

CallAnalyst *Classic Edition*

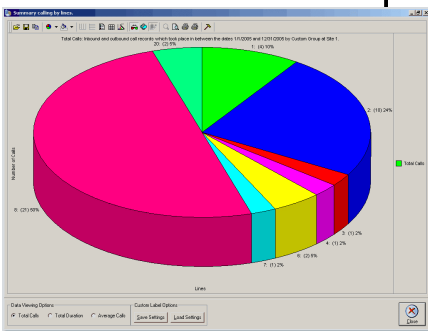
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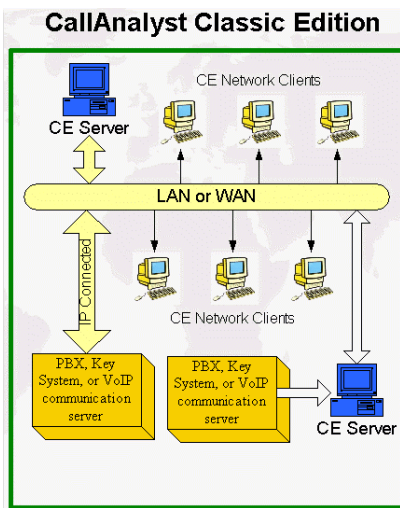
TriVium Systems' award winning CallAnalyst products have been implemented in over 4,000 enterprises including law offices, call centers and health care facilities. CallAnalyst Classic offers small, medium and large businesses a scalable, reliable, and easy to use call accounting solution. CallAnalyst Classic Edition is the right solution for any business to tracking and analyzing call data to manage costs, increase productivity and improve billing accuracy.

CUSTOMER BENEFITS

- **Single Edition, compatible most phone systems** –
 - Compatible with most phone systems in the market today, CallAnalyst Classic Edition is easy to use and install.
- **Agent productivity** –
 - Monitoring the phone activity of your agents can help you to spot problematic areas and define steps for improvement.
- **Phone abuse** –
 - Prevent fraud and phone abuse with CallAlert!/Fraud! to monitor for fraudulent and abusive phone patterns, protecting your telephony investment.
- **Report automation** –
 - Never worry about having to generate reports. Program CallAnalyst Classic to generate customized, easy to read reports in a timely manner delivered to you via email or print.
- **Call costing** –
 - Helps to give you an overview of where your phone costs are going. View rate plans and call costs to determine the best telephony plan for your company.
- **Contact management** –
 - Import and export contact information between email programs and CallAnalyst. This assists in sending phone alerts and email reports.
- **Time billing** –
 - Traditionally, it has been nearly impossible to accurately track call time for every customer account. With CallAnalyst Classic's time billing, that is a thing of the past. Track information about each phone call, including duration, to accurately bill the customer, avoiding over- and under-charging.
- **Measure campaign response** –
 - View call traffic after launching a campaign to measure its success.
 - DNIS tracking
- **Scalability** –
 - As your company grows, and CallAnalyst Classic can grow with you. With unlimited extension tracking capabilities CallAnalyst Classic meets any trunk capacity requirements. Also expand the reach of CallAnalyst Classic with Network Clients to allow employees access to call reports from their own desktop.



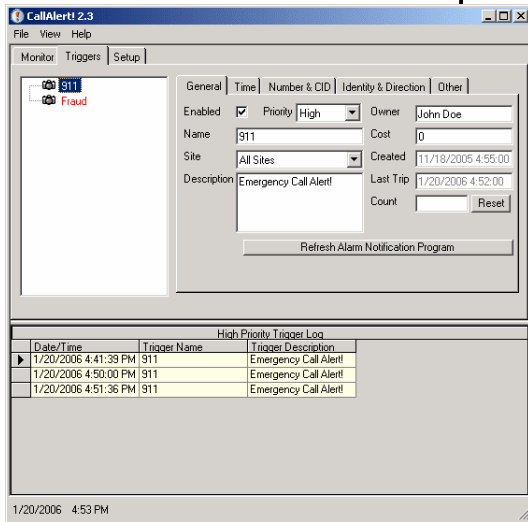
Export reports for easy interpretation



CallAnalyst Classic Implementations

PRODUCT FEATURES

- Automated reports – delivered via print or email.
- My Favorite Reports
 - Save specific reports and criteria for quick and easy access
- Time billing
- Contact management
- Export reports to programs such as Excel and Word for further analysis and manipulation
- Call costing
- Crystal reports engine, over 100 standard reports to choose from
- CallAlert/FraudAlert
- Scalable
 - Classic Edition grows with increasing trunk capacity
 - Network Clients provide access from user desktops
- Compatible with most phone systems available
- 10-day trial license to test CallAnalyst Classic Edition



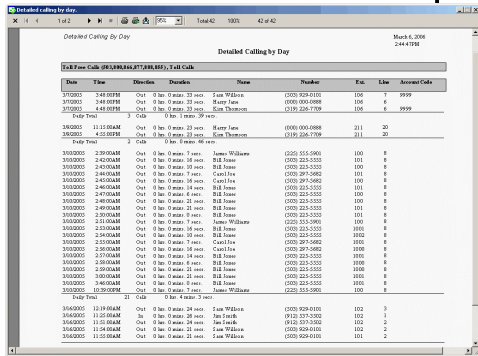
CallAlert sends notifications when emergency or fraud criteria are met

PLATFORM RECOMMENDATIONS

- Pentium III class CPU
- 512 MB RAM
- Microsoft Windows NT-SP6, 2000, 2003, XP Professional
- 2GB free hard disk space
- CD ROM drive (for CD installation)
- SVGA display 1024 x 786
- Printer

CallAnalyst Classic is a complete solution to understanding and managing your telephone needs. Get the version of CallAnalyst Classic that fits your needs to improve accuracy, productivity, and forecasting today!

For further details, or to download a free trial of CallAnalyst Classic, please visit www.triviumsys.com



Call distribution by day and time



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