

# CallAnalyst SX Pro

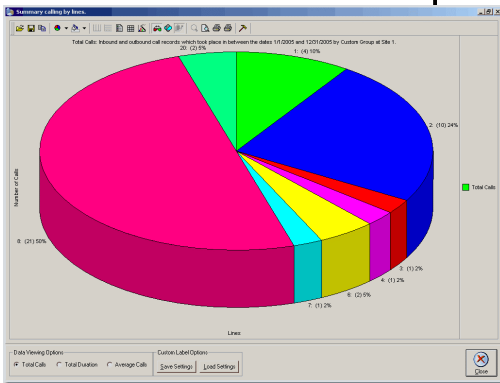
## SX Pro



CallAnalyst SX Pro offers small businesses an affordable, full featured, and easy to use call tracking and telephony management system. Tracking calls and telephone usage gives these companies the power and tools to measure productivity, manage costs, prevent phone abuse, and increase the accuracy of billing customer accounts. CallAnalyst SX Pro is compatible with most phone systems in the market today, making it the perfect solution for your business. TriVium Systems' award winning CallAnalyst products have been implemented in more than 4,000 enterprises.

### CUSTOMER BENEFITS

- **25 and 50 Extension Editions** –
  - With two editions, CallAnalyst SX Pro fits the precise extension tracking needs of customers. Track all calls and generate comprehensive reports to suit your analysis needs.
- **All the capabilities of Classic Edition** – The popular classic edition features are now available with SX Pro.
  - **Report Automation** –
    - Have reports created on a regular basis and sent via email for convenient analysis of the phone system and employees
  - **Desktop Access** –
    - Access SX Pro's capabilities from any networked desktop with Network Clients (add-on). Managers and employees can easily generate ad-hoc reports to meet immediate analysis needs, all from the convenience of the desktop.
  - **Contact Management** –
    - Import and manage contact information within SX Pro. Associate contacts with phone numbers and call data to view exactly when a contact called, aiding time billing.
  - **Time Billing** –
    - Generate reports that provide the billable hours for client consultations. Assign specific hourly rates to each contact/client to accurately charge for time spent.
- **Prevent phone abuse** –
  - With the CallAlert/FraudAlert Module, CallAnalyst SX Pro detects user-defined call patterns to help manage costs and protect infrastructure investment.
- **Graphical report viewing** –
  - CallAnalyst SX Pro provides a variety of graphical reports to view how calls flow in and out of your business. Identify problematic areas quickly and easily and correct them.
- **Agent productivity** –
  - Monitoring employee call activity helps to identify areas of improvement and training needs to help increase overall productivity.
- **Account tracking/call costing** –
  - Create flexible, user-defined rate plans to cost calls, increasing accuracy and accountability of customer billing. Use account codes to track and bill calls for specific accounts separately and generate billing reports.



Export reports for easy interpretation

Summary Calling By Hour-Of-Day, By Day-Of-Week

Call patterns for Customer Service Group for Last Week

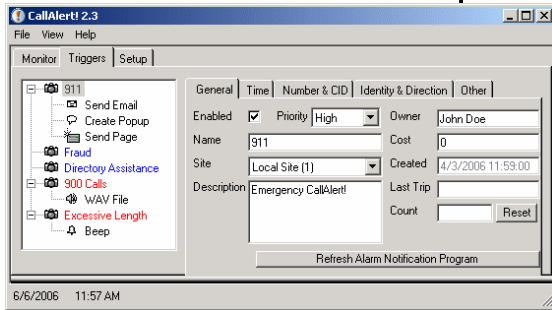
Total Calls		AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Day	9-11	11-1	1-3	3-5	5-7	7-9	9-11	11-1	1-3	3-5	5-7	7-9	9-11
Monday	10	22	21	35	39	35	33	38	34	66	71	73	25
Tuesday	1	3	4	53	84	71							
Wednesday	50	54	52	59	52	51	34			1	5	6	3
Thursday	9	13	29	59	100	82	76	72	145	49	38	28	5
Friday	2	2	36	17	11	13	9	7	3	4	4	2	4
Saturday	3	2	10	26	17	11	13	9	7	3	4	4	2
Sunday	3	1	2	3	4	7	6	2	2	8	3	3	1
	9	26	56	99	234	283	244	339	476	375	220	181	129

Call Distribution by center by Hour-of-day by Day-of-week

## SX PRO – PRODUCT FEATURES

An affordable solution for small businesses to meet all their call tracking and management needs.

- Two editions to meet specific customer needs
  - 25 Extension Edition
  - 50 Extension Edition
- Comprehensive reporting
  - Variety of standardized reports
  - Powerful search criteria to view the most relevant calls
- Flexible rate plans for costing all calls
  - Local, long distance and international calls
- Automated report generation and data archival
- Easy to read tabular & graphical reports
  - Export reports to programs like Excel, Word or PDF for further analysis, manipulation or web viewing.
- Can be easily upgraded to CallAnalyst Classic Edition
  - Unlimited extension tracking
- Compatible with most phone systems in the market today
- 10-day trail license to test CallAnalyst SX Pro



*Increase security with  
CallAlert! / FraudAlert!*

## PLATFORM RECOMMENDATIONS

- Pentium 4 class CPU
- 512 MB RAM
- 2 GB free hard disk space
- Windows operating system – Windows 2000, XP professional, 2003, NT-SP6
- CD ROM drive (for CD installation)
- SVGA display 1024 x 768
- Printer

