



For  
Small  
Business



## Cisco Smart Business Communications System integrated with ISI

### **What is this solution?**

The Cisco® Smart Business Communications System (SBCS) is a complete voice and data solution designed to give you fast access to the information and people you need to be productive. Designed for flexibility, it provides a level of integration with third-party applications that other vendors cannot match. Now SBCS provides robust support for the Infortel Select call accounting application to enable businesses to obtain a complete, in-depth picture of their telecommunications usage. The combined solution enables businesses to manage costs more effectively, improve employee productivity, and increase revenue.

### **What business issues does the solution solve?**

The Infortel Select application from ISI Telemanagement Solutions, Inc. integrates smoothly with the Cisco Unified Communications 500 Series for Small Business to provide valuable call reporting and statistics. The combined solution lets you manage telecommunications expenses by tracking call trends; identifying potential fraud, misuse, and abuse; and tracking adherence to telecom budgets by employees or departments. Advanced business intelligence reporting capabilities enable companies to track employee productivity, monitor phone interactions with customers, and ensure that customers are able to contact them through real-time reporting on trunk seizure activity, abandoned calls, and time in queue. Infortel Select for the Cisco Unified Communications 500 Series is offered in Basic and Enhanced packages. The Enhanced version offers additional reports, support, and training.

### **What are the benefits?**

Infortel Select provides valuable call reporting and statistics that can enable you to unlock a wide variety of benefits. The solution helps you reduce telecommunications expenses by tracking call trends as well as adherence to telecom budgets. In-depth views and comprehensive reporting let you allocate costs to specific employees, departments, and clients. The solution also enables organizations to identify potential fraud, misuse, and abuse of telecommunications resources. Table 1 lists the features and benefits of the integrated solution.

**Table 1. Features and Benefits of the Cisco SBCS and Infortel Select Solution**

Feature	Description	Benefits
Business intelligence reporting	Delivers real-time reporting on trunk seizure activity, abandoned calls, and time in queue	Lets companies track employee productivity, monitor phone interactions with customers, and ensure that customers are able to contact them
Web-based interface	Provides full access to the call reporting application	Delivers up-to-date insight into telecommunications usage
Call detail report delivery	Delivers preselected, scheduled reports via email	Streamlines workflow and supports staff mobility
Basic, Enhanced, and Global options	Available in Basic, Enhanced, and Global (for non-U.S. based customers) versions. The Enhanced version offers additional reports, support, and training	Flexible solution offerings meet specific business needs
Simple configuration	Supports rapid configuration with Cisco Configuration Assistant	Eases setup and management
Scalable solution	Scales smoothly to accommodate complex multilocation, multinational clients	Delivers additional flexibility to meet the needs of growing organizations
Free evaluation	60-day free evaluation available	Provides a no-risk preview of the solution

### Why Cisco and ISI Telemangement Solutions?

Cisco, the leader in networking and communications, has teamed with ISI Telemangement Solutions, a full-service leader in telecom solutions, to help organizations manage costs, improve productivity, and increase their revenue. ISI Telemangement Solutions has more than 25 years experience helping clients manage costs, assets, and workflow. SBCS integrated with the Infortel Select application, delivers comprehensive telecom analytics that can benefit a wide range of industries. Together, our experience, innovation, and industry leadership enable us to deliver advanced features and reports that help you to keep pace with today's advanced IP unified communications networks.

### What do you do next?

Contact your Cisco representative today to ask how SBCS, integrated with the Infortel Select application, can help your organization take control of its telecommunications expenses. Our experienced partners can help you get up and running fast.

For information on ISI Telemangement Solutions, visit [www.isi-info.com](http://www.isi-info.com)

For information on Cisco Small Business solutions, visit [www.cisco.com/go/smallbusiness/](http://www.cisco.com/go/smallbusiness/)



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