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## TAPIT NOVA CALL ACCOUNTING FOR GOVERNMENT AGENCIES

Government agencies are under increasing pressure to enforce strict budgets, respond quickly to emergencies, and to improve employee productivity. By utilizing call accounting software, city, county, state, and federal agencies can now do all three at a minimum cost.

### Government Agencies can...

- Allocate expenses by department, extension, or account code
- Produce custom reports
- Be alerted when emergency calls are made
- Decrease phone abuse
- Eliminate toll fraud
- Improve employee productivity
- Optimize phone system performance

### Produce Accurate Reports and Notify Staff of Emergencies

Tapit call accounting can produce a variety of different reports including detail and summary reports, on all telephone activity by extensions, departments, trunks, account codes, call types, most expensive calls, longest calls, incoming calls, frequently dialed numbers, exception reports, and many, many more!

Important summary and detail reports can be automatically emailed to department heads to help set daily, weekly, and monthly budgets and goals. 911 and other custom alarms can be setup to alert staff of any emergency calls being made from the agency.

### Reduce Telecommunication Costs

Tapit call accounting software can help lower telecommunication costs by allocating telecom expenses, decreasing phone abuse and toll fraud, and optimizing phone system performance.

By allocating telecom expenses with call accounting software, government agencies can help control costs by setting budgets for each department or extension. As these budgets are enforced, government agencies will see significant savings in their annual telecom expenses. Government agencies can also save money by decreasing phone abuse and toll fraud by monitoring where and when calls are being made. Tapit allows organizations to sort information by call types, including information calls, 900 calls, operator assisted calls, and excessive long distance calls. Cutting down on phone abuse and toll fraud could save an organization hundreds of dollars each month.

Cities and government agencies can further cut expenses by having their phone systems optimally trunked. If a city has too many trunks, it may be overpaying, if has too few, it may be losing important calls. Trunk analysis reports can help agencies analyze current and future telephone needs, and as a result keep phone systems performing at their best.

### Improve Employee Productivity

Tapit call accounting software can help cities and government agencies improve employee productivity by tracking individual and group telephone performance. Organizations can discover who their most productive employees are by analyzing key call indicators such as: number of incoming calls received, number of outgoing calls made, average length of calls, and destination of calls (local, internal, international, etc.).

To learn more or see a demo of Tapit Nova, please contact Trisys, Inc. at 973.360.2300 or [www.trisys.com](http://www.trisys.com).