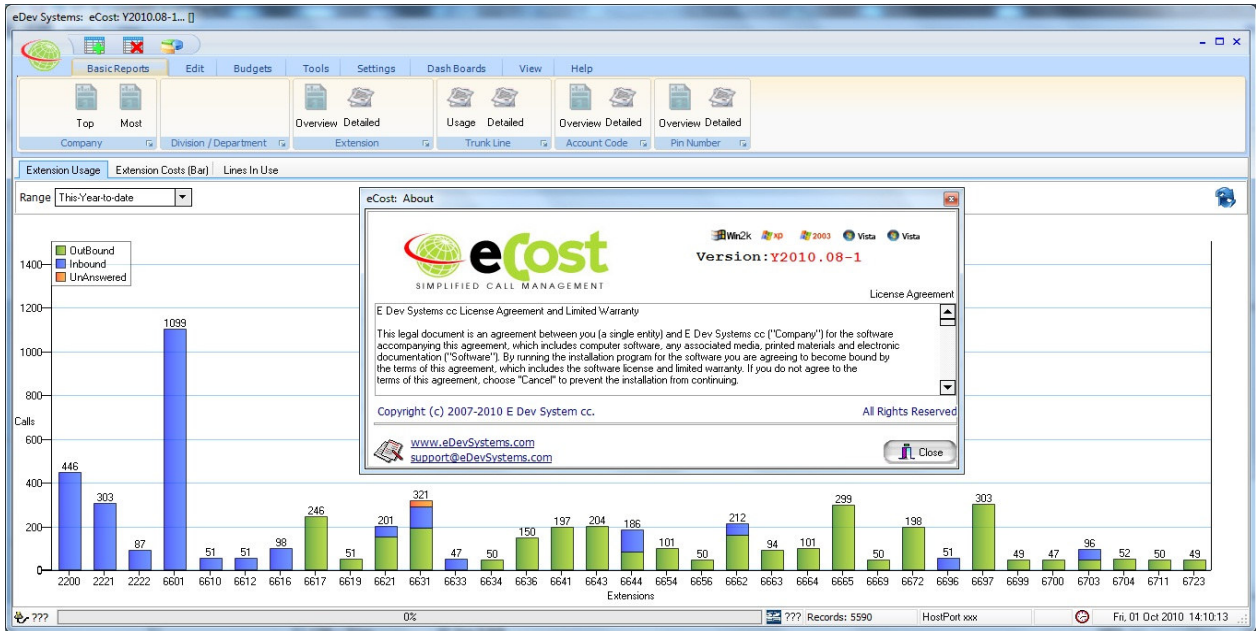




Revision History

Date	Revision	Description	Author	Information
01/04/2012	1.0	Initial Draft	Tyrone Nason	Initial Document Draft



Overview:

This document describes the operational step to successfully utilize the “eCost” telephone management software and achieve the desired results.

Introduction:

eCost Software home screen is where you will find and locate all the feature rich option available in the eCost software. eCost menu / option toolbar was designed to be simple and easy to navigate. The multi-tabbed tool bar menu system, similar to popular Microsoft products of the day, allow the user to quickly find and use the correct feature without intensive product understanding or training.

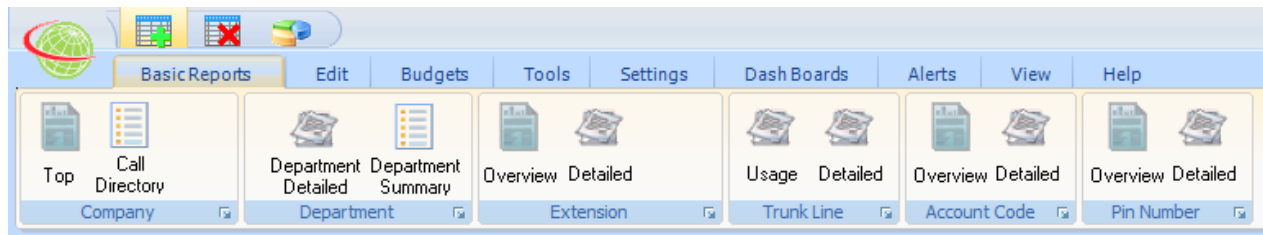
The screenshot displays the eCost software interface. At the top, there is a menu bar with options: Basic Reports, Edit, Budgets, Tools, Settings, Dash Boards, Alerts, View, and Help. Below the menu bar is a toolbar with icons for various functions. The main area is a grid displaying call data. The grid has the following columns: Date/Time, Extension, Ext Name, Type, Place, Number, Name, Duration, Cost, Ring, Trunk Line, Trun, Departme, Department, Account C, Account N, Pin Code, Pin Name. The data rows show call records for various extensions and numbers, including VODACOM MOBILE, MTN MOBILE, and CELL C MOBILE. Red arrows point to the Toolbar, Status bar, Download Screen, and System Menu.

Date/Time	Extension	Ext Name	Type	Place	Number	Name	Duration	Cost	Ring	Trunk Line	Trun	Departme	Department	Account C	Account N	Pin Code	Pin Name
Thu, 14/06/2012 08:51:00	209		O	VODACOM MOBILE	0721753731		0:23	R 1.48	0:00	5							
Thu, 14/06/2012 08:52:00	209		O	VODACOM MOBILE	0721864321		0:54	R 1.48	0:00	5							
Thu, 14/06/2012 08:52:00	209		O	MTN MOBILE	0837763933		0:15	R 1.48	0:00	5							
Thu, 14/06/2012 08:55:00	200	Tyrone	O	VODACOM MOBILE	0724904772		0:47	R 1.48	0:00	5							
Thu, 14/06/2012 08:56:00	209		O	MTN MOBILE	0837763933		1:04	R 2.21	0:00	4							
Thu, 14/06/2012 08:57:00	200	Tyrone	O	VODACOM MOBILE	0820829146		1:21	R 2.21	0:00	5							
Thu, 14/06/2012 08:57:00	201		I				0:23	R 0.00	0:10	1							
Thu, 14/06/2012 09:00:00	200	Tyrone	I				0:14	R 0.00	0:10	1							
Thu, 14/06/2012 09:01:00	201		I				0:11	R 0.00	0:15	1							
Thu, 14/06/2012 09:02:00	205		IT				1:02	R 0.00	0:08	4							
Thu, 14/06/2012 09:02:00	200	Tyrone	I				0:29	R 0.00	0:08	4							
Thu, 14/06/2012 09:04:00	200	Tyrone	I				0:59	R 0.00	0:11	1							
Thu, 14/06/2012 09:05:00	204		IT				1:06	R 0.00	0:11	1							
Thu, 14/06/2012 09:08:00	200	Tyrone	O	CELL C MOBILE	0848074358		0:39	R 1.48	0:00	5							
Thu, 14/06/2012 09:09:00	200	Tyrone	I				1:17	R 0.00	0:22	1							
Thu, 14/06/2012 09:10:00	214		O	KLOOF	0317133500		1:32	R 0.67	0:00	5							
Thu, 14/06/2012 09:10:00	200	Tyrone	O	MTN MOBILE	0732338529		0:33	R 1.48	0:00	4							
Thu, 14/06/2012 09:11:00	200	Tyrone	O	CELL C MOBILE	0848074358		1:56	R 2.95	0:00	4							
Thu, 14/06/2012 09:11:00	214		O	CELL C MOBILE	0843005872		0:39	R 1.48	0:00	5							
Thu, 14/06/2012 09:15:00	209		O	NEWLANDS	0116707600		0:30	R 0.65	0:00	5							
Thu, 14/06/2012 09:17:00	209		O	NEWLANDS	0116707600		0:29	R 0.65	0:00	5							
Thu, 14/06/2012 09:28:00	202		O	MTN MOBILE	0738028816		0:48	R 1.48	0:00	5							
Thu, 14/06/2012 09:29:00	211		O	VODACOM MOBILE	0711055601		3:08	R 5.16	0:00	4							
Thu, 14/06/2012 09:35:00	204		O	MALVERN	0314648233		1:00	R 0.65	0:00	5							
Thu, 14/06/2012 09:38:00	201		I				0:35	R 0.00	0:09	1							
Thu, 14/06/2012 09:39:00	209		O	VODACOM MOBILE	0721864321		0:17	R 1.48	0:00	5							

The download screen is a grid will all checked and verified call data from the phone system. It has many columns and each column represents respective data.

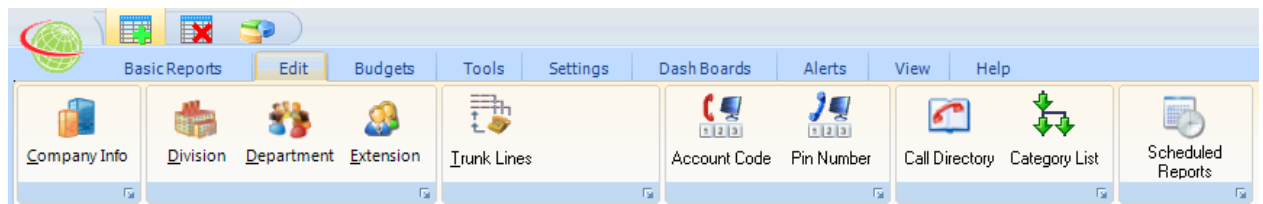
- Date / Time: The show when and what time the call was made.
- Extension: This indicates who made the call
- Extension Name: The extension name will be completed from the extension list.
- Type: The Type column indicates what type of call was made,
- O = Outgoing Call
 - O/T = Outgoing Transfer
 - I = Incoming Call
 - I/T = Incoming Transfer Call
 - U = Unanswered Call
- Place: The place column show where in what area you called
- Number: The Telephone number that was dialed on the call or inbound CLI number for incoming
- Duration: The duration column shows how long the call was.
- Cost: For outbound calls, the cost will indicate how much the call cost
- Ring: The ring Column show for incoming calls, how long it took to answer the call
- Trunk: The trunk column shows what telephone line was used to make / receive the call
- Division, Department: The division / department columns show the structure of the organization.
- Account & Pin Number: These additional codes help track user phone usage.

Menu / Toolbar:



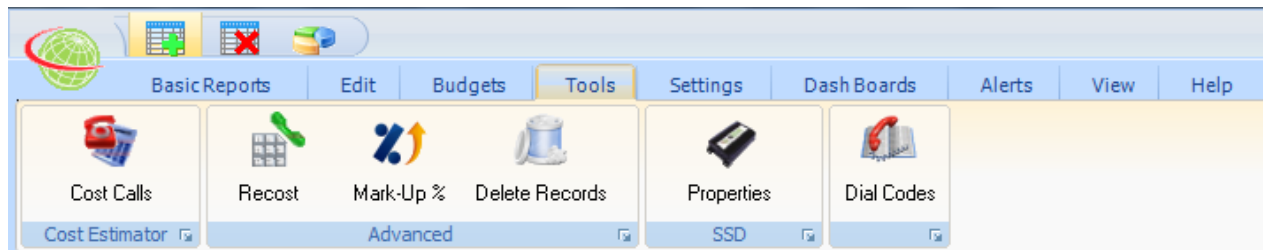
Basic Reports

All reports that need to be generated from eCost are done from a single area / place – basic reports. The reports have been divided and group to allow the user to recognize / find the report when needed.



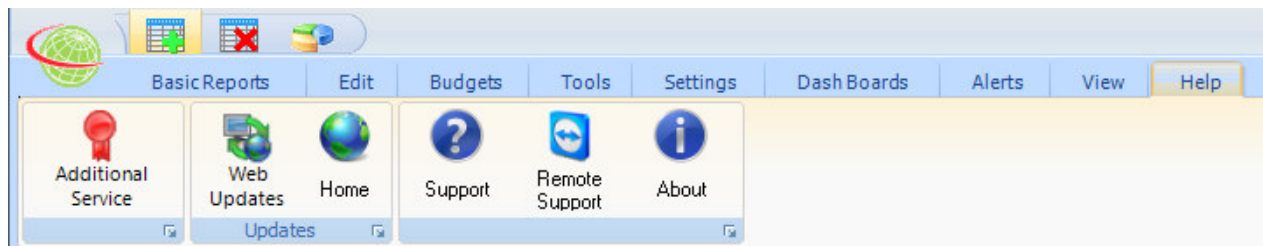
Edit

To arrange the organizational structure of the company, you need to setup the list's ie. Extensions names / numbers, Pin Number names / numbers.



Tools

The tools menu has additional functions that allow the user to cost telephone calls, Recost calls, delete calls and see the hardware properties of the buffer box.



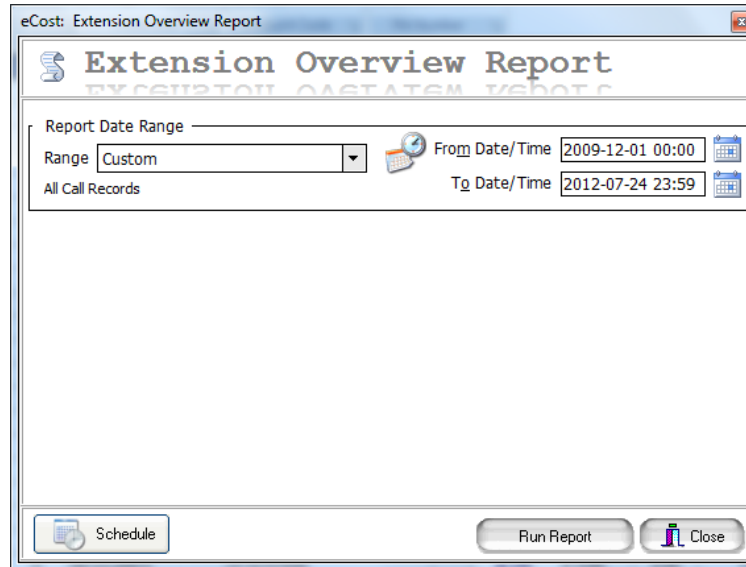
Help

The help toolbar has all the support options the user will need. A remote support function for technical administrators. The support item will show the support contact information.

Reports:

All the reports are generated in a very similar way. With some reports additional information / options are available to the user to further reduce what type of report data is displayed.

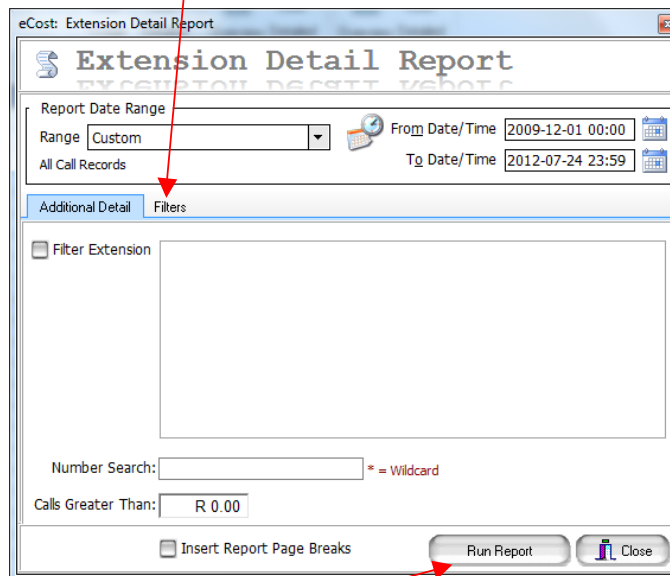
With every group of reports, there is a Overview {Summary} & Detailed Report.



The screenshot shows a window titled "eCost: Extension Overview Report". The main heading is "Extension Overview Report". Below the heading, there is a "Report Date Range" section with a "Range" dropdown menu set to "Custom". To the right of the dropdown are two date/time input fields: "From Date/Time" with the value "2009-12-01 00:00" and "To Date/Time" with the value "2012-07-24 23:59". Below these fields is a checkbox labeled "All Call Records". At the bottom of the window, there are three buttons: "Schedule", "Run Report", and "Close".

The first thing to do when you run the report is to select the date range of the report. The From & to dates need to be selected. eCost has a easy rage selection option that will arrange the date / time fields of the report into common options ie. Today, This-month, this year etc. The custom option allows the user to set the From & to dates according to their requirements.

Additional options are available on the detailed reports. The user need to select the options / filter pages on the report to additionally select report filters.

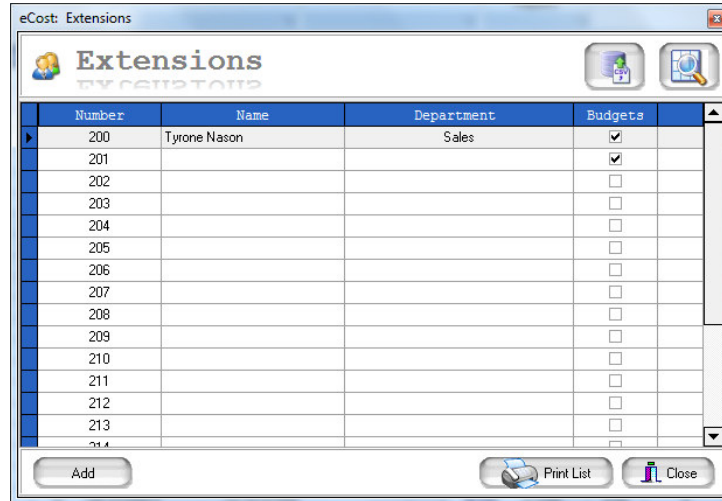


The screenshot shows a window titled "eCost: Extension Detail Report". The main heading is "Extension Detail Report". Below the heading, there is a "Report Date Range" section with a "Range" dropdown menu set to "Custom". To the right of the dropdown are two date/time input fields: "From Date/Time" with the value "2009-12-01 00:00" and "To Date/Time" with the value "2012-07-24 23:59". Below these fields is a checkbox labeled "All Call Records". Below the date range section, there are two tabs: "Additional Detail" and "Filters". The "Filters" tab is active, showing a "Filter Extension" checkbox, a "Number Search:" input field with a red asterisk and the text "= Wildcard", and a "Calls Greater Than:" input field with the value "R 0.00". At the bottom of the window, there are three buttons: "Insert Report Page Breaks", "Run Report", and "Close".

Once date range and any additional report options have been configure / set, the user can generate the report by pressing the "run report" button

Edit:

The edit menu is where the user can edit and enter all the organizational structure into eCost. The user needs to add the extension names / users that have been give the relevant extension on the phone system. The edit procedure is the same for extensions / Departments / Divisions / Account Codes / Pin Numbers.

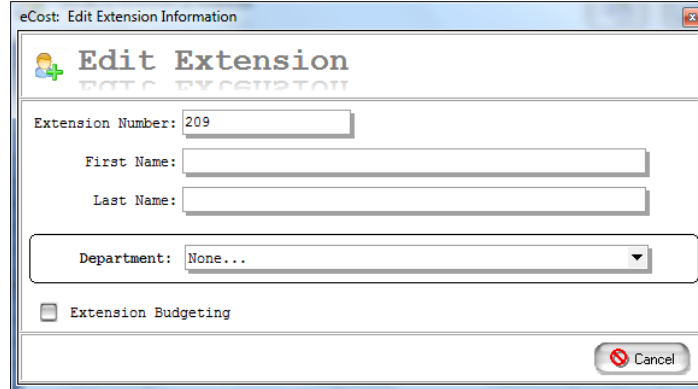


The screenshot shows a window titled "eCost: Extensions" with a table of extension records. The table has columns for Number, Name, Department, and Budgets. The first row is highlighted in yellow, indicating it is selected. The "Budgets" column contains checkboxes, with the first two rows checked.

Number	Name	Department	Budgets
200	Tyrone Nason	Sales	<input checked="" type="checkbox"/>
201			<input checked="" type="checkbox"/>
202			<input type="checkbox"/>
203			<input type="checkbox"/>
204			<input type="checkbox"/>
205			<input type="checkbox"/>
206			<input type="checkbox"/>
207			<input type="checkbox"/>
208			<input type="checkbox"/>
209			<input type="checkbox"/>
210			<input type="checkbox"/>
211			<input type="checkbox"/>
212			<input type="checkbox"/>
213			<input type="checkbox"/>
214			<input type="checkbox"/>

To edit an extension, select the desired extension {will highlight yellow}, either double click or press the edit button.

You will presented with the edit extension screen. This screen allows you to add the required information.



The screenshot shows a window titled "eCost: Edit Extension Information" with a form for editing an extension. The form includes fields for Extension Number, First Name, Last Name, Department, and a checkbox for Extension Budgeting. The Extension Number field contains the value "209". The Department dropdown menu is set to "None...".

There are drop down selection options on the extension / department edit screens. These drop down selections help the user to assign the corporate structure to and extension or department.

eCost has 3 level structure,

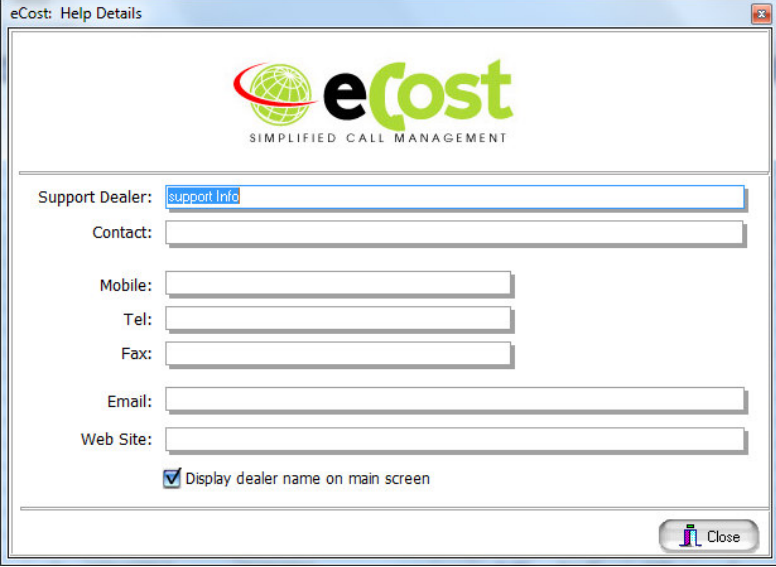
- (1) Divisions
- (2) Departments
- (3) Extensions

This structure helps group / divide extension users within the company's structure. It help to generate and run reports when similar extensions are placed within the same department structure.

Help:

The help menu is where you will be able to see the support details for the eCost software. It shows the user, who the support company is.

The user can select the Help menu, followed by the support button



The screenshot shows a window titled "eCost: Help Details". At the top center is the eCost logo, which consists of a green globe icon to the left of the text "eCost" in a bold, green, sans-serif font. Below the logo, the text "SIMPLIFIED CALL MANAGEMENT" is written in a smaller, black, all-caps font. Below the logo area, there are several input fields: "Support Dealer:" with a text box containing "support info", "Contact:", "Mobile:", "Tel:", "Fax:", "Email:", and "Web Site:". Each of these labels is followed by a horizontal text input field. At the bottom left of the form area, there is a checked checkbox with the label "Display dealer name on main screen". At the bottom right, there is a "Close" button with a small icon of a person.

Latest Software:

WWW.EDEVSYSTEMS.COM/PRODUCT_UPDATES/ECOST/ECOST_SETUP.EXE

END.....