

XpertView – ACD Reporting



Automatic Call Distribution (ACD) is an integral part of the success of most customer service centers. These ACD solutions provide a wealth of information about customer interactions and call activity not captured by traditional call tracking systems. A complete ACD reporting solution, XpertView helps managers understand and manage queue status, routing performance and agent activity. XpertView is robust and scalable to meet the current and future needs of any call center.

XpertView provides managers with deeper insight and understanding of business performance levels and customer-ACD interactions. Armed with information such as wait time, ring time, and agent log-in/log-off times XpertView is the quintessential addition to efficiently manage your telecom infrastructure.

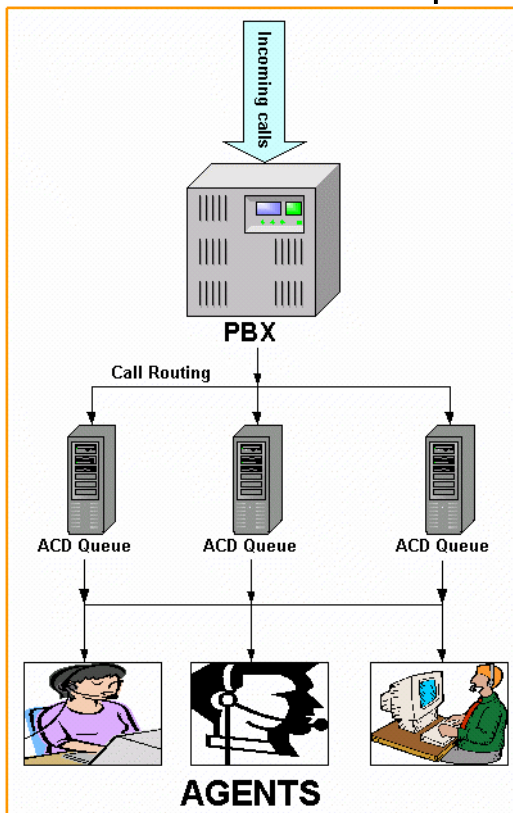
FEATURES AND BENEFITS:

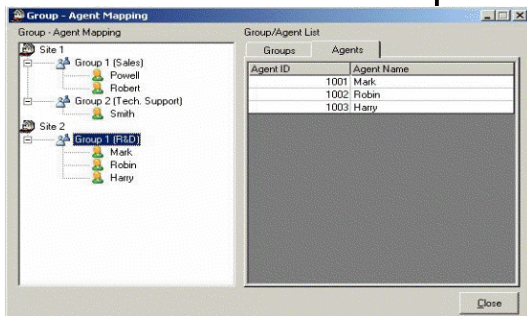
- Scalable to provide multi-site reporting capabilities
 - Scale to view and manage data from multiple locations
 - Analyze performance levels at all locations
 - Track remote agents
- Enhanced with Call Accounting...
 - Comprehensive call management and tracking system
 - Complete call center reporting solution
 - Maximize trunk capacity usage with add-on tools like Traffic Analysis
- Monitor and analyze agent performance
 - Identify training needs
 - Identify individual challenges
- Identify problematic areas and make necessary adjustments
 - Call routing logic
 - Staffing resource allocation
- Understand ACD and queue status/performance
 - Maximize telecom infrastructure efficiency and usage
 - Improve customer service and response time
- View in-depth reports to improve business intelligence
 - Understand customer calling patterns
 - Make informed business decisions

Many ACD solutions have only a complicated wallboard display of information and lack the reporting power most call centers need. XpertView is an affordable, historical ACD reporting tool, providing the in-depth call data and reports needed to analyze and improve phone system performance.

HISTORICAL REPORTING

- Historical reporting for call activity forecasting and trend analysis
- Resource planning – shift agent resources to high traffic departments
- On-demand reports for up to the minute analysis
- Streamline telecom costs
- Understand agent activity
- Identify training needs and areas of improvement



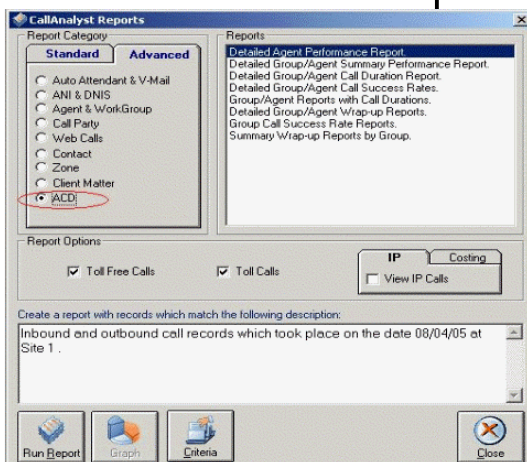


CUSTOMER SATISFACTION

- Shorten wait times with improved distribution
- Effectively allocate agents and resources
- Create strong performing employee departments/groups
- Maintain competitive edge

XpertView helps businesses identify where call distribution issues occur, helping managers to improve menu options and routing criteria to shorten wait times, increasing customer satisfaction and service levels. Analyze correlations between hold times, hang-ups, time of day, and/or agent availability to find areas of improvement to drive revenues and customer service levels.

Staff your business effectively; placing agents where they are needed most to handle calls. Improve customer experience by efficiently staffing departments and groups. With XpertView, businesses will maintain a high level of insight and set thresholds to measure performance and maintain a competitive advantage.



RETRUN ON INVESTMENT

- Take additional calls
- Make additional sales
- Drive revenues

XpertView provides managers the tools to increase ROI. For example, a call center improved call routing logic to take an additional 50 calls per day. On average these calls have a 20% sales attach rate ...

- 50 sales calls per day x 365 days per year = **18,250 sales calls per year**
- 18,250 calls per year x 20% attach rate = **3,650 additional sales**

With XpertView, your company will quickly recover costs by improving efficiency and customer satisfaction. Grow your revenues and profits for a substantial return on investment.

Does your company have the ability to gather critical information provided by your ACD system to increase customer satisfaction? Understand how your customers interact with your telephony system and how you can improve their experience with XpertView.

For more information about the XpertView or any other TriVium products, please visit our website at: www.triviumsys.com



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