

Now, that's intelligence.

Telecom BI makes data analysis easy.



telecom BI SUITE™

Multi-dimensional reporting and analysis tool

The **Telecom BI Suite™** is a flexible and easy-to-use contact center analysis and reporting tool that provides multi-dimensional analysis and reporting, usage accounting, enterprise network licensing, multi-site integration, centralized collection/reporting and voice/data replication.

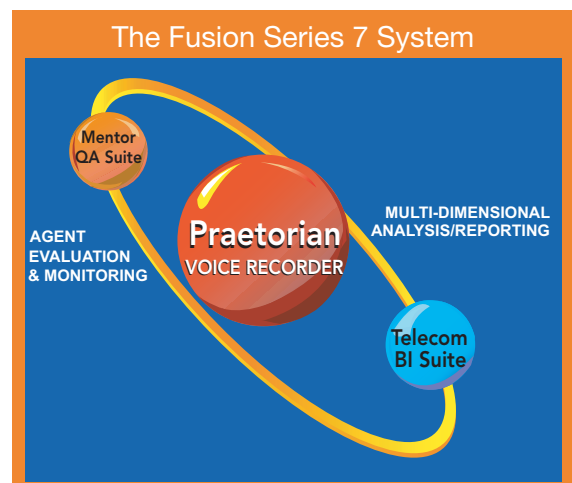
The Telecom Business Intelligence Suite is designed to work with the **Praetorian Voice Recorder™**, the heart of **Fusion Series 7™**, to transform your recording system into a powerhouse for advanced analytics and multi-dimensional reporting, giving you access to the telecom business intelligence located in your contact center.

Deliver the right information to the right people at the right time.

Traditional business intelligence is the product of analyzing quantitative business and customer data. This data provides insights that enable managers to make decisions and fine tune business strategies that help them gain competitive advantage and improve business operations and profitability. The Telecom BI Suite merges telecom data into the business intelligence model. By integrating call recordings, call detail data and additional telecom data with other enterprise databases, Telecom BI Suite provides a complete picture of the business environment. With telecom business intelligence you can analyze and report on the contact center KPIs most important to your business and deliver the right information to the right people at the right time in the right format. The Telecom BI Suite uncovers the answers to questions such as:

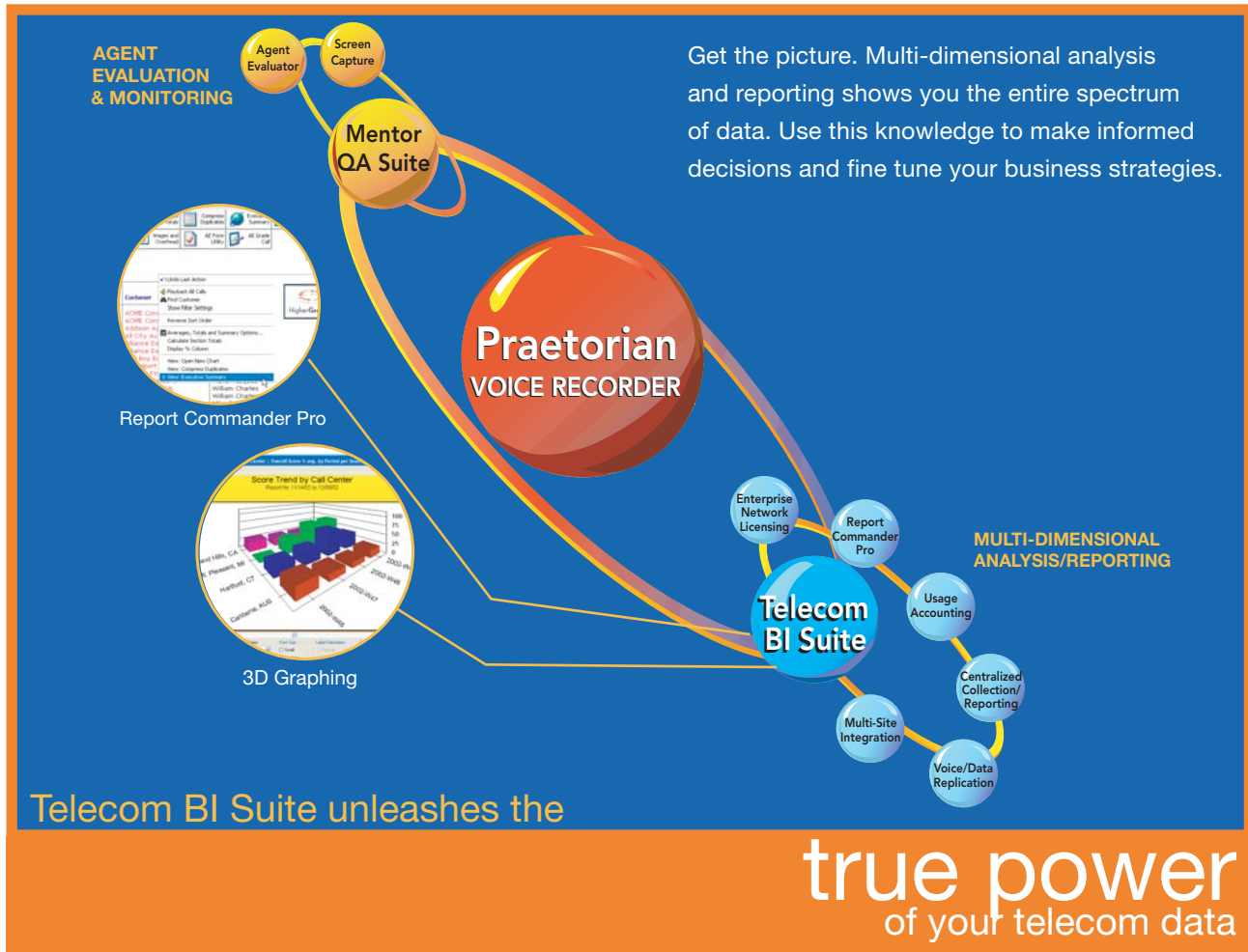
- Who are my most and least profitable customers?
- Which campaign pulls more leads?
- Which product line is the easiest to sell?
- Which agents service more customers?
- Where can we be more efficient?
- Which product attribute gets the most complaints?
- Which calls take the longest?

- **Analyze** data with active multi-dimensional graphical and tabular reports
- **Optimize** your telecom resources for increased productivity
- **Utilize** telecom KPIs to make sound decisions based on true business intelligence
- **Realize** how data integrations can fill the knowledge void in your contact center



In addition to the Telecom BI Suite, Fusion Series 7 provides a comprehensive array of solutions for customer/agent interaction and monitoring. The optional **Mentor QA Suite™** offers agent evaluation and screen capture to monitor and verify phone and data transactions and fine-tune agent performance.

Telecom BI Suite



The Telecom BI Suite

Knowledge is power; Telecom BI Suite gives you the power to make informed decisions based on your enterprise data. Whether reviewing past operations or forecasting the future of your business, having complete, accurate, easy-to-interpret information is critical. The Telecom BI Suite obtains this essential data with unparalleled ease and efficiency.

Usage and Cost Accounting

Increase Productivity. Optimize Telecom Resources.

Track and report on tele-statistics for productivity and performance verification.
(Requires Report Commander Pro)

Enterprise Network Licensing

Get Network Wide Access with No Additional Hardware.

Provide reporting capabilities for multiple users on your LAN/WAN network without additional hardware.

Multi-Site Integration

Simplify Multi-Site Reporting. Single Point of Control.

Integrate data from separate sites for combined reporting.

Centralized Data Collection/Reporting and Analysis

Do Your Work Only Once. Combine Data and Integrate Reports for Quick Comparison.

Combine data in a centralized location for easy sorting, filtering and manipulation of integrated reports.

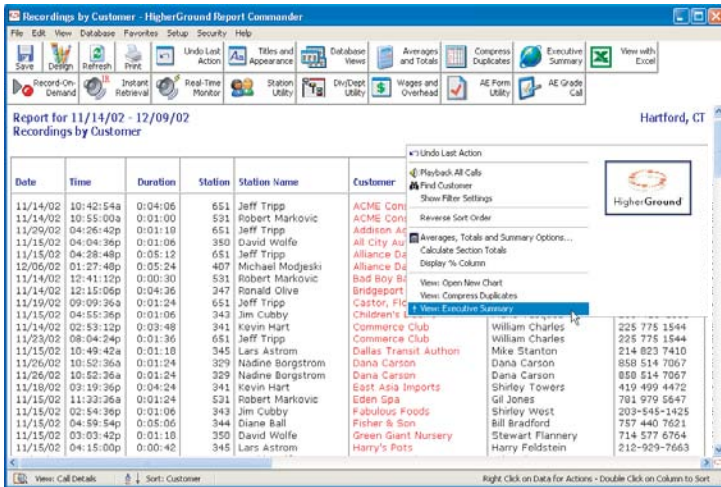
Voice and Data Replication

Protect Critical Data.

Record calls and data to a redundant server, on or off-site, for disaster recovery.

completely intelligent

Report Commander Pro™



Simplified Analysis and Reporting.

Increase productivity. Reveal your true contact center performance.

Report Commander Pro, is an intuitive database interface that integrates inputs from your PBX, CTI, ACD and other connections with customer enterprise data. Integrate account numbers, companies and contacts to call recordings, screen captures and attachments to calls so you can analyze data, secure intelligence and generate reports on virtually any criteria. Report Commander Pro offers multi-dimensional analytics through 3D graphs and charts. Executive Summaries expand analyses and provide "drill up," "drill down," "expand" and "compress" functionality. This data integration and analysis fills the contact center knowledge void with telecom business intelligence.

Create Specialized Reports that Virtually Design Themselves

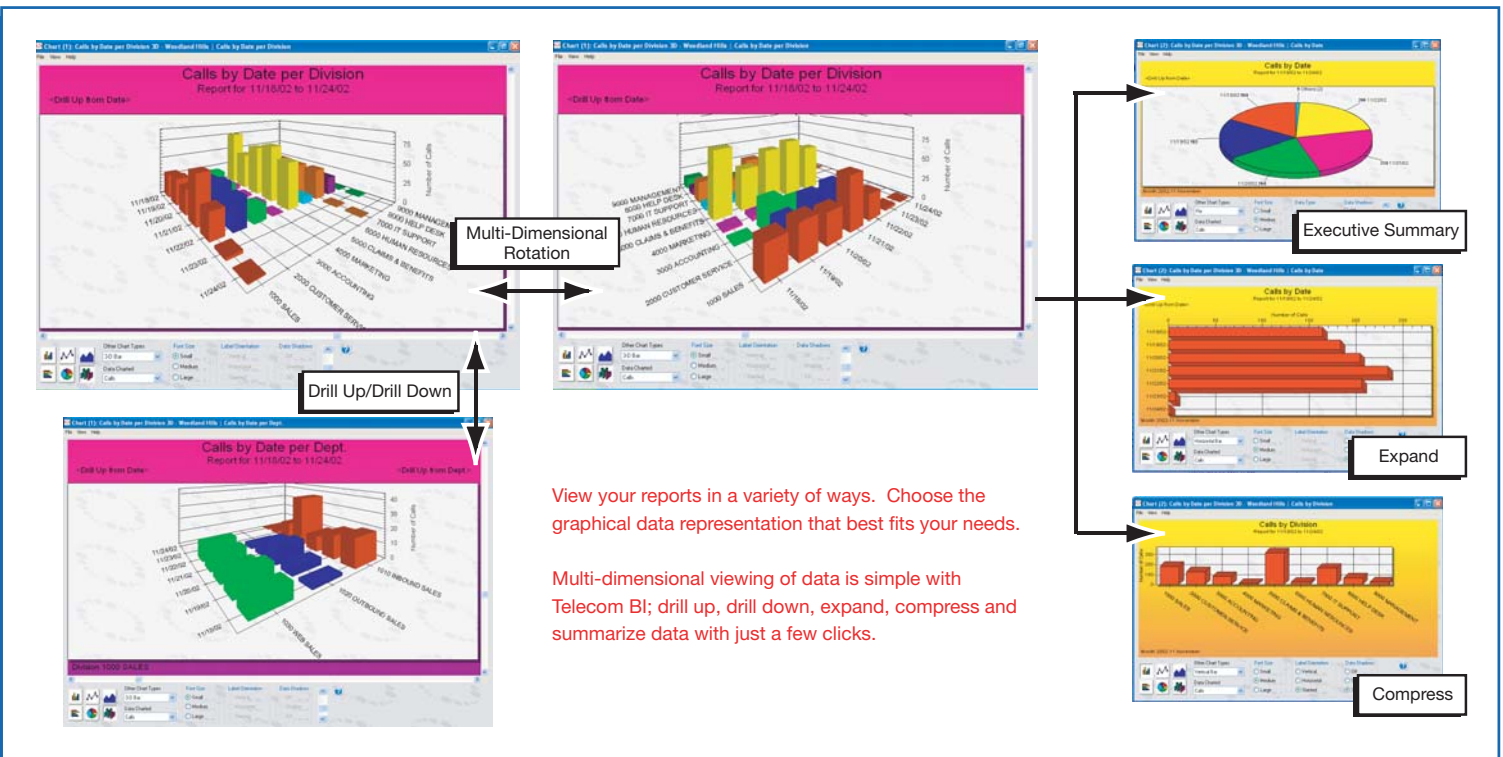
- **Design live reports.** Sort, filter, compress, and expand within your report. No need to re-query or redesign another report.
- **Analyze data like a pro.** You don't have to be technically savvy to use this solution. The simplicity of design, despite the complex structured and unstructured data inputs, makes it intuitive and remarkably easy to use.

Avoid Analysis Paralysis—Clear the Way for Well-Supported Decisions

- **Uncomplicate analytics.** 3D graphs and charts include live data. Just click on the chart/graph to drill down to more detailed data or expand for summary data.
- **Uncover situations/issues.** Viewing graphical data beats slogging through spreadsheets and brings dormant intelligence to the surface.
- **Crystallize decision paths.** Answer questions you couldn't answer before. Answer questions you didn't even know you had.

Avoid Duplicate Work and Minimize Errors

- **Collect multiple feeds without leaving your desk.** Collect data from multiple PBXs and store in a central database on redundant hard drives.
- **Track agents no matter where or when they sit.** Flex Seating for ACD management and reporting tracks agents as they move from seat to seat.
- **Trace every segment of transferred calls.** Cradle-to-grave reporting brings together the sequence of events of a call through various data streams, including the CTI data stream connector, and tracks the calls as they are transferred.
- **Relate PBX data to actual events.** CTI Connector provides real-time control and monitoring of phone events and portrays an accurate relationship between the PBX data and the actual event by recording hold or transfer times.
- **Enjoy "one-stop" telecom management.** Integrate enterprise databases such as vendor and customer databases through Fusion Series 7's powerful Report Commander Pro.



View your reports in a variety of ways. Choose the graphical data representation that best fits your needs.

Multi-dimensional viewing of data is simple with Telecom BI; drill up, drill down, expand, compress and summarize data with just a few clicks.

Telecom BI Suite is lightning fast and remarkably easy-to-use

When you add the Telecom Business Intelligence Suite to the Fusion Series 7 Praetorian Voice Recorder, you get all the capability and benefit of the search engine-based solutions, such as instant call retrieval, from the desktop in a few clicks. Online digital storage and external hard drives facilitate automatic and unlimited archiving.

Telecom BI Suite provides more functionality for less cost of ownership

As with the Praetorian Voice Recorder, there are no hidden costs with the Telecom Business Intelligence Suite. Just great value with flexible purchasing programs and license agreements. There are no search and playback licenses, and you can give an unlimited number of users search and playback privileges.

Telecom BI Suite surpasses reliability standards and exceeds your strictest requirements

Industry exclusive **I'm Alive™** notification service ensures system uptime by calling in nightly to say "I'm alive." If we don't get the call, our technicians take immediate action. Task Master monitors crucial applications with re-launch capability and system monitoring of over 250 hardware and software items that ensure your system will stay up and running.

Telecom BI Suite wins technical approval with leading-edge functionality

Telecom BI Suite and all the Fusion Series 7 solutions are built with a common sense approach to software design and maintenance. A thin client philosophy, distributed online storage, robust redundancy, fault tolerant design and open architecture will set your technical staff's minds at ease.

Expand Your System Capability

To enhance your Fusion Series 7 reporting and analysis system with added functionality and a more comprehensive view of your contact center, choose from additional, plug and play components in the Mentor Quality Assurance Suite.

mentor QA SUITE™
Mentor Quality Assurance Suite offers agent evaluation and screen capture.

The Mentor QA Suite™ enables contact center managers to easily evaluate agent performance, identify low-skill areas and set benchmarks for agent productivity. Increase customer satisfaction by monitoring and evaluating agents to identify training and coaching needs. Provide best practice procedures.



Client Support and Professional Services

HigherGround's Fusion Series 7 is backed by the ultimate in service and support.

- **Made to order project plans from HigherGround Professional Services.** Service that is with you every step of the way. Our experienced, certified team works with you to define exactly what you need, provide clear, precise pre-installation requirements and create a well thought out project plan.
- **Identify activities that threaten your uptime.** Automatic proactive alarms monitor over 250 hardware and software items. In most cases our certified technicians fix any problems before you know they have occurred.
- **Stay on the leading edge of technology.** Receive free software updates throughout the duration of your support contract.
- **Get your higher education with HigherGround.** Introductory HigherGround University training courses for users and administrators are included in your purchase. Online or classroom sessions available.
- **Stay alive with I'm Alive™ notification service.** This industry exclusive feature ensures system uptime by calling the Fusion Series 7 server nightly to say "I'm alive." If we don't get the call, our certified technicians take immediate action.
- **Support the way you want it, when you want it.** Online and voice support by certified technicians. Program engineers are available for consultation.

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