

Usage and Utilization Management



In today's environment Call Accounting isn't enough. The ability to collect, report, analyze, and chargeback for all types of utilization is essential.

Business Challenge

Organizations of all types are seeking solutions to proactively manage the continuously expanding array of usage-based services to reduce expenses and recover cost.

Solution

With PCR-360 organizations can view, report, and chargeback for the utilization of the services they offer customers. In addition to recouping the cost of services organizations have visibility into how they are being consumed. Who is using these services? When are these services being used? Are these services being used efficiently?

The core of PCR-360 usage management functionality is a flexible engine enabling your organization to manage all types of usage data and network services. PCR-360 provides the ability to:

- Configure usage collection, processing, and rating activities.
- Assign financial ownership.
- Identify potential misuse and abuse.
- Understand service costs.

Usage Management Capabilities

A prime function of PCR-360 is the ability to perform Call Collection and Processing. The system will process call data collected from your switch or other UC systems. Data can also be imported from carrier files to support call records and other charges not available through your switch, including wireless.

PCR-360 allows you to chargeback these costs through the integrated billing and AR functionality, send charge files to your GL system for allocation, or send the files to an external AR system.

In addition to charging back for calls there are other reasons to collect this information.

- Quickly answer HR or legal questions to identify harassing calls, help with investigations, etc.
- Identify unused or underused services such as networks, ports or mobile devices.
- Identify inappropriate use of company resources such as off hour calling or calls to certain countries.
- Understand where your telecom dollars are going with insight into your call activity.

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Visibility

PCR-360 was designed to provide a wealth of information at your fingertips. PCR-360's user friendly design provides comprehensive views and dashboards. This allows users to quickly find information and organizations to make better business decisions.

Admin : Billing : View / Report : Call Details										
Search or Filter the Grid Data										
Call Date/Time	Duration	Owner	Department	Originating Number	Dialed Number	Auth Code	Call Type	Cost	Orig City/State	Orig LATA
Sep 14, 2016, 6:41...	1m 51s	Administration's Office ...	Administration's Office ...	2053484678	2057597317		Intrastate	\$0.18	TUSCALOOSA, AL	476
Sep 14, 2016, 6:32...	9m 20s	Administration's Office ...	Administration's Office ...	2053480185	3345177000		Intrastate	\$0.62	TUSCALOOSA, AL	476
Sep 14, 2016, 6:37...	5m 16s	Administration's Office ...	Administration's Office ...	2053483407	9105540831		Interstate	\$0.67	TUSCALOOSA, AL	476
Sep 14, 2016, 6:40...	1m 22s	Administration's Office ...	Administration's Office ...	2053481225	2054528922		Intrastate	\$0.15	TUSCALOOSA, AL	476
Sep 14, 2016, 6:41...	53s	Administration's Office ...	Administration's Office ...	2053482412	2055569049		Intrastate	\$0.12	TUSCALOOSA, AL	476
Sep 14, 2016, 6:42...	1m 32s	Administration's Office ...	Administration's Office ...	2053487278	4236504106		Interstate	\$0.23	TUSCALOOSA, AL	476
Dec 18, 2015, 2:58...	18s	10002 Programming	Programming	2199006897	18128561361		Intrastate	\$0.12	GARY, IN	358
Dec 18, 2015, 3:06...	2m 12s	10002 Programming	Programming	2199006897	18128561361		Intrastate	\$0.25	GARY, IN	358
Dec 18, 2015, 3:32...	1m 24s	10002 f								
Dec 18, 2015, 3:35...	1m 12s	10002 f								
Dec 18, 2015, 3:36...	2m 36s	10002 f								
Dec 18, 2015, 3:36...	48s	10002 f								
Dec 18, 2015, 3:37...	1m 42s	10002 f								
Dec 18, 2015, 3:38...	24s	10002 f								
Dec 18, 2015, 3:47...	2m 0s	10002 f								
Dec 18, 2015, 3:59...	54s	10002 f								
Dec 18, 2015, 4:18...	48s	10002 f								
Dec 18, 2015, 4:21...	1m 54s	10002 f								
Dec 18, 2015, 5:10...	12s	10002 f								
Dec 18, 2015, 6:19...	54s	10002 f								
Dec 18, 2015, 7:37...	1m 18s	10002 f								
Dec 18, 2015, 8:36...	12s	10002 f								
Dec 18, 2015, 11:5...	24s	Academ								
Dec 19, 2015, 6:59...	36s	10002 f								

Admin : Billing : View / Report : Usage Details										
Search or Filter the Grid Data										
Usage Date/Time	Quantity	Owner	Dept. Hierarchy	Service ID	Usage Type	Description	Cost	Service Host	Status	Bill Date
Nov 30, 2018, 12:00 am		RAINWATER, JOSEPH	FM-Facilities Management	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	2.86000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		WASIE, RACHEL	CANCER CENTER	N46798936	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	3.42000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		RAINWATER, JOSEPH	FM-Facilities Management	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	2.65000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		KIDNEY CENTER ADMIN...	KIDNEY CENTER ADMIN...	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	0.97000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		WASIE, RACHEL	CANCER CENTER	N46798936	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	3.26000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		RAINWATER, JOSEPH	FM-Facilities Management	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	3.11000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		KIDNEY CENTER ADMIN...	KIDNEY CENTER ADMIN...	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	1.17000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		RAINWATER, JOSEPH	FM-Facilities Management	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	2.60000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		KIDNEY CENTER ADMIN...	KIDNEY CENTER ADMIN...	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	1.02000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		RAINWATER, JOSEPH	FM-Facilities Management	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	2.91000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		CommHosp&PostAcuteDiv	CommHosp&PostAcuteDiv	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	2.24000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		KIDNEY CENTER ADMIN...	KIDNEY CENTER ADMIN...	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	0.97000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		RAINWATER, JOSEPH	FM-Facilities Management	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	0.15000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		CommHosp&PostAcuteDiv	CommHosp&PostAcuteDiv	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	2.14000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		KIDNEY CENTER ADMIN...	KIDNEY CENTER ADMIN...	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	1.33000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		RAINWATER, JOSEPH	FM-Facilities Management	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	3.06000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		CommHosp&PostAcuteDiv	CommHosp&PostAcuteDiv	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	2.04000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		KIDNEY CENTER ADMIN...	KIDNEY CENTER ADMIN...	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	1.17000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		Fortune, Amanda	EN-DO-Development	N29851189	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	2.60000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		WASIE, RACHEL	CANCER CENTER	N46798936	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	3.42000		Billed	12/31/2018
Nov 30, 2018, 12:00 am		KIDNEY CENTER ADMIN...	KIDNEY CENTER ADMIN...	COMN96224451	Bandwidth	Audio Conference to KIDNEY CENTER, Durat...	0.92000		Billed	12/31/2018

Other Benefits

Near Real Time Call Processing: PCR-360 allows organizations to define how often call records are transmitted from your switch. By bringing the call records into the system throughout the day organizations can more quickly detect potential fraud as well as provide customers current billing information.

Manages All Types of Usage: In today's environment organizations have many communication channels to manage. This includes data, disk space, web services, email usage, print services, etc. With PCR-360 organizations can chargeback for any utilization based service.

Traffic Analysis: PCR-360's reporting capabilities help organizations determine if they are over or under-utilizing expensive resources such as trunks, ports, or mobile devices.

Employee Productivity: PCR-360 provides organizations with the tools to dive into metrics based on hours of the day and days of the week to review calling activity and patterns. Organizations also have visibility into exceptions such as long duration calls, international calls, or calls to specific numbers.

Tenant Billing: PCR-360 can be configured to allow call tracking and billing for those outside of your organization including contractors, vendors, and guests.