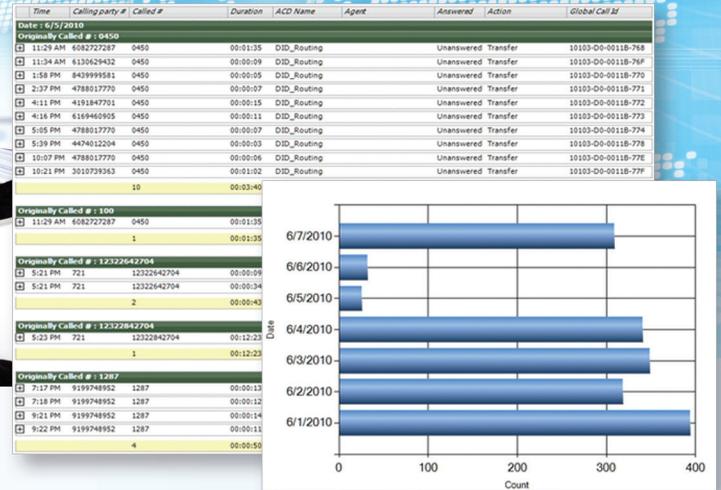


Easily Create and Display Customized Call Center Reports



MXreport™ Provides Deep Insight Into Call Handling and Agent Performance

Zultys MXreport custom report writer provides Call Center managers and System Administrators with deep insight into call handling and agent performance. MXreport provides customized statistics-based reporting by tapping into nearly 50 call detail record (CDR) fields through an easy to use drag-and-drop report builder interface that lets managers create and output their own custom reports that analyze and compare key data. Reports can be generated into spreadsheets, graphs, wallboards and other document formats. MXreport enables companies to analyze calls from "cradle to grave" across the entire life cycle of a contact event to better manage and improve their Call Center operations, communications flow and customer service.

Enables Companies to Meet Unique Call Accounting and Call Handling Needs

MXreport gives companies with special call accounting and call handling needs the ability to more finely control and account for their call activities. The customizable reporting features make it easy to identify calls with specific customers and accounts and to comply with unique legal and regulatory requirements. For example, while any company could benefit from these capabilities, Legal, Financial and Insurance firms could easily track and analyze call activities for customer account billing purposes and better ensure that client calls are handled according to specific needs. Public sector client calls can also be easily separated from private sector call activities to comply with regulatory requirements.

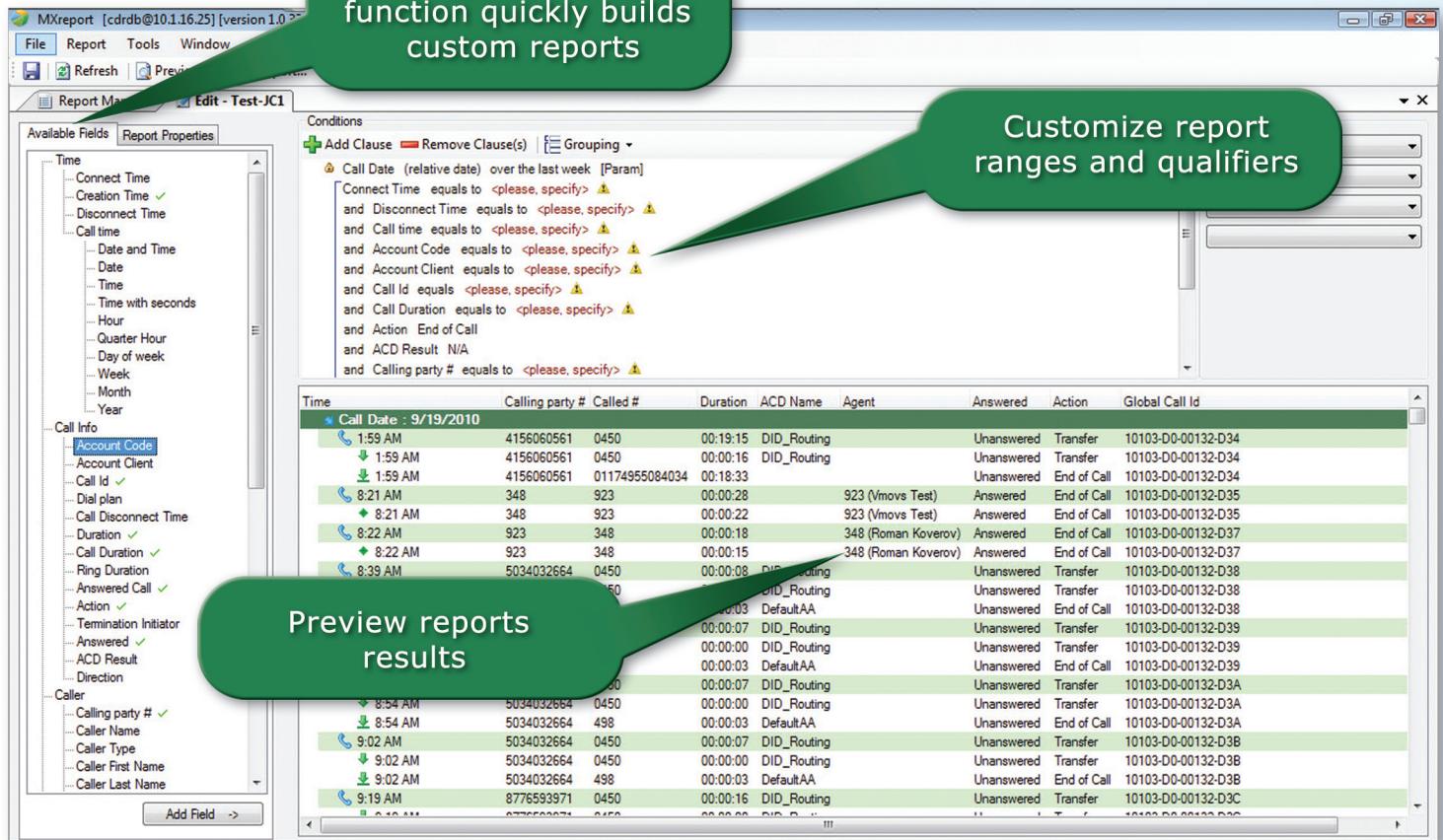
MXreport quickly and effectively turns Call Data Records into actionable information

Key Features

- Intuitive "Drag and Drop" user interface builds custom reports in seconds
- Customize statistical reports according to unique data fields, ranges and qualifiers
- Run highly detailed "cradle to grave" reports for individual agents, local call groups, and call groups across the WAN
- Flexible reporting time frame lets users generate reports based on call activity by quarter hour, hour, day, week, month and year
- Accesses nearly 50 call detail record data fields to provide highly detailed call analysis and statistical reporting
- Built-in graphic reporting tool
- Reports can be saved in common document formats such as Excel, Word, HTML, TXT, CSV, ODS, GIF, JPG, BMP, PNG and others
- Supported on Microsoft Windows® XP, Vista and Windows 7
- Enables companies to improve performance and account for specific customer and company call activities for billing, legal and regulatory needs
- Report Scheduler – customize your reports and have them automatically delivered to your email inbox or saved straight to your computer or network every day, week, month, and so on.

MXreport Customized Call Report Tool

MXreport™ uses a simple, intuitive call report control panel to let you create custom statistical reports across all your call center groups and agents using a simple drag and drop menu, run reports and output the results to graphs and common applications such as Word and Excel



Drag and Drop function quickly builds custom reports

Customize report ranges and qualifiers

Preview reports results

Time	Calling party #	Called #	Duration	ACD Name	Agent	Answered	Action	Global Call Id
1:59 AM	4156060561	0450	00:19:15	DID_Routing		Unanswered	Transfer	10103-D0-00132-D34
1:59 AM	4156060561	0450	00:00:16	DID_Routing		Unanswered	Transfer	10103-D0-00132-D34
1:59 AM	4156060561	01174955084034	00:18:33			Unanswered	End of Call	10103-D0-00132-D34
8:21 AM	348	923	00:00:28		923 (Vmovs Test)	Answered	End of Call	10103-D0-00132-D35
8:21 AM	348	923	00:00:22		923 (Vmovs Test)	Answered	End of Call	10103-D0-00132-D35
8:22 AM	923	348	00:00:18		348 (Roman Koverov)	Answered	End of Call	10103-D0-00132-D37
8:22 AM	923	348	00:00:15		348 (Roman Koverov)	Answered	End of Call	10103-D0-00132-D37
8:39 AM	5034032664	0450	00:00:08	DID_Routing		Unanswered	Transfer	10103-D0-00132-D38
8:54 AM	5034032664	0450	00:00:03	DID_Routing		Unanswered	Transfer	10103-D0-00132-D38
8:54 AM	5034032664	498	00:00:03	DefaultAA		Unanswered	End of Call	10103-D0-00132-D38
9:02 AM	5034032664	0450	00:00:07	DID_Routing		Unanswered	Transfer	10103-D0-00132-D39
9:02 AM	5034032664	0450	00:00:00	DID_Routing		Unanswered	Transfer	10103-D0-00132-D39
9:02 AM	5034032664	498	00:00:03	DefaultAA		Unanswered	End of Call	10103-D0-00132-D39
9:19 AM	8776593971	0450	00:00:16	DID_Routing		Unanswered	Transfer	10103-D0-00132-D3C

Customized Statistical Reporting Tool Taps Scores of Call Record Data Fields

MXreport gives Zultys customers a powerful tool to access, analyze and report Call Data Records (CDR) across the entire life cycle of a call. Each CDR record contains nearly 50 fields of call data information. MXreport is an advanced report writer software client running under Microsoft Windows that gives the User the ability to access the CDR fields, extract, analyze and report the data in customized report templates. With MXreport, you can change the appearance of an existing report or create new management reports. A newly created report can be saved as a report template for repeated use.

MXreport - the Path to Total Cost Control

MXreport empowers a company with deep insight into their call handling activities to:

- Improve agent performance
- Improve customer service
- Manage calling activities
- Account for specific customer and company call activities for billing, legal and regulatory needs