Frequently Asked Questions (FAQ)

1. What does TPS mean?
TPS means Track, Plan, Save.

2. Why the name Insider TPS?
Insider TPS can be seen like a member of the organization's team who provides information about how the telephone resource is being used by tracking incoming and outgoing calls. This information affords the business executives to plan a lot of activities of the business, (e.g., staffing, determining the number of telephone lines needed etc), which will ultimately result in saving time and money.

3. Is Insider TPS compatible with VoIP systems?
Yes it is. As long as the Call Detail Record (CDR) of the VoIP system reports the trunk information and the CDR can be accessed or sent to the CDR Parser Manager then Insider TPS would be able to process the CDR. Please contact IVS if you want to check the compatibility with a particular PBX.

4. What PBXs is Insider TPS compatible with?
Insider TPS is currently compatible with all Nortel Networks systems, Avaya, Panasonic, Asterisk, Mitel, Cisco, and NEC among others. For other PBXs, compatibility can be accomplished in a few days once a sample of the CDR is submitted to IVS's Technical Support Team.

5. What is meant by the term "The software is modular"?
Insider TPS begins with the Basic module. Some of the functionalities in the software are available in modules that can be enabled at any time during the use of the software. Please speak with your Account Executive about enabling the other modules.

6. What are the different modules of Insider TPS?
The different modules are the Basic Module, The Cost Module, The Memo Module, and the CUG Module. The Basic module gives details about the call as reported by the PBX in the CDR. This include the date and time the call was placed or received, the extension that placed the call, the number that was dialed, the authorization / restriction code that was used, and the duration of the call along with some other basic information which varies from PBX to PBX.

7. What does the Cost Module do?
The Cost Module will allow for the cost of each outgoing call to be calculated and displayed in the reports. There are also a wide range of reports related to costs that can only be generated if the Cost Module has been enabled. If you want the cost of each call to be displayed in the reports, the Cost module must be enabled. Budget management features are also only available in the Cost Module.

8. What is the Memo Module?

The Memo Module allows for the Administrator to define different categories of calls eg Business or Personal Calls.   It also allows for all users to log into the web interface and add comments or notes to call records that show up under their profile. Calls placed from their extension or with their code will show up under their profile. Those comments will be displayed in the reports and can be exported to Excel.

9. Do I have to buy all the modules of the software?

No you do not need to buy all the modules, but you must at least buy the Basic module.

10. What if I buy just the Basic module, can I add another module some time later?

Yes, you can enable the other modules at any time. Please contact your IVS Account Executive for details.

11. Will it cost me more in the long run to acquire the modules separately as opposed to once in the initial purchase?

No. However, the price of the software is only guaranteed for the period as stated on the quotation that was sent to you.

12. What kind of warranty and support is provided with the software?

A purchase of Insider TPS comes with 1 year Telephone Based support 9am to 5pm local time. The telephone based support includes IVS support staff gaining access to the host computer via the internet or to answer questions and assist in resolving matters related to the software. Currently, there is no limit as to how many times a customer can access telephone based support. The warranty and support can be extended at the end of the first year.

13. Do I have to extend the warranty and support after the first year?

No, it is optional. However, accessing support outside of the support period will result in per hour based support charge. Customers who have warranty and support will get free software upgrades, updates as well as regular monitoring of the system by Technical Support Representatives.

14. I want on-site support, how can I get this?

Please contact your Account Executive for details on on-site support charges and terms.

15. What is meant by remote support?

IVS uses standard applications that are designed to remotely monitor and support applications. Please contact IVS Technical Support department to discuss the best option for supporting your installation of Insider TPS.

16. Is there a limit as to the number of users that can access the reports?

No. There are no limits as to the number of users.

17. Does the software support a multi-site configuration?

Yes. The software does support multi-site. A site is defined as a PBX. Once the CDR is being collected in more than one place then the multi-site configuration is required. Please contact your IVS Account Executive for details.

18. Do I have to install all the components of the software on the same host computer?
No. Insider TPS's components can be installed on separate host computers based on the deployment environment.

19. Does the software require a dedicated computer to host it?
No it does not. However, in high call volume environments there might be some efficiency gains by having the software hosted on a dedicated computer.

20. I am concerned about losing my CDR data, Is there any buffering that is done by the software?
Yes there is software buffering. However the computer must always be on. There is no guarantee that the data will be preserved if the host computer is off or if the communication between the computer and the PBX is broken. There are buffering devises that are available which can provide additional buffering. Please ask your Account Executive for a quotation on buffering devices.

21. What is the database limit for the CDR data?
Insider TPS is SQL based. Therefore the data limits are the same limits of SQL. There are tools within the software to archive or purge the database, which the Administrator can use to manage the size of the database.

22. Is there a limit on the number of admin users on the system?
No there is no limit on the number of admin users.

23. What about upgrades and bug fixes for the software?
Updates and fixes are available to customers who have the annual support.

24. Can I modify the rates for the different carriers in the software?
Yes you can. However, bear in mind that those new rates will only apply to calls that are processed after the changes have been saved.

25. Can I create my own reports?
Not at this time. However, you can request a new report from your Account Executive who will advise you further.

26. Does the software support Least Cost Routing?
Yes it does.

26. Are there any automatic notifications via email?
Yes. Automatic email notifications are sent when processes related to Insider TPS fail or stop. You can specify the email address to which the emails should be sent.

27. Can I export the reports to Microsoft Excel?
Yes you can.

28. What is the Admin password?
Please contact IVS support staff for details.

29. How do you run a department report?

Departments must be already setup in the system before Departmental reports can be generated. Departments can be based on codes or extensions. The same extension cannot belong to more than one department and the same rule applies to codes.

30. How can I check for frequently dialed numbers?

Frequently dialed number can be checked by running the Popular Phone Number report in the Summary Reports Tab.

31. Can I create new restrictions or authorization codes for dialing using Insider TPS?

No. Restrictions are created and managed by the PBX. Insider TPS simply stores what is reported to it in the CDR.

32. What is the password created for a new user?

The password created is the same as the username that was specified. Please change the password on the first time you log in.

33. My warranty and support has expired, how do i renew it?

Please contact your IVS Account Executive for details.

34. I am not seeing any recent data, what is going on?

There are several reasons for not seeing recent call data. The most common are; CDR Parser service stopped, no communication from the PBX for collecting data, the client hosting the call accounting application was powered off, etc. Please contact IVS Support Team for assistance.

35. How do I check line/trunk usage?

Line/Trunk usage report can be generated from the Summary Reports. This reports the call volume, call cost (if call cost module is enabled) and duration across all lines detected by the software.

36. I am seeing the description "unknown" in my report, what does this mean?

It means that Insider TPS could not determine the destination of the number that was dialed. Please contact IVS support staff for an update to the exchange database.

37. Can I add a comment to a call detail?

Depending on your access level, you might be restricted to adding comments to calls that you placed only. This is also assuming that the Memo module is enabled.

38. I am seeing the call cost for a call as $0, what does that mean?

It means that the Line or Trunk information, across which the call was routed, is missing from the configuration data. The Administrator must add the name of the Carrier in the Line Configuration section of the system configuration.

39. I do not see the caller ID information for the incoming calls, what does this mean?

It means that either the Caller ID is not activated on the line or the software version of the PBX does not support it. Please contact IVS support staff to be guided further.

40. Can I easily identify what telephone calls are business calls versus personal calls?

Yes you can, once the categories "business" and "personal" were created and the numbers were added to the categories. The calls will be flagged and will be displayed with the font colour as specified in the configuration.