

TiGERtms

# iCharge Business

Call Management, Billing & Analytics

Business Intelligence  
at your fingertips





# iCharge Business

**iCharge Business is the key to providing a powerful solution to voice traffic management, integration, and billing in the commercial marketplace.**

With an extensive range of product features and functionality, **iCharge Business** is pivotal to effective telecommunications network management.

## **iCharge Business is a complete call reporting and billing solution.**

Key benefits such as cost control, response time management and traffic analysis reporting provides any organisation, large or small, the competitive advantage. Information is powerful.

Based on MySQL compliant database enabling deployment over Intranets, Extranets or the Internet, iCharge Business also features a system status monitor with alert capability constantly monitoring data inputs.

iCharge Business provides you with secure multi-user administrative access through an easy to use portal and supports multi site collection. Featuring an advanced budget management module, it allows you to proactively monitor all users telephony expenditure by setting up individual and departmental thresholds.



- Advanced reporting suite
- Drill down capability
- Multi-tiered Departmental structures
- Credit & Budget Limiting
- Single or Multi-Property Environment
- Premise or Cloud Based
- Physical or Virtual Environment
- 64bit Windows
- SQL Server Based Data Storage
- Scalable from 10 to 10,000+ Extns
- Rapid Integration Development
- Email Support for Reports and Alarms

### **Features**

- ✓ Outgoing, Incoming, Internal and tandem call tracking
- ✓ Unlimited multiple costing and billing criteria
- ✓ Automated reporting and email delivery
- ✓ Single or multi-property
- ✓ On-premise, virtual or cloud environments

### **Advanced Reports Management**

- ✓ Outgoing traffic analysis
- ✓ Department cost summary
- ✓ Department usage summary
- ✓ Unknown extensions
- ✓ Zero usage

### **High/Low Dialed numbers**

- ✓ Dialed numbers
- ✓ Extension usage
- ✓ CLI numbers
- ✓ Geographical locations

### **Incoming Call Analysis**

- ✓ Client call summary
- ✓ Unallocated client calls
- ✓ Authorization call summary
- ✓ Unallocated authorized calls

### **Traffic**

- ✓ Trunk summary
- ✓ Response times
- ✓ Trunk utilization
- ✓ Trunk busy period
- ✓ Route traffic

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## **TiGERtms**

For over 40 years TigerTMS has helped hotels around the world improve their communications.

From small hotels, to some of the world's most prestigious properties, hoteliers rely on TigerTMS solutions for exceptional guest service, operational efficiency and deployment options.

For more information, visit  
[www.tigertms.com](http://www.tigertms.com)

TigerTMS hospitality solutions are used by over 18,000 hotels worldwide and fully integrate with hundreds of property management systems and applications.