TeleMate Unified Call Management Version 6.0 is available

TeleMate.Net Software is excited to announce general availability of the 6th generation architecture of TeleMate Unified Call Management. The rapid pace of VoIP acceptance as a main stream communication solution has driven much of the extended features available in version 6.0. As the pioneer of Unified Call Management Solutions, TeleMate.Net Software has reengineered traditional thinking of the Enterprise Call Management one element at a time. Core to our approach has been to recognize the needs of legacy call accounting and to overlay real-time insight into VoIP control supporting mission critical business services.

Whether utilizing TeleMate as licensed software or as 'Software as a Service', TeleMate Unified Call Management version 6.0 provides a single framework that enhances the benefits of your communication investment.

TeleMate 6.0 enhances
- ✓ Central control and management of communication services
- ✓ Manufacturer deployment models and speeds implementation time
- ✓ Geographic redundancy
- ✓ Interoperability with key network systems
- ✓ Centralized reporting
- ✓ Best practice security measures

TeleMate Unified Call Management provides a comprehensive, multi-layered approach that enhances best practice security measures and centralizes visibility into VoIP Services, which are critical to business operations. Active monitoring and trending of VoIP activity identifies security breaches, service disruption, and traffic anomalies, plus provides usage measurements to optimize resource allocation and business investments.

TeleMate 6.0 enables administrators to
- ✓ Perform real-time trending of voice services in a single framework
- ✓ Identify variants or deviations in call activity
- ✓ Initiate automatic network actions to minimize risk
- ✓ Enhance premise based security measures
- ✓ Identify authorized or unauthorized activity by classes of service (CoS)
- ✓ Provide business intelligence to support departmental functions

New features include but are not limited to
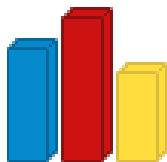
REPORTING

- ✓ A complete new report engine leveraging SQL Server Report Definition Language (RDL)
- ✓ Live Data Report Previews
- ✓ User level control to include or omit report objects including graphs, summary, detail, and totals
- ✓ Inclusive and exclusive filtering
- ✓ An easy to use custom report designer
- ✓ Expanded report breakout control by email and file with automatic directory creation
- ✓ Report export formats that look PERFECT in every format!
- ✓ Automatic date naming convention for report exports
- ✓ Enhanced real-time monitors with dynamic event triggers including email notification, report generation, URL POST, URL GET, SNMP Traps, and more….

Additional features include manufacturer specific VoIP functionality and uses for Cisco, Avaya, and Siemens deployments to enhance premise based security, call center management, and quality of service measurement for jitter, latency, and MOS scores.

- ✓ Expanded number of customer fields for additional manufacturer specific diagnostic fields for trending call quality to better support auditing of SLA mandates
  - Ring time, Queue time, Hold time
  - Min, Max, Mean MOS Scores
  - Codec values
  - Jitter and Latency
  - Disconnect reason, and more…

Collector Pro

TeleMate Collector Pro continues to expand support of collecting call detail from any source. Customers utilize the Collector Pro to eliminate the dependency of buffer box technology and as a way to guarantee CDR collection from remote locations. The ability to perform real-time SSL of all call records is used in both enterprise and hardened government facilities as a collection tool of choice.

- ✓ Expands the existing Avaya RSP collection to RSP FIPS 140-2 compliant
- ✓ Expands SYSLOG to support SYSLOG over TCP
- ✓ Pre-packaged real-time scripts for Cisco Call Manager CDR and CMR diagnostic data

Core TeleMate

Continuing on the track that made TeleMate what it is today we have added many customer requested features to the core product that other customers will benefit from including

- ✓ VoIP Clustering support to provide accurate call type classification regardless of where a call leaves a VoIP network
- ✓ The ability to import Cost Band Tariffs
- ✓ Flexible Invoice Generation and control by any level of the organization structure. This is ideal for hospitals, outsourced call centers, tenant service providers, and regional carriers
- ✓ Expanded custom CDR Fields for additional VoIP manufacturer specific values including MOS score, Packets TX/RX, Jitter, Latency, and more…

If an additional explanation is required please contact TeleMate.Net Software Technical Support at +1(678) 589-7100 or mailto:TeleMateSupport@telemate.net or by accessing our web site at http://www.telemate.net/support. Our Service Organization will be happy to assist you in a personal walk through of these and other 6.0 features. Thank you for allowing us to serve your Unified Call Management needs. The best is yet to come.

John O'Reilly
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TeleMate.Net Software