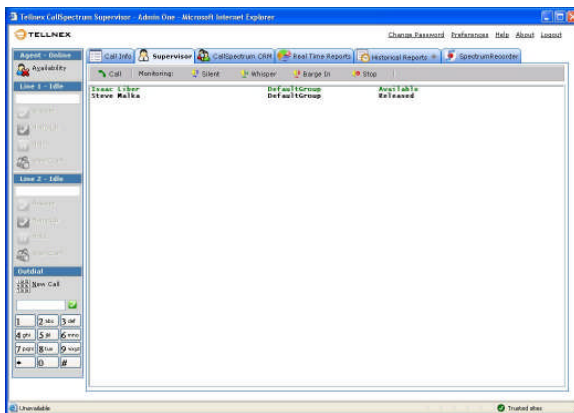




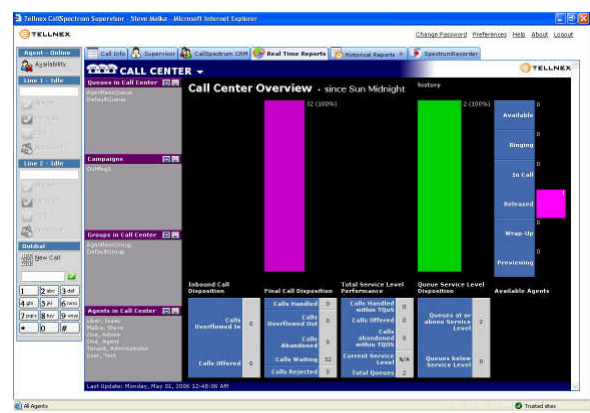
CONTACT CENTER LIVE

UI SCREEN SHOTS

Supervisor



Reports Display



Administrator

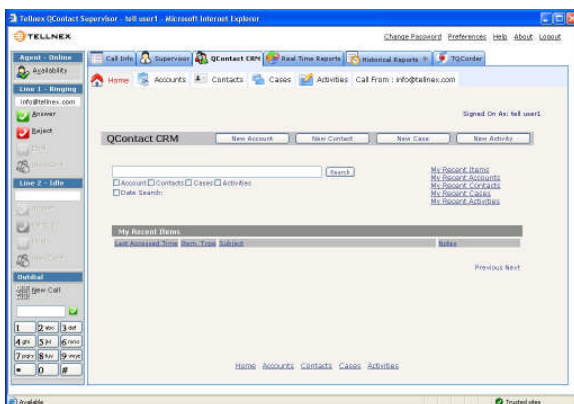
| Name | Description | No wrap-up | Service Level (%) | TQOS (sec) | Agent Selection Rule |
|--------------|-------------|------------|-------------------|------------|----------------------|
| AgentsQueue | | true | 0 | 0 | Skill Neutral |
| DefaultQueue | | false | 100 | 100 | Skill Neutral |

Reporting

IVR Calls Daily

| Campaign | Date | Calls in IVR at Start of Period | Real Attempts | Live Calls Detected | Max Lst. Calls Detected | Terminated in IVR | Transferred by IVR to Agent | Calls in IVR at End of Period |
|------------------------|-----------|---------------------------------|---------------|---------------------|-------------------------|-------------------|-----------------------------|-------------------------------|
| Outlets1 | 4/12/2006 | 0.00 | 99.00 | 46.00 | 44.00 | 2.00 | 44.00 | 0.00 |
| | 4/6/2006 | 0.00 | 0.00 | 7.00 | 1.00 | 0.00 | 7.00 | 0.00 |
| | 4/7/2006 | 0.00 | 727.00 | 116.00 | 611.00 | 0.00 | 116.00 | 0.00 |
| Campaign Total: | | 0.00 | 826.00 | 169.00 | 656.00 | 2.00 | 167.00 | 0.00 |

CRM



Call Recorder

