



Group/Queue Summary Report

MultiSite Reporter for Retailers

- Consolidated reporting across your store network
- Actionable business intelligence—delivered when and where desired
- “Big picture” and single-site views of customer activity
- Variable report types, flexible templates
- Scalable configuration for 2 to 10,000 locations

InstantOffice™ MultiSite Reporter is a powerful suite of tools that collects information about your customers across your store network—how many are calling, who they are, what they want, and how well you are serving them—and transforms this data into actionable business intelligence. Clear, Web-based reports give you a “big picture” enterprise view of customer interactions with local stores, response rates to marketing initiatives, and network resource utilization. Along with consolidated multisite reports, you can also access fine-grained details about individual stores.

Simply select the type of information you need. Specify the necessary parameters and level of detail. And choose whether you want to e-mail, print, or view the report—on demand in real time or automatically by schedule. Reports can be run based on hierarchy, department, or time. Wizard-based interfaces and over 60 standard and exception report templates make it easy to create the exact multisite reports you want.

Increased business value

With this unprecedented visibility into store communications, you can empower line-of-business owners to make better strategic and operational decisions. For example, tracking peak calling times and call abandonment patterns can clarify staffing requirements. Monitoring call handling and queue statistics—by individuals, locations, or functional groups—can lead to greater employee productivity. Linking caller activity reports to advertising campaigns can indicate where marketing dollars are best spent. And analyzing trunk traffic and network utilization at each site—and across the enterprise—can optimize your store facilities infrastructure.

Greater efficiency, cost control

The ultimate savings are in time, money, and resources. Accurate measurement guides accurate management of your most cost-sensitive areas of operation: staffing, system performance, and resource allocation. You're ready to deal efficiently with any changing conditions indicated by exception reports. And since MultiSite Reporter leverages the architecture set up in InstantOffice MultiSite Manager, your investment is protected as your business grows; whether you track two sites or ten thousand, the application remains the same.

Improved customer service

Best of all, MultiSite Reporter lets you see your enterprise from your customers' perspective—how long calls are on hold, how quickly calls are answered, how service is delivered employee by employee or across an entire region. Using this intelligence to raise service levels is your key to building your most valuable asset: customer loyalty.

InstantOffice MultiSite Reporter System Requirements

General

- InstantOffice System Release 5.0 or greater
- InstantOffice MultiSite Manager Release 1.1

FTP server

Requires at least one central FTP server to store report data. The required storage capacity of the server will vary depending on the number of systems to be reported on. The following list of file types and associated file sizes is for planning purposes only:

Call detail reporting data file	0.04 MB
Call Management Suite data file	0.01 MB
Trunk statistics data file	0.04 MB

Software

- Microsoft Windows 2000 Server, Service Pack 4 or greater
- Microsoft SQL Server 2000

Hardware

- 1 GHz or greater Intel Pentium processor
- Minimum 500 MB of memory
- Minimum 80-GB hard drive

Optional hardware and software

- IBM WebSphere Application Server Version 5
- Microsoft SQL Server 2000, Enterprise Edition

Organizational Groups	Total Calls	Total Duration	Maximum Duration	Average Duration
Main Line	204	36:17.98	03:00:08	00:08:43
Pharmacy	308	27:13.87	03:00:08	00:06:40
Photo	84	03:26.47	04:23:05	00:02:42
Total:	728	66:58.00	12:02:23	00:04:41

Inbound Summary Call Detail Report

InstantOffice MultiSite Reporter

Modify Schedule

Schedule Name: Outbound calls

File Type: MSExcel

Report Schedule: Recurring

Start Date: 09/18/2003

End Date: 09/23/2003

Time: 17:00

Recurrence Schedule: Daily

Send Report(s) to: Email: jsmith@abomarket.com

Scheduling a report

InstantOffice MultiSite Reporter

Outbound Exception Report

From Date: 09/23/2003

To Date: 09/23/2003

Time Period: Select

Departments / Extensions to Include: Pharmacy, 454

Parameter: Total Calls (from Total Calls)

Parameter: Calling Number

Selecting report criteria



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