



White Paper

M.E.IP.S – Extension Restriction on Cisco CallManager

M.E.IP.S 4.10 Call Accounting Solution

M.E.IP.S is a comprehensive solution for call-accounting management and control. It provides an intelligent tracking of all the calls in your enterprise network, for both traditional and VoIP systems.

M.E.IP.S is the best choice for monitoring the call traffic in multinational organizations, as it can be adjusted to the local languages and currencies in one click of a mouse. Interoperable with both traditional and IP PBXs such as 3COM, Siemens, Cisco Systems, Ericsson, Avaya Inc., Nortel Networks, Alcatel, and many more, M.E.IP.S provides 100% reliable information, online, anywhere, and anytime.

In addition, M.E.IP.S has the 'know-how' for working with many other system elements like Gateways, Gatekeepers and Routers, which usually populate large and complex networks, and can support you with an unlimited number of extensions as your organization keeps growing.

Customized for specific organization needs, the system may collect data from a large number of sites simultaneously, thus creating information in shortest periods of time.

The M.E.IP.S solution for the Cisco CallManager gives the best call accounting choice for Cisco networks and hybrid networks, as businesses seek to manage their IT costs and free up resources to concentrate on their core competency. It also enables enterprises to take responsibility for traditional Enterprise IT services, such as Voice and VPN, by providing the key VoIP management, billing and reporting tool. M.E.IP.S provides enterprises with a robust Call Accounting reporting system essential for department expense planning, auditing, and reconciliation of communication budgets.

M.E.IP.S enables organizations to set budgets for different departments and projects and even to restrict extension usage, reduce phone and bandwidth expenses, and prevent telephone misuse. It includes flexible multi-level costing capabilities and supports customer hierarchical security, allowing managers to see the usage data for their department, but not necessarily for other departments. All calls, made whether to a local extension, to another company site, long distance or international, or even received calls, can be tracked and reported.

IP Phone Budget – Budget Control

Managers can fully control telephone expenses by using the M.E.IP.S Budget module. M.E.IP.S can set a budget of call costs for each IP Phone or can set a common budget for a group of IP Phones under an organizational unit, reset the usage for a single extension or a group of extensions, or reset the budget of a single extension or a group of extensions.

Two budget types can be configured: **Once** budget, for budgets that are not renewed automatically, and **Automatic**, for budgets that are renewed automatically after a certain number of months (1, 2, 3, 4, 6 or 12). The M.E.IP.S automatic budget sets the day of the month on which the new budget begins as the default budget to be renewed on a specific day of every other month.

If the IP Phone budget has been exceeded, the M.E.IP.S IP Phone Budget module sends an AXL API SOAP request script to restrict outbound calls (or any other call type) as it actually changes the current CSS defined for the extension. Before replacing to a restricted CSS, the M2IP application queries for the current CSS and saves it for a rollback operation. Once the budget is above limit, M.E.IP.S enables the IP Phone for outbound calls and changes the CSS back to its previous status.

In addition, the M2IP module enables to tag restricted extensions and sends the **“Restricted”** message upon the IP Phone screen. This message is cleared when the CSS status changes back to normal.

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