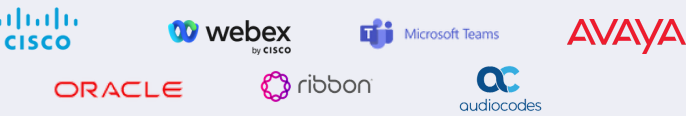


Powerfully Smart CDR Reporting & Queue Analytics

for Improved Caller Experience, Employee Productivity, Call Accounting & Data Compliance



Flexible Report Options

Automated Report Delivery

Organizational Awareness for Data Security

Less Dependency on your IT Resources

ISI serves insights across an enterprise, from line of business managers to the C suite:

Lines of Business:

- Easily monitor team productivity and interactions
- See real-time metrics vs. end of month (when it's too late)
- Gain powerful tools to better manage agent performance
- Flexible Call Accounting and Cost Allocation features for Finance Teams

IT/Network Staff:

- Reduce time spent building custom reports by using ISI's 125+ prebuilt dashboards, widgets and reports
- Gain visibility into Traffic/Voice utilization and quality of service
- Gain real-time alerting for voice interactions

Compliance | HR | InfoSec:

- Maintain historical call data to meet regulatory and corporate policies
- Provide quick responses to requests for specific call event information
- Easily access Alarm/Exception reports and dashboards to warn of potential abuse
- Gain the ability to identify and track specific inbound, outbound and internal interactions



Seamless, single pane of glass visibility into entire voice network



Employee Productivity

- Analyze calls made/received, traffic by time of day and call duration
- Improve staff scheduling by knowing peak call times when caller experience can be compromised
- Recognize high performers
- Target training opportunities



Caller Experience

- Cradle-to-grave reporting presents call events in sequence, quickly revealing problematic call routing.
 - See excessive transfers to voicemail and easily determine corrective action
 - Dashboards and reports tailored to managers/departments help improve service & sales quotas.



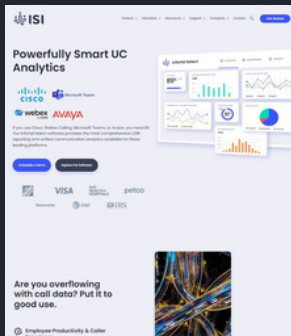
Cost Allocation

- Support your Finance team with robust destination and route-sensitive call rating to price billable call events on published tariff or customer-specified custom rates.
- More accurately allocate costs with true usage allocation.
- Monitor for waste, abuse, and misuse of voice network resources.



Call Data Compliance

- Track inbound and outbound call activity associated to users and organizational hierarchy.
- Ad-hoc search quickly by most call attributes (originating or terminating party, number, caller ID, department, time of day, hunt group or call queue.)
- Unlimited data retention



Learn more at isi-info.com

Standard Infortel Select Reporting Includes:

- Organizational hierarchy leveraged in report filters, summary levels, access security and report distribution
- Fully customizable report constraints, fields, summary level, and graphics let you present info as desired
- Choice of report and data export formats – PDF, HTML, Excel, fixed or delimited ASCII text
- On-demand and scheduled report production with automated distribution direct to recipients
- Standard 13-months on-line data retention available for reporting – more available if needed
- A library of pre-defined and customizable widgets allow each user to configure a personal dashboard



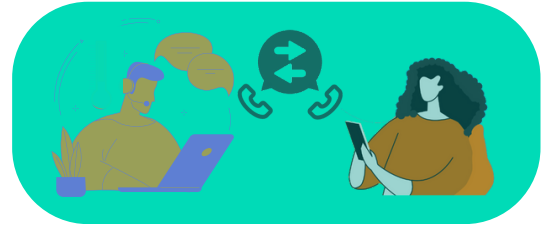
Premium Queue Analytics

Gain Call Center-Like Metrics Without the Complexity of Deploying Contact Center Software Solutions

Leverage ISI's Queue Analytics for better caller experience insights. Premium Queue Analytics is a low-cost alternative to expensive contact center infrastructure.

Monitor:

- Call volumes
- Agent Status
- Answer/abandoned rates
- Calls by answering agent



Reveal overall traffic and handling stats with daily, weekly, and monthly reports.

Hourly metrics takes guesswork out of staffing decisions.

Drill down exploration of calls reveals transfers, redirects, and time agents spend with individual callers.

Reports include:

- Queue Summary, for supervising and managing multiple call queues at once.
- Call activity by Day or Hour of Day to capture trends.
- Call Detail by Agent to get the most granular, specific level of insights.
- Cradle-to-grave gives complete transferred call path visibility. See the entire customer call journey before it reaches a queue to after it leaves the queue.



Alerts & Notifications

- Exception reports, customizable widgets, and user-definable alarms help automate detection and notification of undesirable call events.
- Trigger email, text message or scheduled report generation for international calls, after-hours calls, potential Phishing, 911 calls, or other call events.



Device Type Utilization

- Troubleshoot, monitor technology adoption and identify unused or underused equipment with Infortel Select's Device Type Utilization visibility.
- Device type information is made available through a variety of reports and handy dashboard widgets.

Empower managers across various lines of business with Infortel Select's robust reporting engine, dashboards and alerts focused on many areas of business concern.

Infortel Select provides the visibility and insights enterprises need when making business critical decisions.

Learn more at isi-info.com