



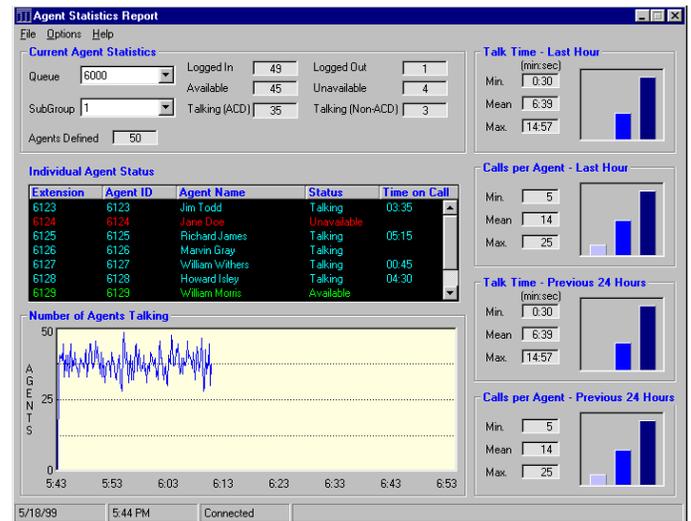
Statistics Analysis Manager (SAM)

Data Collection and Reporting

The Statistics Analysis Manager™ (SAM) option for MicroAutomation's CallCenter Millennium Series™ of products, is a comprehensive data collection and reporting system that gives call center managers the up-to-the-minute information they need to effectively manage infrastructure and human resources for peak call center performance. Providing historical and/or real-time reporting information. SAM provides the data that enables you to effectively manage your call center. SAM reports can even be sent to a PDA.

As calls are handled by CallCenter Millennium, SAM collects detailed information about every inbound and outbound call. In addition, SAM tracks both call activity for the call center as well as agent activity. The data collected by SAM can also be used with important management information from other sources in the call center to provide comprehensive call center reports. Information, such as call result data from databases and agent applications gives call center managers more power to assess call center performance and productivity and also allows business managers to assess results such as the bottom line impact of a telemarketing campaign or improvements in customer satisfaction levels.

SAM is designed to operate in a wide range of call center and information system environments. As a component of MicroAutomation's Call Center Millennium Series of call management solutions, SAM smoothly integrates with many switches and server environments. In a typical information systems environment, SAM stores management data in a standard relational database. SAM can be configured to gather statistical information for historical reports or real-time call analysis. But the real power of SAM comes from its ability to allow users to easily access data and create customized reports. Call center managers and business managers get the data they need when they need it, in a format that they find easiest to translate into useable information for informed business decision making.



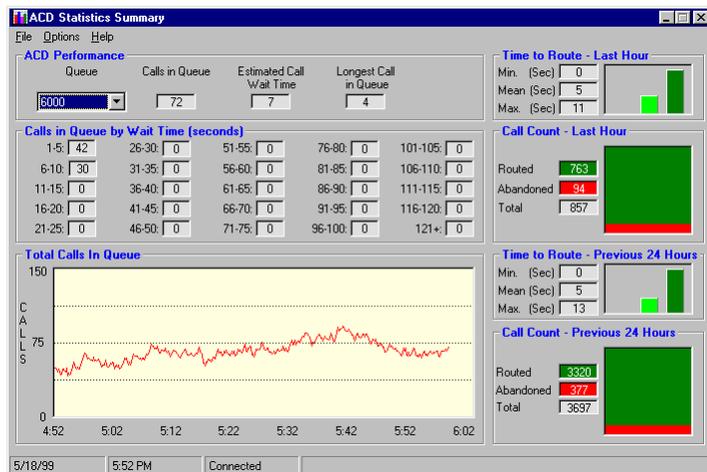
Consolidated Reporting

SAM can be configured to gather call center and business data from many sources in the call center. In a standard implementation, SAM collects call event data, ACD statistics, and agent status information. IVR systems may solicit touchtone responses from callers, track the flow of calls through many menu choices, and/or record the point at which a caller opts to talk to a live agent. All of this data can be used with data collected by SAM to produce more detailed call reporting. Agent applications can be designed to send call result and transaction data to SAM databases allowing all of this diverse and valuable data to be maintained in a single database so call center and business managers can rely on a single source for informative reports and graphical displays that translate into meaningful business information. Never again will they have to wade through reams of unrelated reports from many different sources. SAM allows the generation of consolidated reports of business information in formats designed for each specific user.



Flexible Report Formats

SAM can be configured to provide historical reports and real-time graphical displays in whatever format best meets the needs of the business information user. Reports can be printed, stored as a file for later use and/or displayed directly on a user's workstation. Examples of real-time reports are shown.



About MicroAutomation

Commercial, government and 911 customers worldwide have benefited from MicroAutomation's expert design, development, deployment and support of their contact centers for over 20 years. Outstanding creativity, the ingenuity and forethought of our engineers and partnerships with a wide-range of leaders in our industry allow us to continually provide our clients solutions that surpass expectations.

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Multiple Concurrent Displays

Reports can be viewed by multiple supervisors and/or agents concurrently. Supervisors have full discretion to determine who sees the reports.