



**Flexcom, your partner in
software development**



About Flexcom

- **Founded in 2003**
- **Head Quarter in Luxembourg and office in Lausanne (Switzerland)**
- **Vision and Strategy:**
 - Focus on End-user satisfaction
 - Using of Open standards (JAVA,LDAP,XML,LINUX,JTAPI,SQL92,JASPER)
 - Evolutionary implementation & migration
 - Easy management and deployment of products
 - Managed services (SaaS)
 - Sales built on an international partner network

Our References





Telecom Costs Management, Quality of service and XML applications

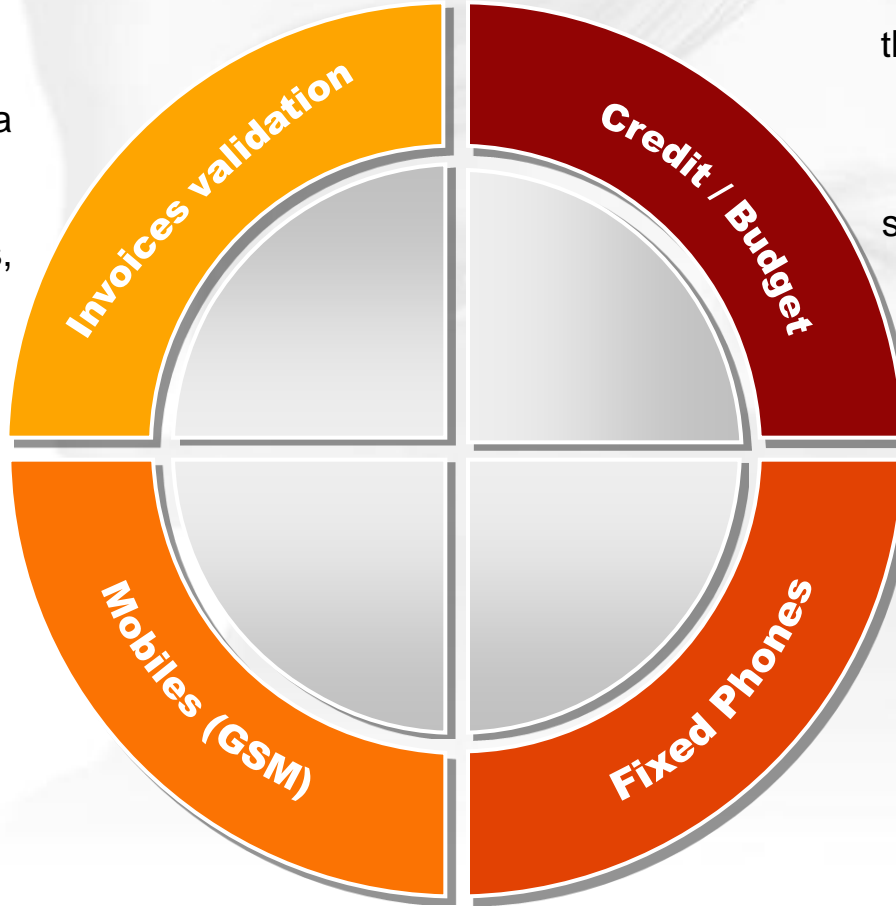
Take the control of your unified communication network with **Calltax**



Telecom Cost Management

Calltax helps close the loop!

Ability to view, analyze, and validate invoice data from multiple carriers in a centralized invoice. Easy identification of billing errors and tracking of contract terms, enabling efficient negotiation with vendors.



This module allows to limit the consumption of users by blocking public access to the network when their credit has expired, or by sending an email when their mobile phone budget is reached.

Manage your consumption and your GSM simply and regularly. Educate users by allowing them to access the details of their communications via Web or send email.

Control your communications costs from your CallManager CDR and from your operator's invoices on a regular basis by scheduling sending reports by email to your various services.

Quality of service

Increasing customer satisfaction



- **Limiting the time to reply.** Calltax analysis where customers have to wait or do not receive a response.



- **The analysis of customer contact** is possible at all levels of your company: detailed statistics are given for a particular user, a group of users or department.



- **The power of the analysis** and reporting ensures the analysis of the calls handled by receptionists.

XML applications

Exploit the performances of your IP phones by integrating value added applications



- **The Touch Screen Directory API** allows the search of users in **internal and external directories** (LDAP, MsAD, CRM, ERP, SQL). Following research, the service allows to call the selected person. The application **permits a tactile research** starting from a keyboard for the stations having an adapted screen.



- **Push2Phone** provides an application which exploits the internal and external directories of Calltax and thus makes it possible **to display the picture and information of the calling person**.

- **The Block Phone API** allows to **secure the access on the company's phones** by locking of devices according to a schedule. Each user will also be able to unlock the phone using a **PIN code**.

Thank you!





**Do You Have
Any Questions?**