Callista Multifunctional
Automatic call management & billing
Vital statistics.

You probably have a very clear picture of your overheads from your payroll to your power bill but do you know how your phone system is working for you, how it’s being used and how much it’s really costing you?

Callista Multifunctional is a valuable business tool to help you manage your phone system and your business from staff/customer/sales management to specialized call billing providing not only call cost/charge analysis and trunk (exchange line) analysis but also call carrier management. And it provides all of this information at a glance in a suite of powerful, flexible reports which can be customized with easy-to-use filters to deliver only the data and activity you want to monitor.

It even helps you keep your network provider honest by providing you with accurate statistics of only the calls you and your staff make through your phone system.
Automatic, specialized call billing

If you on-charge your calls for call cost recovery, Callista Multifunctional will do this for you completely automatically allocating calls to your clients/customers/residents/tenants/agents/students for automatic call billing removing the load of manual call reconciliation, collation and transcription from your phone bill. Your call margins or surcharges are also added to every call automatically.

Calls are automatically allocated by the number called, PIN or extension.

Callista Multifunctional provides a number of call billing report options including a specialized, easy-to-read itemized phone bill with fixed charges such as internet and line charges if you provide and need to recover the cost of these services too.
Automatic, integrated internet billing

Callista Multifunctional’s CIBI interface automatically captures all internet usage providing seamless allocation of these charges to your profit centres for automatic on-charging and billing.

From an internet billing device which is connected to your router, data is processed and transmitted via CIBI to Callista Multifunctional. Internet usage pricing, including the unit of billing, whether it’s time-related or volume-related and the cost per unit are configured in the billing device.
Instant support & upgrades.

Our Help Desk operates 24 hours-a-day Monday to Friday and 16 hours-a-day at the weekend. Access is instant via our Callista Support Calling Card and if you have Callista Cover, this service is free whenever you need support or system upgrades.

Callista Cover is provided as part of your system purchase and it’s optionally renewable after the first year of system operation.
Callista Multifunctional in brief

Allocate call costs to employees, divisions, departments, customers, clients, tenants, residents, students, matters or any profit centre
Track cellular trunk usage & pricing
Add margins to calls for efficient cost recovery
Track & bill internet usage ¹
Analyze the cost of calling mobile calls
Analyze the cost of providing support to customers
Protect your business from phone abuse & phone fraud
Determine the number of trunks (exchange lines) you need
Locate peak calling times during the business week
Follow up lost calls ²
Automatic phone number recognition by company/client
PIN support by employee, department or client/matter
Powerful report features with sophisticated filters
Automated scheduled reporting
Integrated user guide

SYSTEM FEATURES
Support for an unlimited number of extensions, employees, departments, divisions and clients/projects
Log calls via LAN, serial port or to a file ²
Track and bill high-speed internet usage ¹
Powerful PIN support for clients/matters/employees or any combination of these
Multiple pricing margin tables for adding surcharges to calls for client billing
National/international exchange names and numbers automatically integrated and fully supports per second billing
Fully-featured customized pricing to allow customers to configure their own negotiated rates from their network provider

Schedule reports to automatically print, export or e-mail. E-mailed reports can be either HTML or PDF format to fully preserve layout and graphics
Export data to a wide range of standard formats including PDF, Word, Excel, XML, HTML.
Report images and descriptions integrated into menu for easy identification of report data
Reports provide powerful filtering options to produce exactly the data you want to see
32-bit & 64-bit system for Windows 2000 onwards with robust, highest quality data communications
Data communications diagnostics and monitors facilitate speedy installation and ensure communications with PABX are secure and are easily supported
Real-time call data archiving even across networks with automatic fall back/roll forward recovery to ensure total data archive integrity
Automated nightly back-up for complete data security
Integrated industry-standard zip/unzip of archived calls and backups to eliminate the need for any other zipping applications or additional licensing
Easy-to-use, intuitive interface, easy access to all options from button or tree menu for both novice and advanced users
All options available from within Callista utilising common toolbars and interfaces
Fast, on-line access to Callista Support Centres providing both chat and remote control for instant, 24-hour assistance

¹ Requires Callista CIBI
² Requires CLI & your PBX must support this feature