

iCharge Enterprise provides a series of reports that enables hoteliers to see in real-time the status of their systems. A series of standard output reports accessed via an easy to use dashboard enables hospitality businesses to reduce liability, increase revenue, and boost productivity.

All reports can be printed or exported as PDF, XLS or CSV.

iCharge Enterprise

Report	Feature
Account Detail	Call Charge Summary Ancillary Charge Summary Budget Limit Detail Outstanding Balance
Admin Usage	Call Charge Details
Ancillary Charges	Detailed Minibar Billing per Room
End of Day	Total Daily Call Log Revenues Generated by Guest by Room
EZ Reports	Call Accounting for Admin and Guest
Charge Enquiry Report	Billable Rates by Destination
Wakeup Report	Wakeup Call History (Success and Failed) Scheduled (Pending) Wakeup Calls



Advanced Reporting Module

For those who require in-depth and advanced reporting, the Advanced Reporting Module can be purchased. Advanced reports can be printed or emailed, on demand or scheduled for timely, automated reporting.

Report	Feature
Carrier Traffic Cost Analysis	Traffic Analysis Summary Comparative Cost Summary
Company Cost & Usage Analysis	Departmental Cost Summary Departmental Usage Summary Departmental Call Detail Client Call Summary
Performance Analysis	Departmental Incoming Summary Departmental Call Volume Summary Response Time Extension Responses Target Response Analysis Operator Loading Report Extension Ring time Analysis First point of Answer Response Time First point of Answer Target Response Analysis Zero Usage Report
Extension Usage Reports	Call Detail Report High/Low Usage – Dialed Numbers High/Low Usage – Extensions High/Low Usage – CLI
Traffic Management Reports	Trunk Summary Trunk Utilisation Trunk Busy Period Unknown Extension Analysis Route Traffic

Integration



At the core of iCharge Enterprise is **iLink** - the gold standard in middleware. **iLink** provides bi-directional interfaces to integrate a large portfolio of applications to the hotels systems.

INTERFACE MANAGEMENT

- Property Management System
- PBX Call Accounting
- PBX Hospitality Control
- Guest Voicemail
- Guest Wake-Up
- High Speed Internet Access
- In-Room Media Systems
- TV Integration
- Guest Content Systems
- Guest Mobility Systems
- Operator Directory