In today’s fast paced business environment, a majority of business is conducted over the phone. By examining your telephone activity, you can gain valuable insight into your company. Are your resources fully utilized? Are your employees productive? What areas need improvement? Inside Track®, a call accounting program, gives you all the information you need to better manage your assets. With this essential management tool, you can control calling costs, analyze system traffic, and track employee productivity.

Inter-Tel helps you keep track of your business with its user-friendly call accounting software. Because all the facts you need are in a simple-to-use Microsoft® Windows™ format, you easily create customized call management and accounting reports from your telephone systems’ call record data. With 10 pre-programmed reports, you can immediately start using the software. Or, you can readily customize reports to your unique specifications. Now, you have all the information you need to better manage your resources and business.

Inside Track has the flexibility to adapt to the changing needs of your business. You can easily generate hundreds of reports with a click of your mouse. Inside Track’s reports are only limited by your needs—it’s your essential management tool.
Inside Track helps you create critical call management and accounting reports from your phone systems’ call record data. With this data, you can produce a wide variety of crucial reports—both standard pre-programmed or custom reports. All call records are generated by the Station Message Detail Recording (SMDR) feature of your system. These records are then stored in a buffer connected to your system. With an AXXESS or Axxent system, the SMDR records can be stored on an optional AXXESSORY Talk PC or an Axxent Talk hard drive. (Inter-Tel Network Services customers can get these records from their local Network Services office.)

Supporting up to 3000 locations, Inside Track software loads and stores the SMDR data into one or more programmed databases. Several database options are available.

Location Look-up Database—identifies the telephone numbers by location such as company, city, country and more. Inside Track compares the phone number with the Location Look-up pattern list and adds the corresponding date description and data to the report. Inside Track comes programmed with over 500 default phone number patterns. And, you can add or modify these patterns to include your frequently called numbers for more tracking capabilities. Now you know at quick glance the source or destination of each call.

Extension Database—has descriptions, for each extension to add to your reports. Great for tracking call center and telemarketing activity and productivity.

Account Codes Database—contains your programmed account code descriptions for easy identification. Adds greater detail to reports on specific projects and helps with correctly billing clients.

Trunks Database—contains descriptions of all trunk numbers, useful to help you gauge traffic and plan ahead for resources.

These “enhanced databases” along with the SMDR database add greater detail to your generated reports—giving you an even more complete and informative profile of your phone activity and system. You can run reports on the telephone traffic of trunk groups or for the entire company.
standard preprogrammed reports immediately track resources

With Inside Track's 30 preprogrammed reports you can immediately track and measure your business and its resources. The wide variety of crucial reports available helps you with all areas of your business—you can identify possible phone fraud, eliminate unnecessary expenses, and increase productivity.

**Account Code by Time**—groups calls by account code and lists them chronologically by date and start time. Using your phone system’s account code feature and Inside Track’s reporting capabilities, professionals such as lawyers and accountants can detail their daily activities. It’s also ideal for tracking a consultant’s time.

**Account Code Summary**—summarizes the number, length, and cost of calls by each account. When calls are made or received, the appropriate account code is entered on the correct account providing a complete and accurate billing report for each client or project. This report will help you analyze productivity and profitability.

**Toll Calls by Time**—details all local, long distance, and international toll calls made by individual extensions in chronological order by date and time. By regularly running this report, you can detect possible toll fraud. Easily customized for your company’s needs.

**Long Calls by Time**—lists calls that are longer than 15 minutes in chronological order by date and time. You can easily tell which clients need more customer service or technical help. You can also identify any possible internal or external phone system abuse.

**Station by Time**—groups calls by station and lists them in chronological order by date and start time. This report shows you how each telemarketer is doing—so you can reward superior performance or help someone who is struggling. You can also identify peak times for call activity—helping you with staffing requirements.

**Station by Number**—groups calls by station and lists them by number of calls made to each phone number. Tracking the number of times a particular customer was called from each extension, this useful report measures call center activity and/or telemarketing programs.

**Station Summary**—summarizes the number, length, and cost of calls from each extension—often used to track various product or marketing promotional efforts. Simply add a new extension then use this number in your advertising or product promotion. Now, it’s easy to tell which ad or product generates the best response.

**Trunk by Time**—groups calls by trunk and lists them in chronological order by date and time. Now you know if you have the right combination of lines. Which lines have low or high traffic? What is your peak and your slow time? Get the mix that’s right for you... no more, no less.

**Trunk Summary**—summarizes all call activity by each individual trunk including number, length and cost of calls. Perfect for financial and accounting reconciliation—you can check the accuracy of your phone charges against your trunk activity.

**Traffic**—measures how busy trunk groups are during each hour of the day. This useful report details total duration of calls per trunk group, number of trunk calls, and percentage of available call time. With a high percentage of traffic on a trunk group you may be missing important incoming calls or may be unable to make necessary outgoing calls. Helping you to gauge usage and then to determine if additional trunks are needed, Inside Track is ideal for busy system professionals.
custom reports give you the “inside track” on your business

Need a report for a specific group of trunks, extensions or phone numbers? Does the boss want to know how much the company spent on long distance charges by month, by day, by hour? You can create hundreds of customized reports simply by specifying various combinations of criteria ranges and sort fields. Several useful templates arrange your data into pre-defined formats or ranges such as detail by time, total summary and summary by number. And, by using the enhanced database feature, your reports will be even more informative.

Call records can be sorted by the following fields to develop custom reports:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Code</td>
<td>Station Code</td>
</tr>
<tr>
<td>Account Code Description</td>
<td>Station Description</td>
</tr>
<tr>
<td>Call Cost</td>
<td>Trunk Description</td>
</tr>
<tr>
<td>Call Start Time</td>
<td>Trunk Number</td>
</tr>
<tr>
<td>Call Elapsed Time</td>
<td>Trunk Group</td>
</tr>
<tr>
<td>Call Type</td>
<td>Trunk Group Extension</td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>Location of Number Called</td>
<td></td>
</tr>
</tbody>
</table>

Custom reports can be easily created using a wide variety of criteria.

Inside Track is your essential management tool for today and tomorrow. With its preprogrammed and custom reporting capabilities, you have all the management information you need to make smart business decisions. Inside Track helps you improve productivity and increase profitability.

Recommended Specifications:
- AXKESS 2.0 and above
- Compatible with earlier versions of Inside Track
- IBM compatible PC
- Pentium 90 MHz or higher microprocessor
- Microsoft Windows 95, Windows 98, Windows NT 4.0
- 16MB RAM (64 recommended)
- 45MB hard disk space available (5MB for software, 40MB for data manipulation)
- CD or floppy disk drive
- Parallel port