

Maximizing the value of Convergence

Compelling Applications. Flexible Platforms. Focused Services.

CALLANALYST™ - Enterprise Server

TriVium Systems' award winning CallAnalyst ES has been implemented by thousands of businesses including school districts, call centers and healthcare facilities. CallAnalyst ES provides comprehensive, consolidated call reporting for any enterprise from single phone systems to multiple corporate and branch locations across the country.

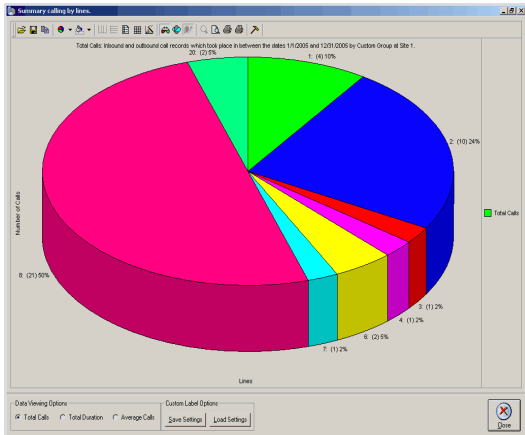
CUSTOMER BENEFITS

Centralized telecom monitoring and tracking

- Centralize data from multiple phone systems and locations with simple, easy reporting across the network

Traffic Analysis - manage your trunk capacity

- Traffic Analysis is the only tool available that provides comprehensive trunk capacity usage and analysis tools.
- What-If Analysis allows users to view the effects of changes to trunk capacity or call success rates



Scalable solution with enterprise level database standards

- Compatible with SQL server and MSDE database options – ODBC compliant

Increased Security with real-time alerts

- Define triggers based on user-defined call patterns
- Broadcast alerts via email, pager and/or screen pop

Web Reporting

- Web reporting function provides convenience, allowing users to analyze data no matter their location, with just a web browser

Time Billing & Contact Management

- Track information about each call to generate precise billing reports based on contact
- Import and export contact information between email programs and CallAnalyst.

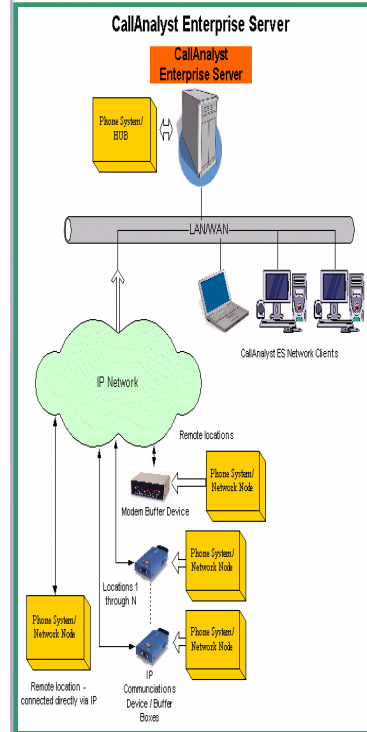
Measure campaign response

- Use DID/DNIS reports to analyze call activity.
- View the call response generated by campaigns to measure performance and success.

Scalability

- CallAnalyst grows with your company with unlimited extension tracking capabilities.
- Tracks incoming, outgoing, station to station and network calls

CallAnalyst Enterprise Server (ES) is the only solution that provides robust, scalable multi-location call reporting, billing and trunk analysis tools.



Sample CallAnalyst Enterprise Server Implementations

Large enterprises are deploying networked PBX and VoIP systems that require robust, scalable telecom management solutions. CallAnalyst ES is the perfect solution to meet these needs with its unique value-added tools and best in-class features and capabilities.

**PLATFORM
RECOMMENDATIONS**

- **Pentium 4 CPU or higher**
 - 1 GB RAM & 10 GB free hard disk space
 - Microsoft Windows OS
 - Display with 1024 x 768 resolution
 - CD ROM drive (for CD installation)
 - Ethernet compatible Network Interface Card (NIC)
- *Recommendations may change based on each configuration*

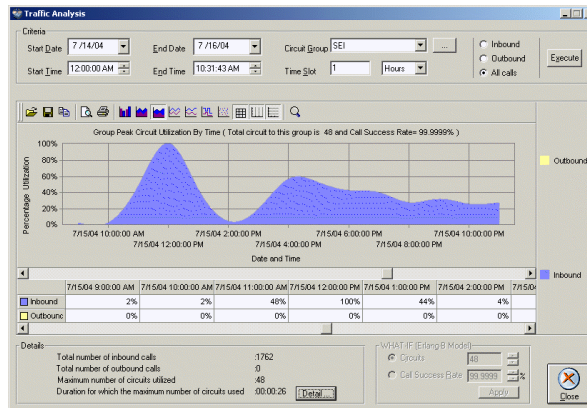
CallAnalyst ES supports all PBX and Key System platforms including 3Com, Avaya, Cisco, Mitel, NEC, Nortel, Panasonic, ShoreTel, Siemens, Tadiran, Toshiba, and Vertical.

Backed by over 10 years of customer satisfaction, TriVium is dedicated to our customers. Put our award-winning product to the test by allowing us to design a call management solution to fit the needs of your organization. CallAnalyst ES is the premier call management and reporting solution. It offers the most robust and complete reporting capabilities in its class.



CallAnalyst ES is a vital telecommunications tool for any business or organization. Centralized data management and administration for large enterprises is the key to controlling telecom costs and increasing revenue. TriVium has designed unique tools and solutions for several vertical industries, including:

- **Assisted Living Centers**
- **Education – School Districts and Universities**
- **Financial Services**
- **Healthcare**
- **Government**



Sample Traffic Analysis Report.

ROI EXAMPLES

Optimize Trunk Capacity:

Using Traffic Analysis, a company quickly determined that 70% of their trunk capacity was used. By reducing trunk capacity, significant savings were achieved

$\$800/\text{month} \times 30\% \text{ savings} =$
 $\$240 \text{ per month}$

\$2,880 reduced in telecom costs per year!

Recover Telecom Costs:

Due to an inaccurate, manual client billing processes, a law office misses two 15-min consulting calls per day, resulting in lost revenues.

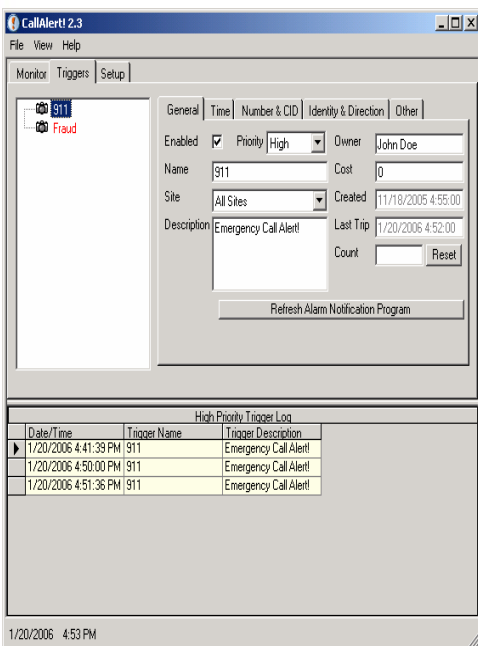
$2 \text{ calls/day} \times 15 \text{ minutes/call} \times$
 $\$150 / \text{hour} = \75 per day

\$27,375 in recovered revenue per year!

Start experiencing the benefits of CallAnalyst today.

For more details please visit

www.triviumsys.com



CallAlert! broadcasts alerts when emergency or fraud criteria are met.