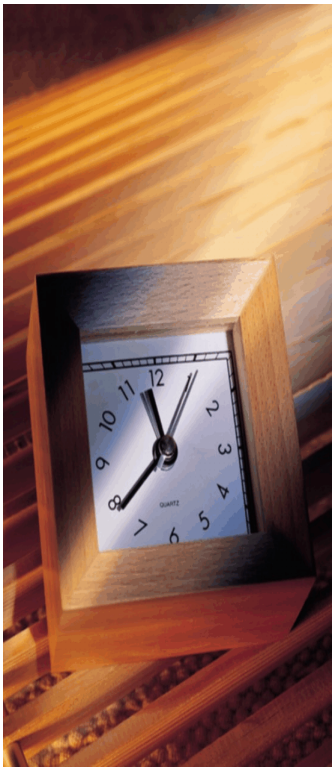
Callista®
Multifunctional



More than call recording.

Telephone costs can account for considerable business expenditure in any company. Callista® Multifunctional enables you to understand exactly where your time, money and resources are being spent.

Callista® Multifunctional for Windows® 2000 / XP Pro / 2003 combines telephone billing and cost recovery, PABX operator performance analysis, caller ID[1] and contact management in a comprehensive, integrated system. Powerful reporting features incorporate data and graphs for maximum information and maximum impact. The system's automatic report scheduler allows reports to be scheduled with minimum user intervention and can be activated daily, weekly, monthly or for any user-defined time period and printed/exported/e-mailed whenever you choose - automatically. User-defined graphs, filters and level of detail allows you to define exactly the information you require in the format you require.

Callista's automatic On-Line Update service[2] ensures your system is always up-to-date by delivering system upgrades and pricing tables updates and installing them automatically.

Main features

- Allocate correct call costs to employees, divisions, departments, tenants, clients, customers and projects
- Track & bill high-speed internet usage[1]
- Add margins to calls for efficient cost recovery
- Analyse the cost of calling mobile phones or of providing support to your customers
- Protect your business from phone abuse
- Monitor phone hackers (phreakers)
- Determine the number of exchange lines required
- Analyse information about phone answering response times
- Locate peak calling times during the business week
- Follow up lost calls[2]
- Powerful report filtering to provide exactly the report data you need
- Automatic On-Line Update[3] to keep your system up-to-date

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performance.

professionalism.

profitability.

Functionality

- Easy-to-use, intuitive interface, easy access to all options from a button or tree menu for both novice and advanced users
- All options are available from within Callista utilising common toolbars and interfaces
- Complete on-line user guide
- Report images and descriptions are integrated into the menu for easy identification of report information
- Reports provide powerful filtering options to produce exact data

Reliability

- True 32-bit system for Windows 2000 / XP Pro / 2003 with robust, highest quality data communications
- Data communications diagnostics and monitors to facilitate speedy installation and ensure communications with the PABX are secure and are easily supported
- Log calls via LAN, serial port or to a file [4]
- Track & bill high-speed internet usage[1]
- Real-time archiving of call data, even across networks, with automatic fall back/roll forward recovery to ensure total data integrity of the archives
- Automated nightly backup without losing any calls
- Direct web-based support - like having a support engineer at your PC with you
- Includes the Callista First Aid Tool Kit to detect, repair, backup and restore the database to ensure the highest reliability and availability
- Integrated industry standard zip/unzip of archived calls and backups to eliminate the need for any other zipping software or additional licensing
- Integrated e-mail to Callista support centres including automatic attachment of zipped call data for fast diagnostics and support
- Web-based automatic or manual updates to the software, PABX interfaces, reports, user guide and carrier pricing tables

Comprehensive, flexible design

- Support for an unlimited number of extensions, employees, departments, divisions and clients/projects
- Powerful PIN number support for clients, matters, employees or any combination
- Multiple pricing margin tables for adding mark-ups to calls for client billing
- Callista is shipped complete with major carrier pricing tables, fully supporting per second billing and national/international exchange names and numbers
- Fully featured customised pricing to allow users to configure their own negotiated rates with each carrier either as a discount from standard rates or as fully customised rates including multiple timing intervals, minimum and maximum call pricing, holiday and weekend special rate recognition
- Support for pricing over leased lines, virtual private networks (VPN), cellular trunk pricing and multiple carriers per call
- Carrier cost comparison for any exchange displaying the call rate changes throughout the day

Powerful reporting

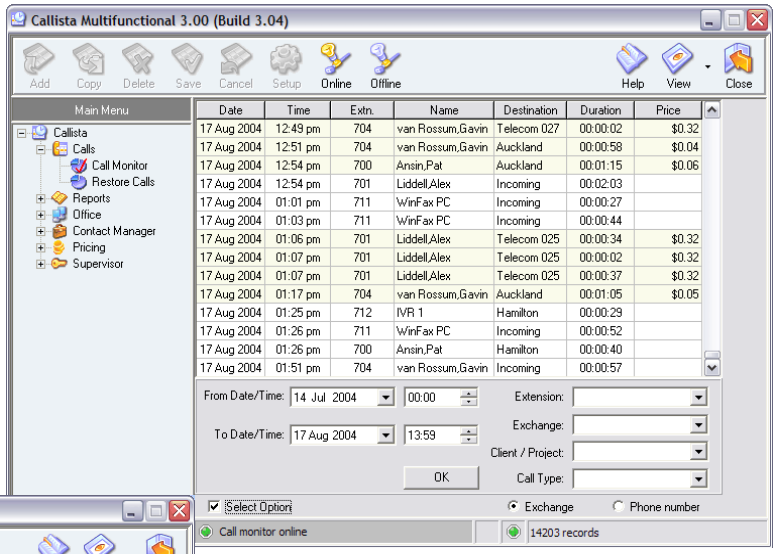
- Report on costs by employees, departments, divisions, clients; analyse call expenditure by call type and carrier; produce call statistics by destinations, numbers called and employees; analyse exchange line utilisation, call volumes, answer response times and lost calls. Produce bills for clients/matters, tenants, students and export to accounting systems
- Record and report on Caller ID[2], unanswered calls, answer times & track transferred calls for accurate call statistics
- Monitor phone hackers (phreakers) who may breach your phone system security to make illegal and unauthorised calls from any of your extensions
- Reports contain a combination of data and graphs to present different views of the same data for maximum analysis and maximum effect
- Select graph styles (including 2 & 3 dimensional) from 22 different options
- Powerful report filtering available on all reports to focus on the exact information you require
- Customise reports by selecting options to include details, summaries, new pages & graph styles to create reports the way you want them
- Export report information directly to Adobe Acrobat PDF, Word, Excel, HTML, Lotus, Text, ODBC and other formats
- Drill down analysis available on reports to view the details of call summaries
- True multi-user reporting with preferences and favourites recorded for each user
- Automatic report scheduling with easy user set-up and maintenance enabling you to print, export or e-mail reports

1 Only IP3 internet billing device currently supported
2 Requires Caller Line Identification & your PABX must support this feature
3 Available to Callista Cover contract customers only
4 Call logging options are dependent on your PABX

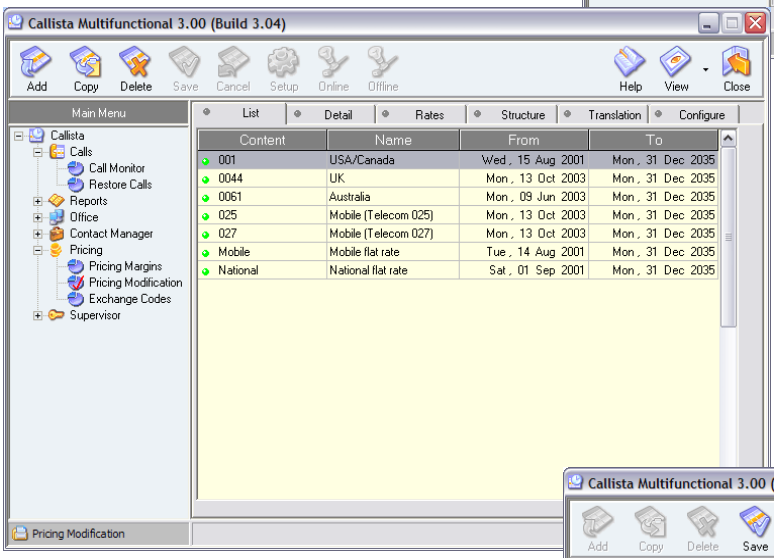
Minimum system requirements

- Windows® 2000 / XP Pro / 2003
- P4 1GHz PC
- 256MB RAM
- 1GB hard disk space
- CD-ROM (local or network)
- 800 x 600 screen resolution (1024 x 768 recommended)
- Free USB port or Network IP port
- Internet connection for On-Line Update

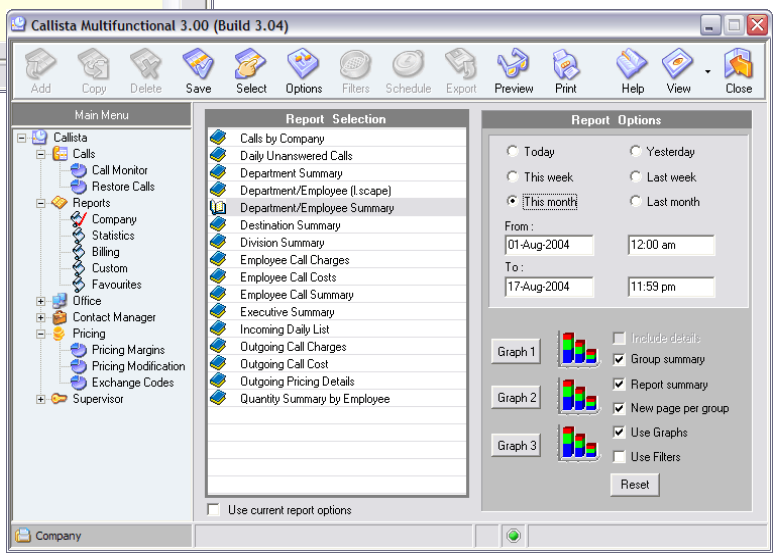
powerful & flexible call management.



Call Monitor

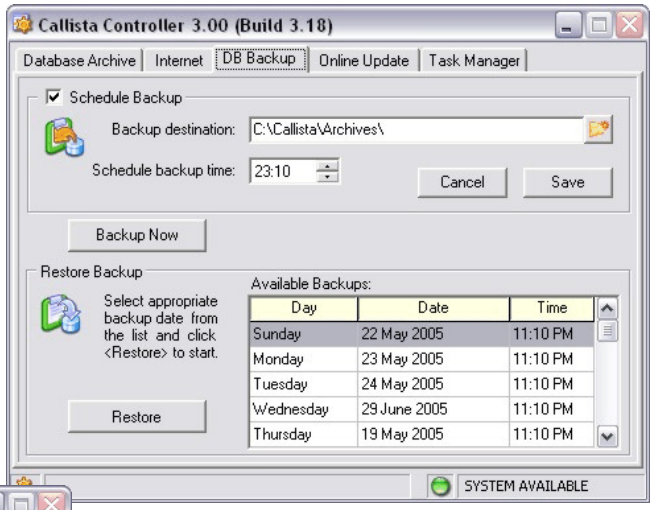


Price Modification

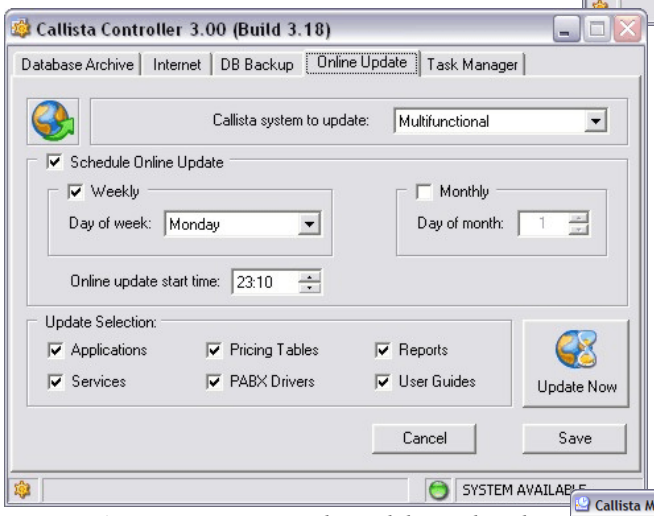


Powerful report options

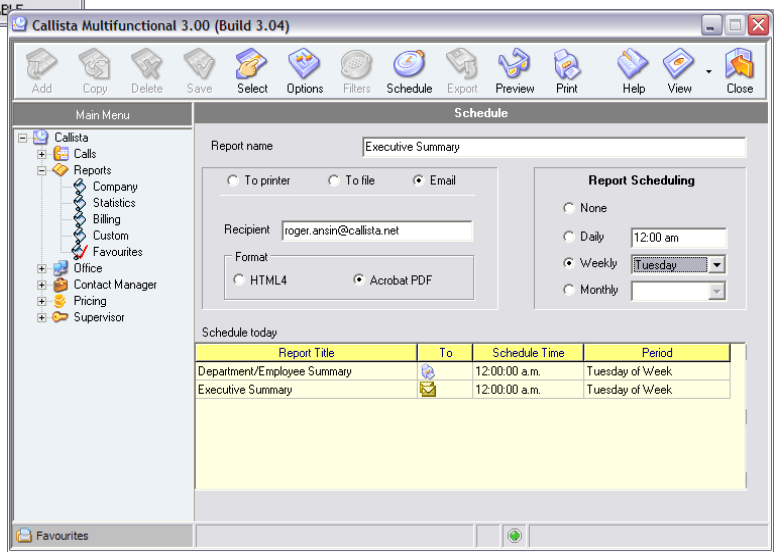
self-managing system.



Automatic database backup



Automatic system updates delivered on-line



Automatic scheduled reports

the first
to know.

Executive Summary

CALLISTA

The Callista Group

from : July 1, 2004 12:00 am
to : July 31, 2004 11:59 pm

Call Type by Carrier

	Free	Incoming	Int'l	Local	Mobile	National	Op Asst	Outgoing	Total
Telecom Flat Rate	39 $0.00	0 $0.00	0 $0.00	0 $0.00	0 $0.00	0 $0.00	0 $0.00	0 $0.00	39 $0.00
Telecom NZ Wide	0 $0.00	2,117 $0.00	13 $21.85	524 $39.04	189 $126.92	413 $144.50	1 $1.50	4 $0.00	3,261 $333.81
Total	39 $0.00	2,117 $0.00	13 $21.85	524 $39.04	189 $126.92	413 $144.50	1 $1.50	4 $0.00	3,300 $333.81

Executive Summary

CALLISTA

The Callista Group

from : July 1, 2004 12:00 am
to : July 31, 2004 11:59 pm

20 Most Expensive Calls

	Ext.	Date / Time	Employee	Exchange	Company	Number	Duration	Cost
1	705	23-Jul 9:08 pm	Roger Ansin	Great Britain		00441789778859	0:44.47	$8.06
2	705	11-Jul 9:34 pm	Roger Ansin	Great Britain		00441296770380	0:34.57	$6.29
3	704	28-Jul 1:28 pm	Gavin van Rossum	Vodafone Mobile		021472297	0:16.05	$5.78
4	704	15-Jul 2:36 pm	Gavin van Rossum	Masterton		063774159	0:37.49	$4.73
5	705	27-Jul 9:38 am	Roger Ansin	Tauranga		075782124	0:33.44	$4.22
6	704	16-Jul 10:59 am	Gavin van Rossum	Masterton		063774159	0:29.25	$3.68
7	701	01-Jul 3:50 pm	Alex Liddell	Thames		078686523	0:26.55	$3.37
8	704	14-Jul 11:02 am	Gavin van Rossum	Masterton		063774159	0:26.48	$3.35
9	703	14-Jul 9:56 am	Peter Stephens	Vodafone Mobile		021610323	0:08.15	$3.06
10	706	14-Jul 9:50 pm	Private Office	Vodafone Mobile				
11	703	01-Jul 4:33 pm	Peter Stephens	Vodafone Mobile				
12	704	29-Jul 11:18 am	Gavin van Rossum	Paraparaumu				
13	703	26-Jul 1:23 pm	Peter Stephens	Telecom 027				
14	704	26-Jul 12:55 pm	Gavin van Rossum	Gisborne				
15	704	13-Jul 11:42 am	Gavin van Rossum	Wanaka				
16	705	29-Jul 2:12 pm	Roger Ansin	Australia - M'bourne				
17	705	06-Jul 9:15 pm	Roger Ansin	Telstra Mobile				
18	700	14-Jul 11:17 am	Pat Ansin	Vodafone Mobile				
19	704	29-Jul 10:36 am	Gavin van Rossum	Telstra Mobile				
20	704	15-Jul 1:39 pm	Gavin van Rossum	Blenheim				

Executive Summary

CALLISTA

The Callista Group

from : July 1, 2004 12:00 am
to : July 31, 2004 11:59 pm

20 Most Called Numbers

	Number	Exchange	Company	Number of Calls	Duration	Cost	Cost(%)
1	5264310	Auckland		185	0:56:27	$5.36	1.61%
2	021481033	Vodafone Mobile		43	0:27:38	$15.64	4.69%
3	021767660	Vodafone Mobile		35	1:04:35	$28.22	8.45%
4	4863338	Auckland		19	1:40:55	$4.56	1.37%
5	021481031	Vodafone Mobile		18	0:24:54	$11.90	3.56%
6	073478059	Rotorua		15	0:03:31	$1.95	0.58%
				15	1:05:08	$3.02	0.90%
				14	2:05:02	$15.82	4.74%
				11	0:18:36	$2.97	0.89%
				11	0:34:06	$1.62	0.49%
				10	0:09:58	$0.00	0.00%
				10	0:18:31	$0.91	0.27%
				8	0:03:18	$0.33	0.10%
				7	0:13:09	$0.00	0.00%
				7	0:18:52	$0.96	0.29%
				6	0:00:54	$2.04	0.61%
				6	0:28:00	$3.55	1.06%
				6	0:05:00	$0.78	0.23%
				5	0:13:02	$4.80	1.44%
				5	0:03:40	$0.65	0.19%

Executive Summary

CALLISTA

The Callista Group

from : July 1, 2004 12:00 am
to : July 31, 2004 11:59 pm

20 Most Expensive Employees

	Employee	Department	International		National		Mobile		Local		Total	
1	Gavin van Rossum	Customer support	$0.61	2	$74.66	129	$45.46	63	$14.04	91	$134.77	296
2	Peter Stephens	Dealer Support			$16.13	38	$35.32	42	$6.55	68	$59.50	164
3	Chantelle Gerrard	Administration			$32.80	198	$3.34	5	$5.26	93	$41.40	297
4	Roger Ansin	Development	$17.50	7	$4.71	4	$10.20	11	$0.93	9	$33.34	32
5	Alex Liddell	Customer support	$1.89	2	$9.16	13	$4.04	10	$3.98	46	$19.07	71
6	Pat Ansin	Administration	$1.85	2	$0.96	5	$7.48	9	$1.57	17	$11.86	47
7	IVR 1	Administration					$10.88	30			$10.88	30
8	WinFax PC	Administration			$6.08	26			$0.69	6	$6.77	32
9	Security Alarm	Administration							$5.37	186	$5.37	186
10	Private Office	Administration					$4.42	5	$0.44	3	$4.86	8
11	IVR 2	Administration					$4.08	11			$4.08	11
12	Liz Forde	Administration					$1.70	3	$0.21	5	$1.91	9

Report Date: Tue, 17 Aug 2004
Report Time 3:34:19pm
Report Filters

Include Report Details : ✓
Include Group Summary : ✓
Include Report Summary : ✓
Include New Pages :
Include Graphics :

Notes:
Cost% is the cost of the calls as a percentage of the total cost of calls.
Expensive employee page - the calls contain the cost of calls and the number of calls (in grey)

To remove the first page of this report, de-select Group Summary.
To remove the top 20 pages, de-select Report Details