



# RSI Shadow CMS Provides Communications Management Solutions

Communication facilities are the lifeline of most successful businesses and often the most taxing expenditures.

Management of telephone charges, equipment fees, VoIP traffic, internet usage, and provider discounts is a difficult task. Shadow CMS provides the necessary tools to allow administrators to forecast, monitor and allocate communications management expenses.

Shadow CMS is a series of tailored modules for Nortel customers to track, process and allocate communications transactions (analog, VoIP and data). Details on each call transaction are delivered to Shadow CMS where this information is processed real-time, summarized or submitted to a central server for multi-site consolidation. Shadow CMS provides a series of sophisticated traffic analysis reports of network efficiency and alternate cost modeling for facility planning. Grade of service, regional distribution and alternate route management reports assist in determining best available services.

For many years, long distance traffic was monopolized by the major telephone companies. Today, the complex and competitive sphere of alternate services, long distance carriers and countless discount strategies leaves most customers baffled about best available savings. Shadow CMS will provide a concise unbiased picture of comparative rate structures using concrete historical data.

Network performance is critical in a call center, emergency dispatch service, hospitality, government or even a small business. Shadow CMS produces statistics for trunk usage, grade of service, all trunks busy and peak/busy hour analysis. Shadow CMS pinpoints over or under capacity environments.

Many organizations struggle with workforce management and productivity. Shadow CMS provides exception management reports to Nortel customers, which highlight long duration, excessive cost and misdialed calls. Each call may be pinpointed to a particular password, account code, extension or authorization number. Shadow CMS provides detailed telephone charges reports, which



## SHADOW cms

Traditional methods of communication are constantly evolving. No longer are the telephone and facsimile machine the core components for successful business communication.

Telecommunications has evolved to include high speed internet, instant messaging, e-mail, wireless, hand-held and personal devices. All are facilitated through media communications servers around the globe. Nortel is the industry leader in facilitating voice and data exchange through Nortel Enterprise Communications platforms including Norstar, Business Communications Manager (BCM), Meridian 1 and Communication Server 1000. Shadow CMS is designed to manage this critical information.

**Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.**

highlight usage practices. In fact, RSI offers special CTI integration tools for Norstar and BCM that allow Shadow to track and allocate internal calls, forced/verified account codes and login codes.

Professional services firms often face the tedious task of allocating communications expenses to customer account files. Shadow CMS produces expense account code, password or authorization code reports. These results can be automatically directed to accounting systems, spreadsheets, HTML, email and a variety of other formats.

In hospitality environments, Shadow CMS interfaces directly to the Nortel communications platform for real-time processing. The information is processed, assigned a cost and immediately delivered to property management room folios for true billing integration.

Customer relationship management is fundamental to the success of many organizations. Shadow CMS utilizes calling line information for comprehensive inbound traffic analysis. These reports assist in designing regional campaigns, network planning and call center staffing.

## Web-based communications management at your fingertips using SHADOW webCMS

Many organizations have high overhead costs, staff turnovers and little time for in-house software. These businesses have the option of allowing our Communication Services specialists to implement a solution for you. Our web designers will design a custom solution for organizations that wish to produce their reporting through a browser. You can access your reports daily from any browser from your desktop, your home office or anywhere around the world. Allow us to manage your telecom network. You can preview pre-canned or ad hoc reports anywhere, anytime! Many large organizations with multi-site environments prefer a centralized solution custom tailored by RSI. We work directly with the Nortel representative and the customer to deliver corporate-wide consolidated reporting of communications activity.

Whether it is a small Norstar in a law firm or a complex multi-site, multi-platform configuration, Shadow CMS is the superlative communications management solution.

## Company Information

Company Name:  
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For all inquiries on this product, please provide the following reference code: NTSH40

DATE	TIME	DIGITS	BC	EXTENSION	TRUNK	DUR.
20010515	1050	14189645016	SPEECH	0006625	002800	
20010515	1050	14189645016	DATA	0002000	014520	
20010515	1050	14189645016	DATA	0002012	014521	
20010515	1050	14189645016	VOIP	0009000	009600	
20010515	1050	14189645016	SPEECH	0006625	002800	
20010519	1148	14188462801	SPEECH	0006723	002500	
20010519	1148	14188462801	SPEECH	0006358	002500	
20010519	1605	14188462801	DATA	0002039	014520	
20010519	1148	14188462801	SPEECH	0005667	002500	
20010519	1147	14188462801	VOIP	0009012	009600	

Search By: DIGITS 1418  
Database: 0001RSI.DBF Query: Active Edit Records: 1

Powerful database tools facilitate queries, reports and graphs for any criteria.

Submodel Information

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Submodel: [ ]

Flat Charges: Init. P.P. [60] Add'l P.P. [60]  
Init. \$ [0.08] Add'l \$ [0.08] Cost Per Call [2.50]

Percent Adjustments: Adjust %: [100] Apply To: [GLOBAL]

Discounts to Rates and Tariffs: Key [ ] or Filename [ ]

Volume Rates and Tariffs: # Trks: [ ] Zone/Band: [ ] Key [ ] or Filename [ ]

Tax & Allocation: Tax Key: [T1] Facility Key: [DDD]

Discount Limits: Min. Charge [2.50] Max. Charge [ ] Max. Adjust [ ]

SHADOW cms can easily be configured to measure network traffic and calculate tariffs from any provider.

### Compatibility Information:

Shadow CMS release 4.1 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

[www.nortel.com/prd/dpp/product/prodpages/z5702.html](http://www.nortel.com/prd/dpp/product/prodpages/z5702.html)



### [www.nortel.com/compatible](http://www.nortel.com/compatible)

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