



The **easy way** to monitor and analyze your phone activity.

TriVium Systems' CallAnalyst™ 5.0 is the industry's fastest growing call tracking and management solution for small to mid-sized businesses. This award-winning application quickly generates detailed or summary call reports on local and long distance phone use. Powerful and simple to use, CallAnalyst lets you measure productivity, manage costs, monitor toll fraud and create billings. Compatible with most IP or traditional phone switches, CallAnalyst brings enterprise-level functionality to growing organizations for a fraction of the typical cost.

CUSTOMER BENEFITS

Quickly monitor agent productivity and make adjustments as needed to increase profitability. Automatically email daily call reports to reps so they can immediately measure their performance against department goals.

Tracks inbound and outbound calls in real time and identify incoming callers using VoIP or traditional phone lines. A simple point and click shows detailed or summary information of reports including call traffic by date/time, agent and workgroup, type and carrier, VoIP and web call, as well as dropped calls.

Detects fraudulent phone activity. Tracks questionable inbound and outbound calls, helping you quickly detect problems and avert risks.

Now you can bill the calls your client should pay for with flexible billing reports that quickly calculate usage and cost by client, tenant and partner. Run only one report to generate a bill or invoice.

Schedule reports to run over a 24-hour period accommodating overnight shifts. Automatically email reports to managers for immediate response to call volume changes.

Basic CallAnalyst Report Categories

Date & Time • Billing • Lines & Extensions • Account Codes • Rate Tables • Carrier • Frequently Called Numbers • Geographic Breakdown • Wireless Calls • Custom Reports

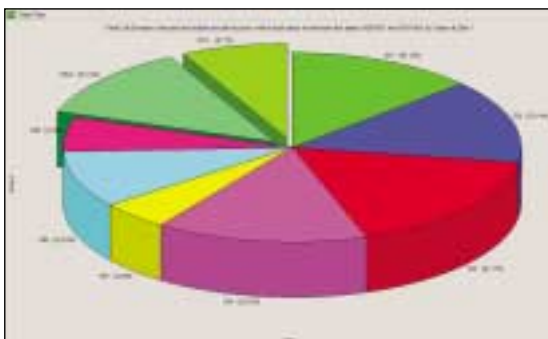
Advanced CallAnalyst Report Categories

Route & Tenant • Type & Carrier • Auto Attendant & Voice Mail Spillover • ANI & DNIS • Agent & Workgroup • VoIP & Web Calls • Agent Call Party



Monitor and analyze geographical call patterns.

Analyze inbound/outbound call traffic to improve customer service.



Export reports to graphs for easy interpretation.

PRODUCT FEATURES

- Incremental time-based billing
- Prefix billing lets you bill for different rates within the same area code
- Perform wildcard searches
- Analyze trunk usage
- Retrieve call logs from a URL, log file, external database
- Export reports to multiple formats (including HTML) to view remotely via web browser
- Call costing and user-programmable rate tables
- Automatic scheduling of reports/data archival
- Real-time monitoring of inbound/outbound calls
- Fraud monitoring
- Billing reports for clients' lines
- Network-based remote and consolidated multi-site reporting capability
- Measures productivity of telemarketing, inside sales or telephone technical support groups
- Monitors customer service metrics
- Imports contact information from ACT!, Outlook 95/2000, and Palm devices
- Integrates with all popular Key Telephone Systems (KTS) and PBXs; Carpe Diem and Timeslips for legal firm time billing; Goldmine for sales force automation
- Crystal Reports engine
- MSAccess database
- Client/server technology

System Requirements

- Intel® Pentium Processor
- 64 MB of RAM
- VGA display 800 x 600 (SVGA recommended)
- Windows ME/95/98/NT/2000 compatible
- Windows compatible printer (required for printing reports)
- 80 MB of free hard drive space
- Available serial port (if data source is a serial connection)
- CD ROM drive (if using CD for installation)

Download Your Free Trial of CallAnalyst 5.0 at www.triviumsys.com.

To learn more about our web-based customer relationship management (CRM) software, SimpleRM™, that completely integrates your sales, marketing and support departments to shared customer data, take our SimpleRM screen tour at www.triviumsys.com.



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