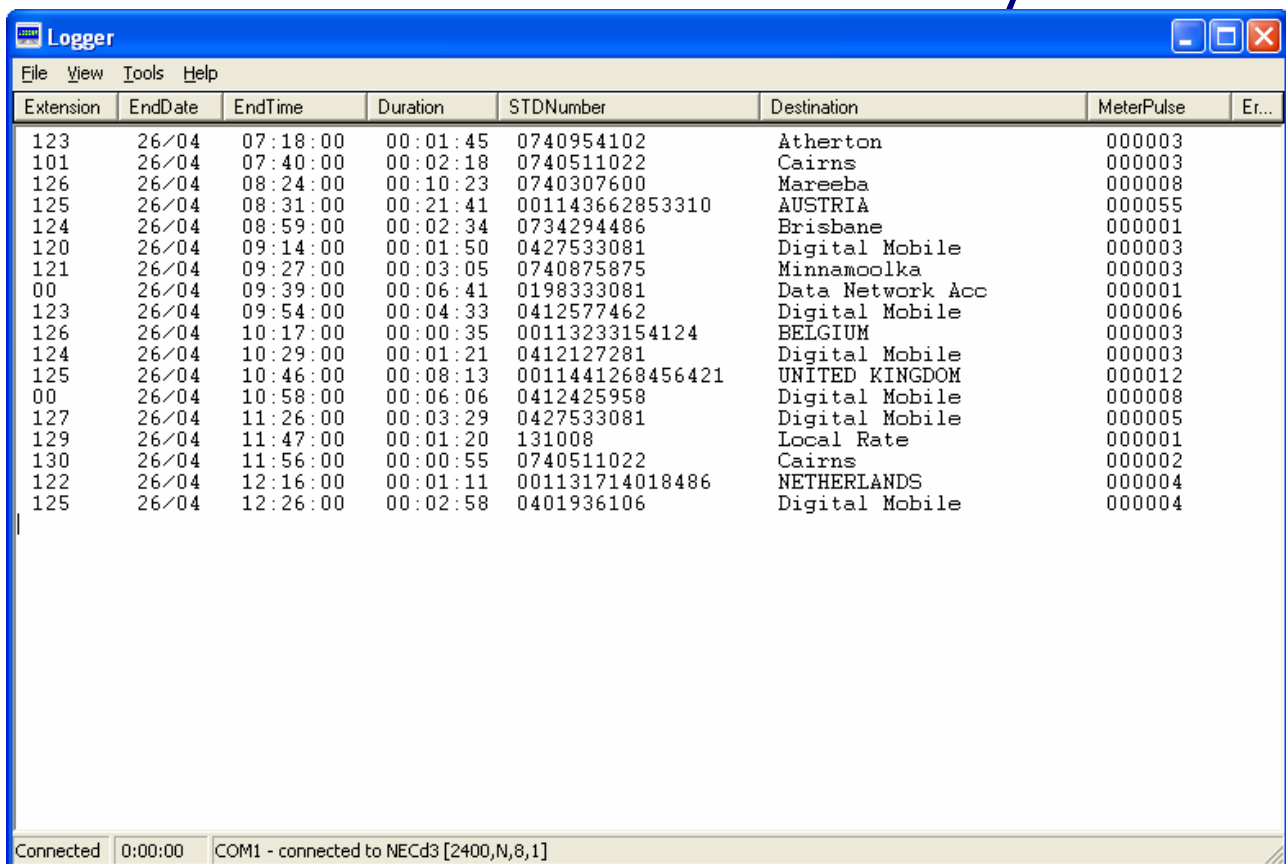


# RezCall Logger

## Product Features Summary



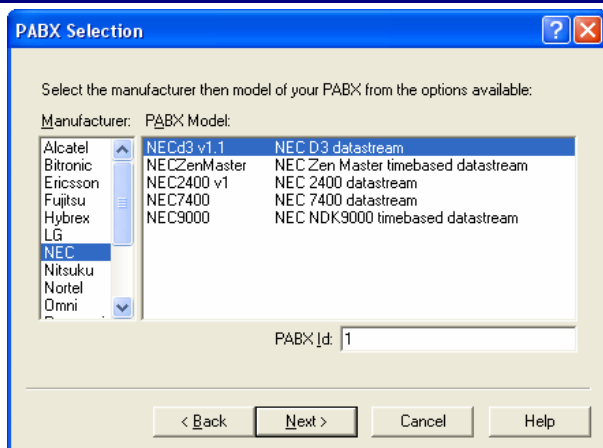
The screenshot shows a window titled "Logger" with a menu bar (File, View, Tools, Help) and a table of call logs. The table has columns for Extension, EndDate, EndTime, Duration, STDNumber, Destination, MeterPulse, and Er... The status bar at the bottom indicates "Connected 0:00:00 COM1 - connected to NECd3 [2400,N,8,1]".

Extension	EndDate	EndTime	Duration	STDNumber	Destination	MeterPulse	Er...
123	26/04	07:18:00	00:01:45	0740954102	Atherton	000003	
101	26/04	07:40:00	00:02:18	0740511022	Cairns	000003	
126	26/04	08:24:00	00:10:23	0740307600	Mareeba	000008	
125	26/04	08:31:00	00:21:41	001143662853310	AUSTRIA	000055	
124	26/04	08:59:00	00:02:34	0734294486	Brisbane	000001	
120	26/04	09:14:00	00:01:50	0427533081	Digital Mobile	000003	
121	26/04	09:27:00	00:03:05	0740875875	Minnamoolka	000003	
00	26/04	09:39:00	00:06:41	0198333081	Data Network Acc	000001	
123	26/04	09:54:00	00:04:33	0412577462	Digital Mobile	000006	
126	26/04	10:17:00	00:00:35	00113233154124	BELGIUM	000003	
124	26/04	10:29:00	00:01:21	0412127281	Digital Mobile	000003	
125	26/04	10:46:00	00:08:13	0011441268456421	UNITED KINGDOM	000012	
00	26/04	10:58:00	00:06:06	0412425958	Digital Mobile	000008	
127	26/04	11:26:00	00:03:29	0427533081	Digital Mobile	000005	
129	26/04	11:47:00	00:01:20	131008	Local Rate	000001	
130	26/04	11:56:00	00:00:55	0740511022	Cairns	000002	
122	26/04	12:16:00	00:01:11	001131714018486	NETHERLANDS	000004	
125	26/04	12:26:00	00:02:58	0401936106	Digital Mobile	000004	

Pabx Call Logger [Version 2.1.30] for RezBook

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## PABX Interface



RezCall Logger allows you to select from pre-defined PABX datastream formats. Configuring your PABX datastream is as simple as selecting your PABX make and model from the available list.

If your PABX is not in the list, RezCall Logger has a data capture option allowing you capture the raw data. This data can then be sent to our support staff to allow for the creation of a datastream definition for your particular model of PABX.

Interfaces to new PABX systems will be automatically updated via the LoggerUpdate feature.

Also, if you change PABX you can simply select the new model from the list and Logger will automatically recognise the new PABX datastream.

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## Call Costing Methods

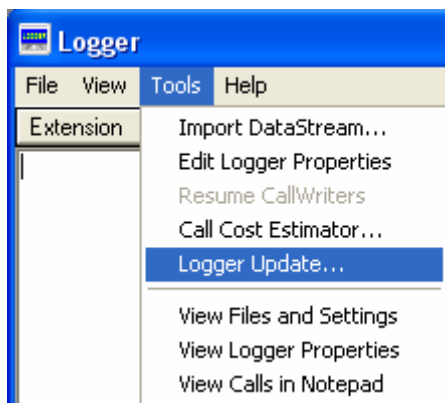
RezCall Logger can be set to either Metre Pulse or Time-Based costing.

The **Metre Pulse** costing option uses the number of metre pulses in the PABX datastream as the cost of the call, however unlike other call costing applications RezCall Logger will also add additional information during processing such as the name of call destination.

**Time-Based** costing uses the call's date, time, number dialled, and duration to calculate the call cost.

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## LoggerUpdate - Costing Information Updates



The telephone carrier rates and national phone numbering plan are critical to ensure that call costs are calculated correctly.

To simplify the updating process, RezCall Logger is equipped with the LoggerUpdate feature that retrieves updated files via the Internet and automatically installs the information.

Files requiring updating can range in size from 8KB to 600KB making updates reasonable fast even with low bandwidth internet connections.

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## Network Failure

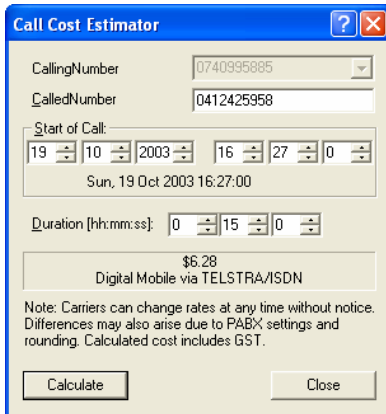
Complete network failures and minor connection problems affect all computer networks from time to time. The use of networks where the RezCall Logger and RezBook run on separate PC's requires some form of data management and recovery in cases where network connections are lost for any period of time.

To overcome these network problems, RezCall Logger will automatically begin writing processed call details to a back-up file if RezBook becomes inaccessible for any reason. RezCall Logger will then periodically check the network for RezBook and when it becomes available, the calls from the back-up file will be transferred automatically.

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## Call Cost Estimator

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RezCallLogger's Call Cost Estimator allows you to calculate the cost of a call on demand. Simply enter the phone number then select the duration, date and time of the call and the Call Cost Estimator provides the cost and destination of the call.

## Display Screen

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Many other call costing applications use their screen to simply display the raw PABX data as it is received. This serves the sole purpose of demonstrating that the system is receiving calls without supplying the user any other useful information. RezCall Logger however has expanded on this function by allowing the user to configure the screen layout using information contained in both the raw PABX data and processed call data. The RezCall Logger screen can display any of the following fields:

- **Account Code** - the account code entered when making a call.
- **Area Code** - the area code of the dialled number.
- **Call Type** - incoming, internal, etc.
- **Called Number** - the actual number dialled or the complete number (ie area code added to local calls).
- **Cost** - the cost of the call (time-based costing only).
- **Destination** - the name of the called charging zone, country or service dialled.
- **Call Duration** - the length of the call.
- **Date** - the date at the start and/or the end of the call.
- **Time** - the time at the start and/or the end of the call.
- **Message Codes** - Numerical codes alerting users to any abnormal incidents specific to a particular call.
- **Extension Number** - the extension used to make the call.
- **Metre Pulses** - metre pulses received in the PABX datastream or calculated during time based costing.
- **Personal ID** - The PIN used to make the call.
- **Trunk ID** - the identification number given to the trunk that was used to make the call.
- **Trunk Number** - the phone number of the trunk used to make the call.

## Event Notification

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To assist in problem solving Logger keeps a log of significant events affecting its operation and the status of the PC, PABX and network. RezCall Logger will also alert the user when an event occurs that affects RezCall Logger primary functions of Call Logging, Call Costing and Call Writing.

Unlike some other programs that hide their message logs, RezCall Logger is designed to alert the user of potential issues and provide information to assist in resolving these issues.