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PhoneControl Web Module Feature List

Directory

Integrates with PhoneControl Prestige Directory.
 Multiple level departmental structures.
 Integrates with PhoneControl data collection service, and supports all PABX systems that the PhoneControl data collection does.
 Can integrate with Active Directory, or CSV file to source the department structure & users.

Reporting

Reports can be generated for normal users on their own data, and also head of departments, for data generated for the users in their own department, and sub departments.

Ability to generate various types of reports:

Detail Reports

- All Calls Detail Report
- Costed Calls Detail Report
- Outgoing Call Detail Report
- Incoming Call Detail Report
- Extension Detail Report
- Call Type Detail Report
- Private Call Report
- Unaccounted / Unknown Call Report

Summary Reports

- Incoming Summary Report
- Outgoing Summary Report
- Extension Call Type Summary
- Private Call Summary Report
- Exception Reports
 - After Hours Detail Report
 - Calls over X amount
 - Calls over X minutes
 - Abandoned Calls
- Graphical Reports
 - Historical Graph
 - Call Type Graph
 - Hourly Graph (total calls per hour)
- Frequency Reports
 - Top Frequency of calls, by: call type, destination, extension, cost, etc.
- Account Code
 - Account Code Detail Report
 - Account Code Summary Report
- Cost Centres
 - Cost Centre Summary
- Authorization Codes
 - Authorization Code Detail Report
 - Authorization Code Summary Report
 - Authorization Code Detail Admin Report
 - Authorization Code Summary Admin Report

Account Details

Users can view and edit their own account details.
Account detail edits must be approved by an administrator.

Directory

The directory lists the account details of the users within the directory.

Business/Private Call Reports

Private/Business call reports allow the user to specify which numbers they have called are for private purposes. Subsequent reports delineate between the business calls, and the private calls. This report can be emailed to the user, or the department contact.

Groups

Groups allow administrators to define access permissions for users.
Whether an account has administrator and web access rights is set through the groups.

Profiles allow report & menu links to be defined for different users.

Directory

The directory shows a hierarchical listing of the directory and users within the organization. User account details may be edited via the administration interface.

Cost Centres

Cost Centres allow call costing to be allocated via percentages between different cost centres per-user. The Cost Centre Summary report generates based on the settings defined here.

Reporting Settings

The default page size for detail reports can be set.

Localization

The Currency symbol displayed in reports can be customized.

Themes

Graph colour themes can be chosen from 10 different themes. Detailed report theme can be chosen, and also new themes created & modified via editing the CSS.

Security Features

Account will be disabled after a defined amount of unsuccessful logins. The web module has settings for minimum password complexity and length.