

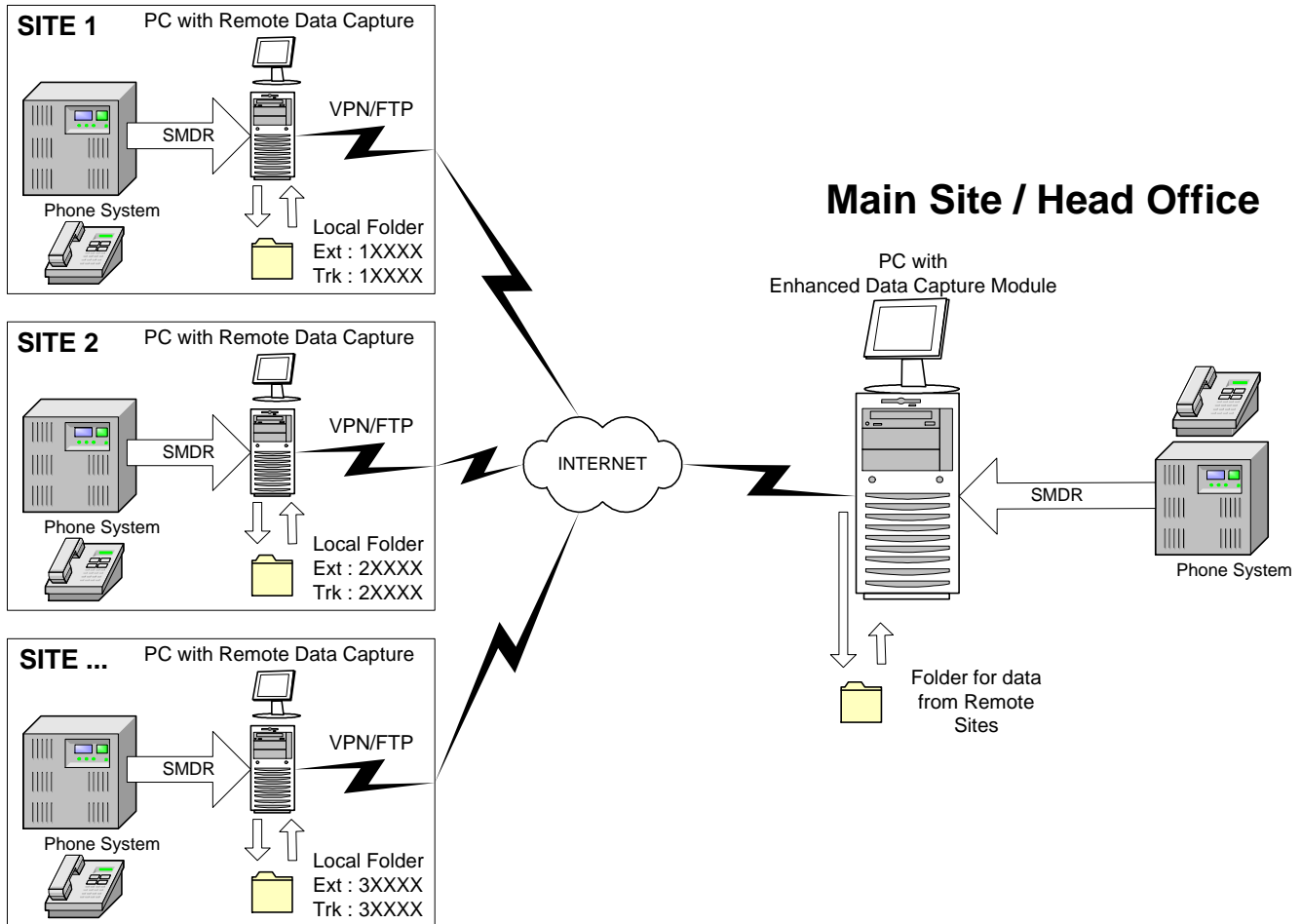


Application Note



Remote Data Collection and the Enhanced Data Capture Module

CallTraQ can be configured to collect data from one or more remote sites, using the Enhanced Data Capture Module. The diagram below explains the basic concept.



Remote Site(s):

Each remote site has the CallTraQ **Remote Data Capture Module** installed. This module collects data from your telephone systems SMDR/CDR port. This data is saved on a periodic basis into a local file folder. This local file folder must be accessible from the Main Site (Head Office) as a mapped drive/folder via VPN.

Each call record is modified to change both the extension number and the trunk number to ensure unique extension and trunk numbers when the data is in the same database at the main site. In the example above, Site 1 will add 10000 to its extension number. This means that 3 digit extension numbers like 245 will be converted to 10245. The same is true for trunks as well.

Main Site:

The main site has the CallTraQ System installed, collecting data from the local phone system. After the CallTraQ System is installed, you must install the **Enhanced Data Capture Module (EDCM)**. This module replaces the standard Data Capture Module (SCBU) providing added functionality.

The EDCM is configured to scan the folders at the remote sites for data (via mapped drives/folder or URL over a VPN). When a file is found in one of these folders, EDCM copies the data to a local folder. Once the copy is complete and verified, the file on the remote site is deleted. Next EDCM imports this file combining it with the data from the other sites and from your local Phone system. The EDCM works 24/7 keeping all of the data up to date.

Remote Data Capture requires both the Enhanced Data Capture Module and at least one Remote Data Capture Module.