

eMACC's Management Reports



In today's telecommunications environment, the ability to manage your customer data is crucial to your long term success. With our eMACC Management Reports, we offer an innovative web-based solution that empowers you to create reports based on data contained within Customer Master for the purpose of trending and forecasting.

eMACC's Management Reports put a wealth of information at your fingertips. You are able to run reports based on product codes, dates, account numbers and other critical identifiers to see customer and revenue trends like never before. With a built-in drill down capability, our Management Reports give you the ability to find the exact information your company needs.

You can create ad-hoc reports that are completely customized just for your company. These custom reports can be created by simply using your web browser. No report writing software or expertise is needed! Plus, you can save the reports to run again in the future to give you an evolving picture of your company's performance.

We've also made it easy to export the reports from the system once they have been created and run. They can be exported to Microsoft Excel for easy distribution. eMACC Management Reports are available for three important areas of your business: Marketing, Toll, and CABS/Special Circuits.

Marketing Reports

With eMACC Management Reports, you are able to run reports based on any service that has a USP code assigned to it. This gives you the ability to track individual services, bundles, churn and disconnects, along with the reason for the service termination. You can also create reports that illustrate your revenue by network type and billed revenue. Because these last types of reports are so critical, they can even be turned into eye-catching charts and graphs for use during presentations. There is also the ability to track and create reports based on demographic information. The uses for

Key Benefits



- Guide your company with new perspectives on your customer data
- "Drill down" into your data to find the exact information you need
- Reports are easy to create even without Customer Master expertise
- Export the data to Microsoft Excel to manage it anyway you want
- Auto chart function alleviates the need to create charts in Excel

this demographic information are almost limitless. These reports are truly the ultimate tool to uncover the information you need to grow your business.

Toll Report

Identify your customers with accounts having pre-billed toll minutes exceeding the requested threshold. This toll report is similar to our Online Toll Viewing service, but it provides an even greater level of detail in regards to available account information. It gives you the ability to limit the damage caused by customers who abuse long distance plans.

CABS Special Access Report

This report will display Special Circuit data from Customer Master, direct invoices, and MACC's CABS processing department.