Calling Cost Control - SAVE BIG - Plan AHEAD

Since broadband is relatively cheap and easy to get nowadays, VoIP telephony has become very popular with enterprises. Many of them tend to replace their outdated phone systems with VoIP telephony and unified communications (UC) solutions, thus improving the collaboration, increasing worker productivity, and lowering telecommunications costs.

Businesses can cut costs considerably and use their existing resources more efficiently with cost-effective VoIP solutions, but sometimes calculating the true calling cost isn't easy, especially for a call center, as numerous factors can turn what seems like a great deal into something that is, in reality, quite expensive. Epygi's unique solution, Calling Cost Control, will allow the business to get the best value for your means by assessing and controlling the calling costs ahead of time. It allows credits to be assigned and managed to each specific QX IP PBX extension for making calls. The assigned credit would be used and controlled when making calls through specific payable call routing rules. Such extensions, which have no credit, can't use the payable routing rules, thus no calls can be placed or received on the costly routes.

Reduce your costs by having control over the expenses beforehand and the Cost Calculation feature will come in handy in such cases as it allows calculating the call cost per minute and even per second. Once the Available Credit assigned to the extension expires, placing new call(s) through the routing rules with the Set Call Rate option enabled, won't be possible until the Available Credit balance is updated, either manually or automatically. For more convenience and time saving purposes, the automatic credit balance updates can be scheduled daily, weekly or monthly. As for the Payable Routing Rules, they can be easily set not only on direct calls but also on the calls which are transferred or forwarded by the extension. CDR records will also show the call credits used for each call.

What are the Benefits?

- ◦ Effectively plan and monitor the calling cost
- ◦ Prevent and control unwanted calls
- ◦ Enhance accountability amongst employees
- ◦ Reduce costs by planning ahead

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