



## Products

- **Report Real-time and Historic Traffic & Call Detail**
  - Traffic studies for call concurrency
  - Extension level reporting
- **Maximize Capacity and Uptime of the Network**
  - Monitor customizable thresholds
  - Real-time notifications and alerts
  - Customizable performance panels
- **Implement Budget & Cost Controls for Communications Expenses**
  - Phone bill allocation
  - Trend and forecast expenses
  - Carrier tariff analysis
  - Create "What if" billing scenarios

## Overview

No matter where you are in the IP Telephony life cycle, VXTracker and ShoreTel® can minimize the risk, reduce the cost and simplify the complexity of IP Telephony.

For planning, VXTracker and ShoreTel work together to capture actual trunk capacity, trunks in use, peak busy hour call attempts, average handling time, busy hour traffic, range of extensions, Direct Inward Dialing (DID) number ranges and trunk sizing by location peak.

For ongoing optimization, VXTracker and ShoreTel work together to capture and analyze telecom expenses for ROI validation and additional cost reduction opportunities. VXTracker also produces powerful historical and real-time reports to help you manage costs, maximize employee performance and isolate important network trends.

## Solution

### What is the VXTracker Voice Management Solution?

The VXTracker voice management solution is a suite of software modules that are installed on a customer-provided host PC. Users can access the reports and real-time dashboards from any location through a Web browser.

### How ShoreTel and VXTracker Work Together

The ShoreTel VoIP PBX system processes and stores call detail records (CDR). VXTracker collects those call records, stores a copy of them in its internal database table, then processes the records and stores the results in a separate table for reporting.

VXTracker uses the information in order to track calls, costs associated with those calls, and PBX performance based on call volumes, trunk capacity and traffic studies.

### VXTracker Functional Modules

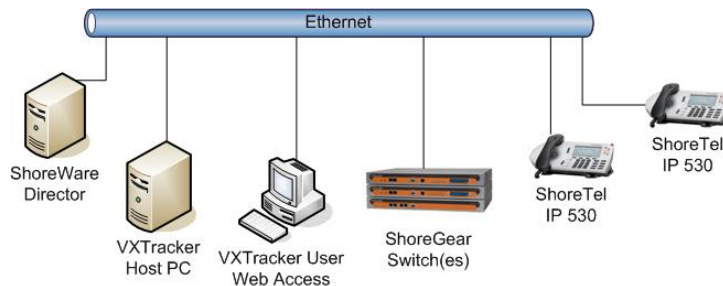
#### Call Accounting

The VXTracker call accounting system collects call detail records (CDR) from the ShoreTel in order to produce powerful historical and real-time drill down reports. This helps you manage costs and isolate important network trends.

The call accounting engine provides:

- Department allocation of phone bills
- Call record collection, including raw calls
- Real-time call processing
- Extension level call details and warning reports
- Trending and forecasting
- Time of day reporting
- Billing plan "What If" scenarios
- Trunk, tariff and traffic reports
- IT budgeting

## VXTracker & ShoreTel Solution Network Configuration



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### **Performance Monitoring**

Want a simple and better way to manage the performance of your voice infrastructure? The VXTracker and ShoreTel solution provides tools that help you by:

- Simplifying the complex task of managing multiple PBX services
- Providing a unified view of trunk group traffic, traffic capacity and peak traffic analysis
- Providing real-time metrics to determine how systems are performing
- Enabling capacity trend analysis and forecasting through historical trending reports
- Delivering real-time reports via email
- Alerting on set thresholds via email or pager
- Providing consolidated monitoring and centralized control

### **Security/Compliance Tracking**

When your network security is breached, you are generally liable for all costs associated with the unauthorized use of voice systems.

Together with ShoreTel, the VXTracker voice communications management software uses industry standards for security and IT governance and provides you with the monitoring and control tools necessary to:

- Analyze and reconcile call pattern exceptions (such as off-hour calling and international calls)
- Monitor authorization code usage and detect abuse
- Detect calls to valid destinations from extensions that should not be making those calls, such as an incoming CO trunk making calls to the company's customer base
- Detect denial of service attacks from outside callers
- Review all billing information to identify unauthorized calling patterns
- Maintain an audit trail for compliance and 911 tracking
- Receive real-time email and text pages when a security or toll fraud event occurs



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### **About ShoreTel**

ShoreTel is a leading provider of enterprise IP telephony solutions. The VXTracker-ShoreTel solution provides customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership.

### **Disclaimer**

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



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