

# Maximizing the value of Convergence

Compelling Applications. Flexible Platforms. Focused Services.

## CALLANALYST™ - SX Pro

### CUSTOMER BENEFITS

#### 25 and 50 extension editions

- With two editions, CallAnalyst SX Pro fits the precise extension tracking needs of small and mid-size customers.
- Track all calls and generate comprehensive reports to suit your analysis needs.

#### All the capabilities of Classic Edition

- **Report Automation**
  - Create reports automatically to keep managers and employees informed of telecom activity
  - Deliver reports via email for quick analysis
- **Desktop Access**
  - Access SX Pro reporting from any networked desktop with Network Clients (add-on).
  - Easily generate any report from the convenience of the desktop.
- **Contact Management**
  - Import and manage contact information within SX Pro.
  - Associate phone numbers with contacts and view exactly when contacts call.
- **Time Billing**
  - Assign specific hourly rates to each contact or client to accurately charge for services rendered.

#### Traffic Analysis

- The only tool available that helps users to analyze, manage and optimize trunk capacity.
- What-If Analysis (included) allows users to view the effects of changes to trunk capacity or call success rates.

#### Prevent phone abuse

- The FraudAlert! module detects user-defined call patterns and generates broadcast alerts.
- Maintain a secure, safe environment.

#### Graphical report viewing

- Generate a variety of graphical reports to view how calls flow in and out of your business.
- Identify problematic areas quickly and easily and correct them.

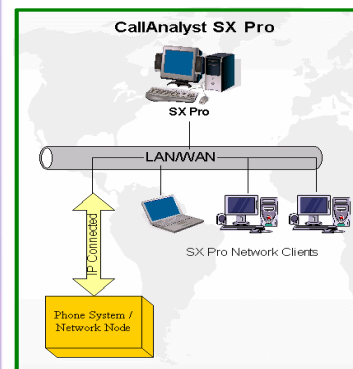
#### Agent productivity

- Monitor employee call activity to identify areas of improvement and training needs.

#### Account tracking / Call costing

- Create flexible rate plans to cost calls, increasing accuracy and accountability of customer billing.
- Use account codes to track and bill calls for specific accounts and generate billing reports.

**CallAnalyst SX Pro is the only solution that provides robust call reporting and trunk analysis tools tailored for small and mid-size businesses.**



Sample SX Pro Layout

CallAnalyst SX Pro offers small and mid-size businesses an affordable, full featured and easy to use call management system. Tracking calls and telephone usage gives these companies the power and tools to measure productivity, manage costs, prevent phone abuse and increase the accuracy of billing customer accounts. CallAnalyst SX Pro is compatible with most phone system in the market today, making it the perfect solution for your business.

## PLATFORM RECOMMENDATIONS

- Pentium 4 class CPU
- 512 MB RAM
- Microsoft Windows OS (2000, XP Professional, 2003, Call for information about Vista support)
- 2 GB free hard disk space
- CD ROM drive (for CD installation)
- SVGA display (1024 x 768)
- Printer

CallAnalyst SX Pro is compatible with most phone systems for easy integration with your current infrastructure. Get the complete telephony solution for your company to improve productivity, accountability, efficiency and performance today! CallAnalyst is certified and recommended by major PBX manufacturers like Avaya, NEC, Nortel, Toshiba and Samsung.

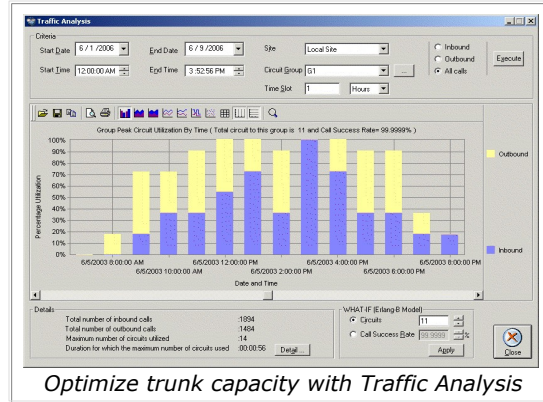
For more details or to download your free trial of CallAnalyst SX Pro, please visit [www.triviumsys.com](http://www.triviumsys.com)



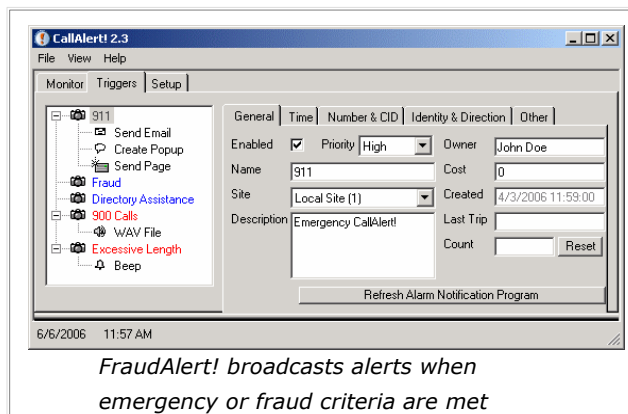
## SX PRO – PRODUCT FEATURES

An affordable solution for small businesses to meet all their call tracking and management needs. Two Editions to meet specific customer needs

- **25 Extension Edition**
- 50 Extension Edition
- Comprehensive reporting
- Variety of standardized reports
- Powerful search criteria to view the most relevant calls
- Flexible rate plans for costing all calls
- Local, long distance and international calls
- Automated report generation and data archival
- Hands-free solution
- Easy to read tabular & graphical reports
- Export reports to programs like Excel, Word or PDF for further analysis
- Easily upgrade SX PRO to CallAnalyst Classic Edition (unlimited extension tracking)
- Compatible with most phone systems in the market today
- 10-day trial license to test CallAnalyst SX Pro



*Optimize trunk capacity with Traffic Analysis*



*FraudAlert! broadcasts alerts when emergency or fraud criteria are met*