



  
**MISTER**  
Call Analytics

 Compatible

  
Available in the  
Cisco  
Marketplace



# MISTER CA

The best-in-class Call Analytics & Billing System for CISCO IP PBXs

  
Preferred  
Solution  
Partner



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# What is “MISTER CA” ?



MISTER CA is an innovative, best-in-class, call analytics and billing system for organizations that use CISCO IP & third party PBXs.

It's main applications are:



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# Key features and advantages



- **Call Accounting and Billing**
- Infinite price lists per trunk, gateway, provided and/or type of call
- Computes call costs using a four parallel method (actual, second provider, % increase on actual cost and % increase on second provider. Selection to report cost method per user.
- Integration with Active Directory, LDAP, CRMs, ERPs. Single sign-on
- Synchronize multiple directories with Call manager
- Cost Control and Cost Centers. Support of n-to-n organizational trees and automate/schedule billing reports
- Phone usage Quota, Lock and authorization codes
- Multi-Currency & Multi-carrier
- Software-free Click to Call and Bubble for alerting of incoming calls
- Smart alerts
- Identify missed calls and ring time per call
- Support for infinite Voice Gateways
- Export results in commonly used formats (xls, pdf, csv etc)
- Identify, occasionally-used phones
- Secured system access
- Voice quality Management using Erlang, MOS quality/K-Factor, jitter, packet loss, and latency calculations per call

Total Answered Calls	Answered Calls Today	1st Call	Last Call		
747,093	302	12/09/2005 13:36:06	12/08/2014 20:04:38		
Total Internals	Active Internals Today	Total Users	Active Users Today		
182	22	33	11		
CostCenters	Total Cost Today	Total Missed Calls	Missed Calls Today		
1	13.74 (€)	421,596	100		
Statistics for TODAY					
Internals Utilization	Answered		Missed		
	Outgoing Calls	Incoming Calls	Outgoing Calls	Incoming Calls	
12.1%	27.5%	59.6%	12.9%	32.5%	13.9%
MISTER CA Metrics V1.10 /License: 16,000 Devices /Maintenance Exp: 22/12/2015					



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# Key features & advantages



- **Audio and Video Call Recording**
- Network media recording (not span-based). Station-side and trunk-side recording. No need for network configuration.
- Call recording of remote sites, mobile users, home users regardless of their location
- Integrated solution with Cisco UC. Simple and intuitive operation
- High Availability and Redundancy – VM Servers
- Scalable solution. Easy to upgrade to video and/or additional streams
- Selective (on-demand or ad-hoc) and full-time recording
- Single media file per call or per call segment. Option for sound between segments.
- Single recording solution, single central management for Cisco UC Devices, Cisco Gateway Cubes, Intercom, line-in / line-out and other VOIP Systems
- **Encrypted storage volumes** as well as **encrypted media files** (using AES 256 bit)
- Complete (100%), PCI-Compliant, comprehensive audit trails-logging and system alerts
- SIP based technology. It also supports SCCP, H.323
- **Licensing model is per concurrent call** and not per device or trunk/gateway
- **Certified as Cisco compatible with the latest versions** of Cisco Call Manager and Contact Center applications.

Call Browser | Daily (Until 7 Days Ago)

607 Calls found - Duration: 05:19:17 Refresh every 0 sec 25/06/2014 View Calls for Today Display 20 results per page

SITE	DEPARTMENT	NAME	INTERNAL	EO	TIME	DURATION	PHONE	CALL TYPE	DESTINATION	AUDIO
Athens	Unknown	Test1	230	0	10:58:44	00:00:09	2106529***	Local	ATHINA	▶ 00:00
Athens	Unknown	Test1	213	1	10:58:42	00:00:13	6976002***	Mobile	COBAMOTE	▶ 00:00
Athens	Unknown	Test1	221	0	10:58:38	00:00:26	6944712***	Mobile	VODAFONE	▶ 00:00
Athens	Unknown	Test1	212	0	10:57:45	00:00:28	6944310***	Mobile	TELICOM	▶ 00:00
Athens	Unknown	Test1	222	0	10:57:22	00:00:28	6933407***	Mobile	COBAMOTE	▶ 00:00
Athens	IT	Test1	208	1	10:56:32	00:02:19	2107256***	Local	ATHINA	▶ 00:00
Athens	Unknown	Test1	217	0	10:55:32	00:00:36	***	Special Services	AMER LEAG	▶ 00:00
Athens	Unknown	Test1	221	0	10:55:11	00:00:04	6944292***	Mobile	VODAFONE	▶ 00:00
Athens	Unknown	Test1	222	0	10:55:01	00:00:10	6946545***	Mobile	VODAFONE	▶ 00:00
Athens	Unknown	Test1	221	0	10:54:34	00:00:08	6937409***	Mobile	WIND	▶ 00:00
Athens	Unknown	Test1	213	0	10:54:24	00:00:24	6944337***	Mobile	VODAFONE	▶ 00:00
Athens	Unknown	Test1	204	1	10:53:38	00:00:36	6972220***	Mobile	COBAMOTE	▶ 00:00



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# Key features & advantages

- **Near real-time speech to text.**
- Search calls for specific spoken words by either calling party.
- **Cross-Talk Detection.** Identify calls that contain segments of X seconds of talk over
- **Call Silence Detection.** Identify calls that contain segments of X seconds of silence
- Identify gender (in video calls)
- Help resolve issues and crisis management
- Cross-train agents to deal with a wide variety of issues
- Increase First Call Resolution (FCR) rates
- Identify potential workflow issues
- Improve Agent performance using customized training
- Reduce Average Handling Time (AHT)
- Reduce customer attrition
- Cost avoidance, optimize call routing
- Gain the ability to be proactive and act faster
- Improve brand perception
- Identify cross-sales opportunities
- Gather business intelligence
- Mitigate Risk and Liability
- Enhance customer experience

SITE	DEPARTMENT	NAME	INTERNAL	IO	TIME	DURATION	PARTICIPANTS	SILENCE DETECTION	TALK-OVER	GENDER	ALERT
01-RHO	undefined	undefined	262	I	12:05:00	00:00:31	262, 102	✓	✓	Male	✓
01-RHO	undefined	Kritikos Stamatis	148	O	12:01:33	00:00:24	148, 119	✓	✓	Male	✓
01-RHO	undefined	Kritikos Stamatis	148	O	11:57:59	00:01:55	148, 102	✓	✓	Female	✓
01-RHO	undefined	undefined	264	I	11:57:47	00:00:35	264, 2241098031	✓	✗	Male	✓
01-RHO	Management	Reception	180	I	11:57:47	00:03:30	180, 2241098031	✓	✓	Female	✓
01-RHO	undefined	undefined	264	I	11:57:47	00:00:35	264, 2241098031	✗	✓	Female	✓
01-RHO	undefined	Kritikos Stamatis	148	O	11:56:56	00:00:20	148, 6945256593	✓	✓	Male	✓
01-RHO	undefined	undefined	265	I	11:53:52	00:00:10	265, 2241114827	✓	✓	Male	✓
01-RHO	Management	Varotsi Eirini	102	O	11:48:17	00:01:50	102, 2241363227	✓	✗	Female	✓
01-RHO	undefined	undefined	266	I	11:42:08	00:00:16	266, 2241067979	✓	✓	Male	✓
01-RHO	Management	Reception	180	I	11:42:08	00:00:20	180, 2241067979	✓	✓	Female	✓
01-RHO	undefined	undefined	267	I	11:41:32	00:00:35	267, 2273033932	✗	✗	Male	✗
01-RHO	Management	Reception	180	I	11:41:32	00:02:03	180, 2273033932	✓	✓	Female	✓
01-RHO	Management	Varotsi Eirini	102	O	11:40:58	00:01:48	102, 2241363227	✓	✓	Male	✓
01-RHO	undefined	undefined	268	I	11:40:47	00:00:07	268, 2242022031	✓	✓	Male	✓
01-RHO	ConfRoom	undefined	165	O	11:38:00	00:00:40	165, 2241071094	✗	✓	Female	✓
01-RHO	undefined	undefined	269	I	11:36:02	00:00:06	269, 2241114827	✓	✓	Male	✗
		test user		O	11:35:08	00:00:35	261	✓	✓	Female	✓
		test user		O	11:35:08	00:00:35	261	✗	✓	Female	✓
01-RHO	undefined	undefined	260	I	11:33:53	00:00:09	260, 2242022031	✓	✗	Male	✓



# Key feature and advantages



- **Presentation of real-time KPIs or produce historical reports** on performance of the Contact Center
- 10s of wallboards templates available and support for unlimited CSQs
- Use Wallboards to make metrics and business intelligence **available to everyone**
- Monitor **actual time-to-answer** per call
- Report on **abandoned caller numbers**
- Measure and produce **reports on compliance**
- Measure **agent engagement level** and performance
- Measure **absenteeism impact** on Contact Center Performance
- **Post-call questionnaire-service quality survey** (a feature for enterprise versions of Contact Centers)
- **Centralized management.** Simple to administrate, monitor and troubleshoot
- **Train employees,** set goals and stay compliant.
- Display important messages with a message bar
- Real time snapshots at-a-glance
- Identify and correct negative trends
- Make more informed decisions based on collected business intelligence
- Align strategies and organizational goals with employee performance
- Integration with **MISTER CA Metrics, Call Recording, VOIP Quality and Speech Analytics**

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Live Wallboard

Sales			
Calls in Queue	Logged In Agents	Taking Agents	Longest Waiting
22	56	38	00:02:32
Calls Offered	Answered Calls	Abandoned Calls	Abandon Rate
1.607	1.322	285	17%
Avg. Talking Time	Avg. Waiting Time	Longest Talking	Longest Not Ready
1:51	1:15	4:18	57:03



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# Why RTEL?

Because RTEL:

1. develops **UC applications for 10+ years**, exclusively for Cisco IP Telephony.
2. is a **Cisco Preferred Solution Partner**
3. its products have been tested and **are Cisco certified as compatible**
4. holds sound experience in **UC integration**.
5. holds **cross-market experience** with focus in the banking and finance sector.
6. its products are best suited for SMEs up to **enterprise level organizations**. There are customers with thousands of users, some with up to 16.000 in a multi-national, multi-branch environments.
7. **understands the business** and can really help improve productivity and customer experience.
8. is certified with **ISO 9001:2008**, soon with **ISO 27001:2013**
9. its products are deployed with the **highest standards of data security**. Moreover, RTEL is a member of the public-private **network and information security (NIS) Platform**
10. **is growing**. RTEL is a major player in SE Europe, has a new office in US, and partners in UK and Singapore.



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One platform for Call Compliance, Quality and Performance Management

Europe Office/Headquarters

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