

Clarity Call Analysis Software (from VibrantSoftware.in)

In today's dynamic business environment, the usage of telecom infrastructure like EPABXs and trunk lines have to be continuously monitored. These may be under or over-utilised, which may not be directly visible in daily operations. Clients may be hanging up on busy lines, and users may be spending time unproductively on phone calls.

Clarity Call Analysis Software, is an effective, reliable and innovative Telephone Call Analysis application. It captures Call Detail Records (CDRs) from the pbx in real time and processes it. The processed data can be accessed using a web browser, and the user can generate various detailed, summary and graphical reports. These can be downloaded in MS-Excel or PDF formats.

Clarity Features :

1. Connects to EPABX over serial / lan or other type of links.
2. Works as a background process and is not visible to user.
3. Captures and processed Call Detail Records (CDRs) in real time.
4. See processed calls as soon as the call is completed.
5. Processed data is instantly available for reporting.
6. User need not come to the PC on which Clarity is installed.
7. Web based User Interface makes it universally accessible.
8. Mobile/Tablet friendly web interface.
9. Various report formats : serial listing, extension wise, department wise.
10. Graphical report to see Hourly Call Patterns, Day wise Patterns.
11. Down load reports in PDF or Excel formats.
12. Open multiple reports at the same time.
13. Check service status and start/stop service.
14. Easy configuration of extensions, departments, trunks etc.
15. Three level user access.

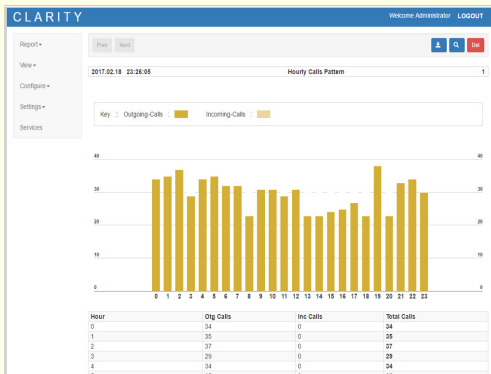
Clarity Snapshots :

Sr	Date	Time	Extn	Trunk	Dir	CLD/Phone	Dura	Cost
1	18.02.2017	23:35:00	704	82	inc		00:06:07	0.00
2	18.02.2017	23:36:00	301	82	org	9	00:07:33	3.00
3	18.02.2017	23:37:00	302	82	inc		00:00:33	0.00
4	18.02.2017	23:38:00	101	82	inc		00:02:19	0.00
5	18.02.2017	23:39:00	104	82	inc		00:02:40	0.00
6	18.02.2017	23:40:00	302	82	org	5	00:07:28	3.00
7	18.02.2017	23:41:00	703	80	inc		00:00:06	0.00
8	18.02.2017	23:42:00	303	80	inc		00:01:26	0.00
9	18.02.2017	23:43:00	203	82	inc		00:04:48	0.00
10	18.02.2017	23:44:00	904	82	org	175	00:06:27	3.00
11	18.02.2017	23:45:00	102	88	org	556	00:04:02	3.00
12	18.02.2017	23:46:00	306	82	org	4690006 Aman	00:02:00	1.00
13	18.02.2017	23:47:00	204	80	inc		00:01:06	0.00
14	18.02.2017	23:48:00	303	80	inc		00:01:39	0.00
15	18.02.2017	23:49:00	101	80	inc		00:02:21	0.00
16	18.02.2017	23:50:00	203	80	inc		00:06:44	0.00
17	18.02.2017	23:51:00	905	80	org	9	00:04:49	2.00
18	18.02.2017	23:52:00	307	82	inc		00:07:32	0.00
19	18.02.2017	23:53:00	402	82	inc		00:01:21	0.00
20	18.02.2017	23:54:00	703	82	inc		00:00:27	0.00
21	18.02.2017	23:55:00	305	80	inc		00:05:07	0.00
22	18.02.2017	23:56:00	903	80	org	6	00:09:42	4.00
23	18.02.2017	23:57:00	101	80	org	12171 BSNL/ATNL	00:06:42	3.00
24	18.02.2017	23:58:00	104	82	org	00807079 Local	00:00:55	1.00
25	18.02.2017	23:59:00	602	80	org	60278565 Tata Indicom	00:00:25	1.00

Live view of calls as they are processed in real time.

Sr	Date	Time	Trunk	Dir	Type	Caller-ID / Phone No	Destination	Dura	Cost
1	2017.02.18	10:34:00	82	org	loc	87		00:00:20	1.00
2	2017.02.18	10:34:00	82	org	loc	221		00:01:09	3.00
3	2017.02.18	12:15:00	82	org	loc	77781450	Mobile	00:03:59	2.00
4	2017.02.18	12:36:00	80	org	loc	1026		00:04:26	2.00
5	2017.02.18	12:22:00	82	org	loc	54911	Tata Indicom	00:00:09	1.00
6	2017.02.18	17:25:00	80	org	loc	90		00:08:35	3.00
7	2017.02.18	18:12:00	82	org	loc	09002	STD	00:04:49	3.00
8	2017.02.18	21:30:00	80	org	org	01202	Chhababhai Gadgil Ltd	00:07:45	8.00
9	2017.02.18	22:13:00	82	org	loc	9		00:04:49	2.00
10	2017.02.18	22:21:00	80	org	loc	9849639	Mobile	00:04:34	2.00
11	2017.02.18	22:44:00	80	org	loc	064119123	Shweta Anshu Prasad	00:00:52	1.00
12	2017.02.18	23:07:00	82	org	loc	5843025	Local	00:01:02	1.00
13	2017.02.18	22:48:00	82	org	loc	868		00:01:43	2.00
14	2017.02.18	09:10:00	82	org	loc	5487		00:09:41	4.00
15	2017.02.18	09:52:00	82	org	loc	543495	Local	00:07:47	3.00
16	2017.02.18	09:17:00	80	org	loc	3534		00:00:32	1.00
17	2017.02.18	09:07:00	82	org	loc	4701854	Aman	00:00:15	4.00
18	2017.02.18	09:18:00	82	org	loc	921864105	Mobile	00:02:58	2.00
19	2017.02.18	09:32:00	82	org	loc	27687	BSNL/ATNL	00:00:58	1.00
20	2017.02.18	07:19:00	82	org	loc	963		00:00:58	2.00
21	2017.02.18	09:30:00	82	org	loc	37013300	Local	00:03:52	2.00
22	2017.02.18	12:28:00	82	org	loc	81588454	Mobile	00:04:19	3.00
23	2017.02.18	14:58:00	82	org	loc	143		00:01:10	1.00
24	2017.02.18	16:08:00	80	org	loc	37		00:07:54	3.00
25	2017.02.18	16:15:00	80	org	loc	67565	Mobile	00:00:58	2.00
26	2017.02.18	19:18:00	80	org	loc	7200771	Mobile	00:07:37	3.00
27	2017.02.18	19:26:00	82	org	loc	23111	BSNL/ATNL	00:02:00	3.00
28	2017.02.18	21:48:00	80	org	loc	21913523	BSNL/ATNL	00:06:39	3.00
29	2017.02.18	03:28:00	82	org	loc	606		00:04:23	3.00
30	2017.02.18	03:49:00	82	org	loc	723		00:08:15	3.00

Extension wise detailed report.



Graphical Report

Sr	Ext	No	Name	Dept
1	1	100	(HOC Singer Admin)	Admin
2	1	101	Aditya Prasad	Admin
3	1	102	Shweta Kumar	Admin
4	1	103	Chand Shah	Admin
5	1	104	Tarun Savant	Admin
6	1	201	Rajesh Chavhan	Accounts
7	1	202	Aman Patel	Accounts
8	1	303	Bhresh Adakia	Accounts
9	1	204	Vibhata Chomal	Accounts
10	1	205	Anshu Nair	Accounts
11	1	301	Devendra Torawar	Service
12	1	302	Naveesh Sawans	Service
13	1	303	Mangaraj Singh	Service
14	1	304	Sham Kulkarni	Service
15	1	305	Santosh Lakhani	Service
16	1	306	Karanish Nadrega	Service
17	1	307	Lalita Baner	Service
18	1	201	Udaykumar Kulkarni	Sales
19	1	302	Mahesh Mahane	Sales
20	1	501	Natasa Shetty	International

Extension configuration.

PC requirements :

- OS : Windows XP/Vista/2008
- : 2012/7/8/10 (32bit/64bit)
- CPU : Core2Duo/DualCore
- Memory : 4GB min
- HDD : 500GB - 1TB

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