

# ARQAM

## ARQAM CALL ACCOUNTING SYSTEM

Arqam Call Accounting is a system that captures telephone calls data via PABX SMDR (Station Message Detail Record) port and PC RS 232 Port.

It has the capabilities to record the following fields as a basis for generating different analysis reports:

- All incoming, outgoing, local, long distance and international calls.
- Date and time of call.
- Telephone number dialed.
- City and state destination information.
- Duration of the call.
- User and extension placing or receiving the call.
- Account number of the person placing the calls.



Reports based on different fields can be generated for usage analysis while data files can be exported to different data base formats for integration with external applications or for further analysis by other tools.

ARQAM is designed to work with any telephone system that provides SMDR information. ARQAM will store this information on the hard-drive of your PC for later retrieval in the form of management reports. Because ARQAM runs in the background of your PC no additional hardware costs are necessary. The powerful Windows 95/NT multi-tasking capabilities does the job instead.

ARQAM Call Accounting for Hotels is another version of ARQAM that is used by hotels, hospitals, compounds, etc. It bills guests (or patients) for their telephone calls and automatically computes the cost of each call and gives you many options to provide markups and surcharges.

### Why do I need Call Accounting?

In most organizations the telephone expenses are 2nd largest after salaries. On an average 10% of out going calls from your business are non-business related. Call Accounting enables your to control cost, increase productivity and better manage personnel. While it does not give you the ability to monitor telephone conversations, it does let you know precisely where your telephone cost are being incurred. Call Accounting systems keep track of phone system usage and charges at close-to-real-time.

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- Lawyers and other professionals can use call Accounting to facilitate billing clients for time spent on the phone, and to help make their firms "audit-proof" against claims for over billing.
- Hotels, compounds and other hospitality facilities can use Call Accounting to manage and mark-up telephone charges for rebilling to guests. Business can use it to assign phone usage charges to project budgets.
- Managers can use it to check on individual or departmental phone use or abuse; or better yet, just to give employees an idea of what their phone calls cost to the company, a practice that discourages excessive and inappropriate use of telephone.

## Other key benefits

- Improve productivity of sales and support groups.
- Reconcile bills received from PTT.
- Optimize long distance facilities.
- Increase efficiency by identifying unused trunks
- Stop telephone abuse and misuse by employees.
- Prevent toll fraud by monitoring for unauthorized use of your phone system.
- Increase profits by billing clients or tenants for calls made on their behalf.
- Available in two versions for business organizations and Hotels.

## Why ARQAM Call Accounting?

Arqam is a 100% 32bit Microsoft Windows compatible software, which means that you get the best of both worlds: ARQAM is the best call accounting software product made for the Saudi market today and Microsoft Windows is the premier graphical user interface. Each of these products offers a wealth of features, but together they create the ultimate business productivity and management tool. Now you can have all the benefits of ARQAM while taking advantage of the latest technology and user friendly features found in Windows 95/NT.

The system's powerful report generator can be used to produce custom queries and reports that include user specified data. Reports are easily printed, displayed, or distributed via Email ARQAM is very easy to use taking advantage of the Windows GUI (Graphical User Interface) to make operation as simple and effortless as possible. For instance, it has an explorer-like interface that allows you to drag and drop extensions from one department to another.

## Feature List:

- Fully bilingual in Arabic and English. ● 32 bit Win 95/NT based. ● Elegant stylish outlook
- Can run parallel with the Voice Mail System on the same PC.
- Includes a powerful report writer to design new reports or customize existing ones.
- Very flexible user-definable PABX Integration. handles almost any PABX proprietary codes.
- List business numbers to segregate from personal calls.
- Handles calls that are initiated by one extension and transferred to another.
- true Saudi Ptt approved tariffs calculation mechanism selectable by user, either using PTT NXX Codes or entering rates manually.

# ARQAM

- Supports Multi departments and Cost Centers.
- Very Easy installation in different Saudi cities. Just select the city from a predefined list.
- Uses the same tariff calculation mechanism adapted in PTT International Call Cabins System.
- Very easy mechanism for updating new tariff tables as and when revised by PTT
- Expiry date for tariff tables, so when an old tariff table expires, the new tariff table automatically takes over.
- Recognizes Omm AL-Qura Hijri calendar automatically up to the year 1429.
- Four costing layers, each can be given a name that is appropriate to the organization.
- Definable costing budgets for each costing layer.
- Discarding capabilities for calls below certain cost or duration.
- Tariff can be defined with different breaks if call extends for more than that specific predefined periods or the number of pulses received exceeds a specific number.
- International Calls are grouped into zones as per PTT structure for accurate discounting calculations.
- Four call type definitions for better analysis, Local, National, International and Incoming. Local, calls breakdown to Cellular, Pager and Mobile for further analysis.
- Supports privacy number by hiding the last few digits out of dialed numbers.
- Tracks business numbers and segregates them from personal calls.
- Capable of rounding call costs up to specific decimals with different rounding styles depending on type of call to meet PTT requirements.
- Capable of adjusting call duration reported by PABX to add or reduce the time by certain seconds to match time with PTT clock if happened to be different.
- On line or batch processing.
- Calculates charges based on time, duration, called number and discount or markup given.
- Performs other operations while receiving data from PABX.
- Exports capture data to different database formats.
- Password protection security.
- Spooling of printer jobs.
- Prints journal and or bill.
- Imports PABX files from other offices and computes charges.
- Custom reporting and graphing.
- E-mail attachment of reports.
- includes many standard pre-defined reports
- Includes a powerful report writer to design more custom reports.
- Plus much more!

## The following features are included in ARQAM for Hotels:

- **On-Line bill printing:** This feature computes a cost for each call online, and immediately prints out the call record.
- **HMS Interface:** This feature allows you to interface ARQAM with your Hotel Management System. ARQAM will cost the calls on line and immediately transmit the calls to your HMS.
- **Checkout Report:** This feature is used to bill a guest for his calls upon checkout. Calls are calculated on line, and then stored on the hard disk inside your computer. When the guest checks out of the hotel, the detail of all his calls and the total cost of all his call is printed on a report
- **Cost reallocation:** Capable of transferring cost of calls made by a guest in the lobby to be charged to a specific room.

## Sample Reports Masters

### Main Reports:

- Account master
- Call master
- Customer master
- Dial pattern
- Distance code listing
- Extension master
- LCA code listing
- NXX code listing
- Pulse master
- Rate code listing
- Zone master

## Analysis:

- Budget report
- Call type call distribution
- Cost distribution report
- Duration distribution report
- Incoming traffic analysis report
- Ring time analysis report
- Time of the day distribution

## Call Types:

- Account code summary
- Call transaction.
- Customer details transaction
- Expensive call report
- Frequently call report
- Longest called numbers report
- Calls list without business numbers

## System Requirement:

### SOFTWARE:

Before ARQAM for Windows is installed, the PC must already have the Arabic version of Windows 95 / NT 4.0 or greater already installed.

### HARDWARE:

**Processor Speed, RAM and Hard Disk:** The RAM hard disk and processor speed requirements vary depending on the call record volume. With ARQAM, system users can store one current month and archive 11 months or more of call records. The following chart shows our minimum recommendation for the monthly call.

This Table Shows the Minimum System Requirements.

Minimum Call RecordVolume	Processor		RAM	Hardisk
	Class	Speed		
Per Month				2 Months
250,000	Pentium	166	32MB	1.6 GB
400,000	Pentium	200	32MB	2.0 GB
600,000	Pentium	200	32MB	2.0 GB
750,000	Pentium	233	32MB	2.0 GB
1,250,000	Pentium	233	32MB	2.0 GB
2,000,000	Pentium	233	32MB	2.0 GB
5,000,000	Pentium	233	32MB	2.0 GB



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