Clarity Call Analysis Software (from VibrantSoftware.in)

In todays 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.
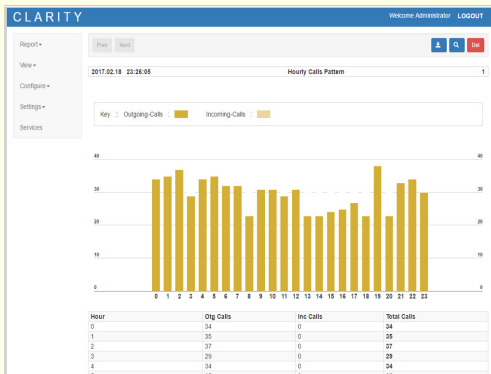15. Three level user access.

Clarity Snapshots :

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

Extension wise detailed report.

Graphical Report

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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