Now you can migrate your traditional corporate voice network to Microsoft TEAMS (Phone System) without losing the necessary expense control. Doesn´t matters if it´s analog, digital, IP or any kind of mix of these old three technologies. TOTAL VOICE® is an Azure Application developed by Softline and available in any country through the Microsoft Azure Market Place.

TOTAL VOICE® allows your company to keep on with local, regional, or even global billing processes that traditionally are mandatory with the operation of a Voice Network. TOTAL VOICE® is hosted in Microsoft Azure and connects to your corporate Office 365 Tenant to obtain all the necessary telecommunication data.
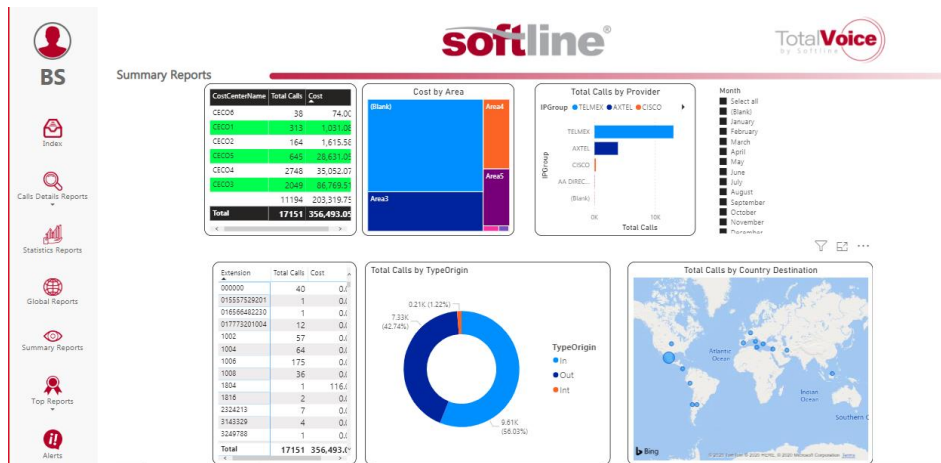
In that way your company can operate your voice network geographically dispersed with any combination of trunks that can go from analog lines, BRIs, PRIs, SIP Trunks, T1s, J1s, E1s or even up to Microsoft Calling Plans in the Office 365 cloud. Doesn´t matters the brand of certified equipment your company is using for Microsoft Teams Direct Routing. Keep track on a global basis of costs like:

- Emergency Calls
- 018000s
- 019000s
- National Long Distance Calls
- International Long Distance Calls
- Cellular Phone Calls
- Local Calls
- Internal Calls

Your organization can have any mix of trunk devices like SBCs and/or gateways of brands like AudioCodes, Ribbon, Oracle, or even Microsoft Calling plans in Office 365. Just connect Softline TOTAL VOICE® to your tenant and point your trunk devices to TOTAL VOICE® in order to collect your CDR (Call Detailed Record) data.

In that way your company can gain automatically traditional control like:

CONSOLIDATED REPORTS

RESUME

- Areas
- Divisions
- Cost Centers
- Users
- Offices
- Countries
- Regions

DETAILED REPORTS

DETAILED

- Area
- Division
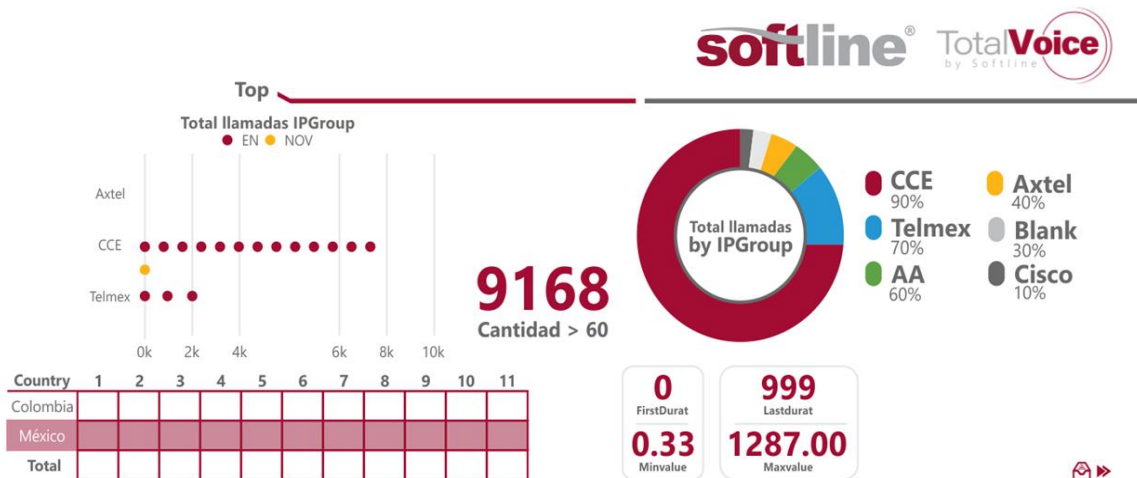- Cost Center
- User
- Provider
- Country
- Trunk

TOP REPORTS

TOP

- TOP Most Expensive Calls
- TOP Most Long Calls
- TOP Most Inactive Users
- TOP Most Non Used Users
- TOP Incoming/Outgoing (failed)
- TOP Dialed Numbers
- TOP Errors

Besides the traditional expense control of minute consumption in all the network, allocating bags of minutes or money per user, now you can also monitor the utilization of resources that are monthly charged with a fixed tariff like DSOs, DIDs, E1 Trunks, etc. In that way your company can check in a global way if their voice inventory is enough or deserves to be adjusted.

Easily generate detailed reports all over your Office 365 Tenant. Doesn´t matters the amount of countries that your company needs to include. TOTAL VOICE is founded in the E.164 format (+Country Code +Area + Phone Number) so no dialing/numbering plan can overlap with other one in any other country.
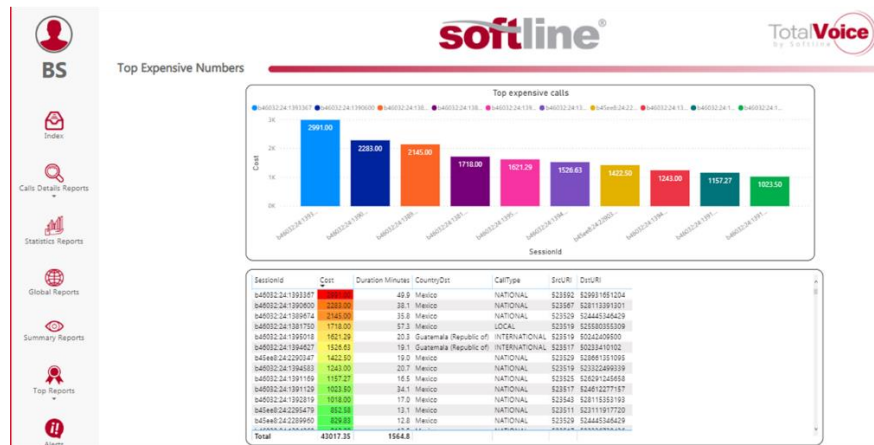
DETAILED REPORTS

DETAILED

- Area
- Division
- Cost Center
- User
- Provider
- Country
- Trunk
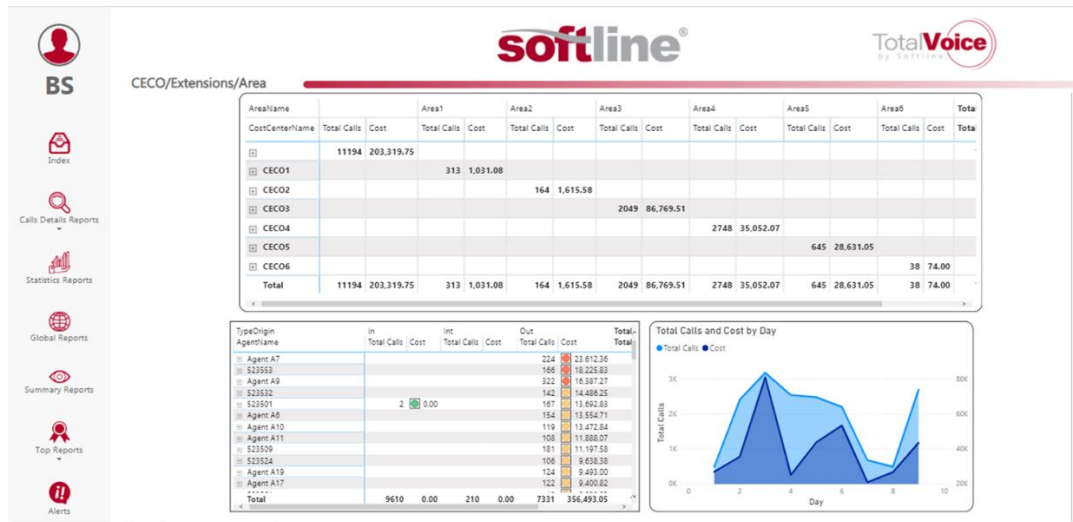
Keep track of all your telephony consumptions and expenses on a global basis but at the desired level that your audit processes may require. Or just allocate expenses in the most accurate way for your geographies.

TOP CONSUMPTION REPORTS

TOP

- TOP Most Expensive Calls
- TOP Most Long Calls
- TOP Most Used Users
- TOP Most Non Used Users
- TOP Incoming/Outgoing (failed)
- TOP Dialed Numbers
- TOP Errors