



## SmartTrack

### The Power Of Integration: Delivering Stellar Business Performance

SmartTrack is a Windows based call monitoring, charge, billing and management solution designed specifically for the hospitality sector. SmartTrack manages the costs of telephony and service usage in a Hotel and it is the key to maximizing telephony revenue whilst improving guest communications and satisfaction. SmartTrack contains a suite of features that help the hotelier encourage guests to use the telephone services and facilities available, not only within their rooms but also throughout the hotel.

Telephone lines are unbarred upon check-in automatically, updates guest name display on PABX console and barred upon check-out. Call charges are posted directly into the guest folio. SmartTrack manages maid status control, Wakeup call, mini bar etc. You can quickly achieve the reports using with SmartTrack comprehensive filtering, which is both fast and accurate, while being simple to use. Additionally, SmartTrack Reports can be auto-scheduled and delivered via email.

The SmartTrack application consists of:

1. SmartTrack Collector, which is installed over the machine connected to the PABX and keeps running throughout to capture the calls
2. SmartTrack client, which is used for configuration and report viewing
3. SmartTrack Security, which is used for Access and Security

### ■ Reporting



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## ■ Work Flow Process

- Seamless Integration with momentohs® Front Office & Business Intelligence
- PABX connectivity through COM port, TCP/IP or File Settings
- Identity fraudulent use or abuse of telephone systems
- Improve customer service by measuring call answering and call handling times
- Generate comprehensive billing and analysis reports
- Determine the optimum number of lines required
- Identify areas where employee productivity can be improved
- Monitor specific trends and events and raise alarms as appropriate
- Compare costs between carriers to determine the best carrier based on actual usage
- Analyze all calls in real time, through a simple and intuitive graphical interface
- Export reports in Adobe PDF, Microsoft Excel, Microsoft Word and CSV
- Master Entries for Location, Service, Package and Employee
- User Access Security
- Missing call data records for calls that should be recorded

## ■ SmartTrack Collector & PMS link

- SmartTrack captures Date/Time of the call, Extensions
- Number of Outgoing/Incoming calls, Call Duration in seconds, Trunk Used
- Check-in/Check-out process for Call Bar/Unbarring
- Maid Status & Mini Bar update
- Voice mail integration

IDD Code	Country	Is VOIP
93	Afghanistan	<input type="checkbox"/>
355	Albania	<input type="checkbox"/>
213	Algeria	<input type="checkbox"/>
376	Andorra	<input type="checkbox"/>
244	Angola	<input type="checkbox"/>
1264	Anguilla	<input type="checkbox"/>
1268	Antigua	<input type="checkbox"/>
51	Argentina	<input type="checkbox"/>
374	Armenia	<input type="checkbox"/>
297	Aruba Is.	<input type="checkbox"/>
747	Ascension Is.	<input type="checkbox"/>
61	Australia	<input type="checkbox"/>
6721	Australian Antarc	<input type="checkbox"/>
43	Austria	<input type="checkbox"/>
994	Azerbaijan	<input type="checkbox"/>
1242	Bahamas	<input type="checkbox"/>
973	Bahrain	<input type="checkbox"/>
880	Bangladesh	<input type="checkbox"/>
1246	Barbados	<input type="checkbox"/>

  

Period	Rate
IDD A - Week day 7 AM - 2 PM (Peak)	6.92
IDD A Week day 2PM-4PM- (Off Peak)	6.00
IDD A - Week day 4PM-9PM (Peak)	6.92
IDD A Week day 9PM - 7AM (off Peak)	6.00
IDD A Friday 12AM - 12AM	6.00

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## SmartTrack Client

- Configure the System Parameter (Rate Provider, PABX model, etc.)
- View the charges for a particular call by simulating the call specifying date, time, dial number and duration in seconds
- Reposting calls and recalculation of calls
- Responding to calls can be done for an individual file or for a complete directory

- Dialed Number, Date, Extension Number-wise search option
- Wake up call settings
- Details of Departments, Sections, Extensions and etc
- Authorisation Codes for user level
- Rate details for IDD and Local for the specific periods (Off Peak or Peak)

## Reporting

- Report Generator
- Frequency Reports
- Payment Bill Report
- Call Audit Report
- Trunk Report

- Defined Number Report
- IDD Rates Report
- Local Rates Report
- IDD Codes Report
- Call Category and Call Receipt Report

## Administration Tools & Security

- Multi-level security management
- Creation of Users and User Groups
- Granting of access rights to User Groups at the function level

**SmartTrack Collector - Last Twelve Calls Received**

Date	Time	Extension	Number	Description	Duration	Price	Remarks
16/11/2008	03:20:04 PM	2173	0507335192	Etisalat Mobile	00:01:16	0.2680	Outgoing Call
16/11/2008	03:16:36 PM	3768	0508274650	Etisalat Mobile	00:00:23	0.0805	Outgoing Call
16/11/2008	03:15:35 PM	2458	0264500115	Abu Dhabi	00:00:41	0.0000	Outgoing Call
16/11/2008	03:15:28 PM	3768	0439160000	Dubai	00:00:41	0.0820	Outgoing Call
16/11/2008	03:14:35 PM	3768	0439160000	Dubai	00:00:47	0.0940	Outgoing Call
16/11/2008	03:15:04 PM	3591	0559911705	Du Mobile	00:00:16	0.0560	Outgoing Call
16/11/2008	03:13:41 PM	3760	0439160000	Dubai	00:00:10	0.0300	Outgoing Call
16/11/2008	03:12:05 PM	2173	042092525	Dubai	00:01:33	0.1860	Outgoing Call
16/11/2008	03:13:00 PM	3768	043610000	Dubai	00:00:05	0.0100	Outgoing Call
16/11/2008	03:12:17 PM	2515	0507156387	Etisalat Mobile	00:00:31	0.1085	Outgoing Call
16/11/2008	03:11:52 PM	3760	0501505695	Etisalat Mobile	00:00:31	0.1085	Outgoing Call
16/11/2008	03:11:15 PM	2515	043083643	Dubai	00:00:55	0.1100	Outgoing Call

**Graphical - Today's Calls**

**Top 5 Frequent Callers**

Caller	Out	In
Kristal Roy	~55	~5
Etis - 1296	~25	~5
Abdel Rehimai	~15	~5
Rodias	~10	~5
Malki Ute	~10	~5

**Inbound & Outbound Traffic**

Time	In	Out
08 AM - 09 AM	~5	~5
09 AM - 10 AM	~10	~40
10 AM - 11 AM	~10	~45
11 AM - 12 PM	~10	~55
12 PM - 01 PM	~10	~30
01 PM - 02 PM	~10	~20
02 PM - 03 PM	~10	~15
03 PM - 04 PM	~10	~10

**Top 5 Frequent Numbers**

Number	Out	In
0007156387	~11	~1
043083643	~10	~1
043083595	~8	~1
0006027375	~7	~1
0008274650	~7	~1

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Seven Seas Computers    Program started at : 16/11/2008 06:53:11 AM    Server : AUH-ADC    Database : SMARTTRACK\_AUH\_V3    Com interface