SPOK® ECLIPSE
CALL ACCOUNTING AND REPORTING SYSTEM

Call accounting provides a wealth of information about every call being made and received by your operation. The Eclipse system helps you make sense of this information. It provides reporting and monitoring tools that deliver a number of benefits, including checking voice network resources, providing insight on employee telephone usage, and providing bill-back information. Eclipse is the ideal tool for any organization interested in discovering the true cost of doing business and getting a better handle on the usage of your organization's most valuable asset: employee time.

BENEFITS

- **Scalable to meet your changing needs** – purchase the system for your organization's current size and easily upgrade as you grow

- **Easy to use** – system-wide drag-and-drop databases and a Multiple Document Interface (MDI) structure allow you to manage your system easily and efficiently

- **Monitor activity enterprise-wide** – monitors are a glance away, giving a look at call volume, cost, and handling efficiency without any user intervention

- **Concurrent system administration** – provides unlimited network users access for ad-hoc reporting, real-time monitoring, and administration without database lockouts or single-user mode requirements

FEATURES

- Automatic report scheduling and integrated email distribution

- Powerful filtering and sorting capabilities

- Track third-party billing charges (cell phones, pagers, etc.)

- Up-to-the-minute monitoring

- Remote site polling via Internet

- More than 20 report export formats

- Built-in toll fraud alarms

- Tenant and account code billing

- Directory import scheduler

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