

68% of customers who
change suppliers do so
because of perceived
indifference



**With Discovery Manager⁺
You are in control**

Discovery Manager⁺

Call Center Management for LG ERICSSON iPECS



Inbound Team Performance					
Agent Name	Team	Wait	G.O.S.	Agents Busy	
John Yarbrough	Support	INC	00:02	0170430041	
Alan Peterson	Admin	WFO	00:00		
Elizabeth West	Admin	LOF	00:15		
Andrew Parker	Sales	INC	00:10	01780364987	
David Schaefer	Sales	WRAF	00:01	01314000000	
Dale Whitaker	Sales	INC	01:36		
Stanley Crawford	Support	WFO	00:00		
PHL Chat	Support	LOF	00:00		
		249	2	36	
Outbound Team Performance					
Agent Name	Team	Agents Free	G.O.S.	Agents Busy	
Erney Eldman	Tech Support	OUT	00:00	00100440001	
Alphon Naudon	Tech Support	OUT	01:40	00100644001	
Helen Yvost	Tech Support	OUT	00:10	00100644001	
Andrew Parker	Sales	WRAF	00:01	01314000000	
David Schaefer	Sales	INC	00:01	01314000000	
Dale Whitaker	Sales	INC	00:00		
Stanley Crawford	Support	WFO	00:00		
PHL Chat	Support	LOF	00:00		
		241	8	01:10	

Non call center traffic

Outside the call center you can also track all inbound, outbound and even internal telephone calls so no need to invest in a separate call accounting software package, Discovery Manager⁺ does it all for you.

Your business will be more efficient with Discovery Manager⁺.

Discovery Manager⁺ enhances the LG ERICSSON ACD software on your iPECS telephone systems.

This sophisticated management information system, when integrated into your call center, reduces your costs by increasing productivity and monitoring throughput, so ensuring optimal staffing to meet your business needs.

Discovery Manager⁺ can provide you with user defined, real time information on all areas of your call center from individual agents to entire groups.

Discovery Manager⁺ will store historical call data for you to view on screen, print or export to other applications such as Excel™.

Discovery Manager⁺

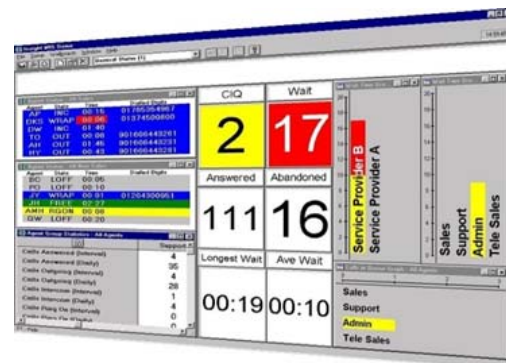
improving customer service...reducing costs

Manage service levels & control costs

The phone system is one of your most powerful business tools, especially for organizations that use it to drive business. It is therefore critical you respond and handle calls quickly, efficiently and cost effectively. To monitor performance and accurately measure and manage costs you need instant access to call and activity information. NT&T have designed Discovery Manager⁺ to allow small and medium sized organizations access to sophisticated reporting through a standard client server application which runs on most Microsoft WindowsTM operating systems. Discovery Manager⁺ has been developed to provide you with management information to easily identify how effective your organization uses the telephone. More importantly Discovery Manager⁺ will allow you to make instant informed management decisions to improve the effectiveness of the phone as a critical business tool and control the cost.

View incoming call response time

Discovery Manager⁺ allows you to set up as many real time views and layouts as you require to monitor how efficiently calls are being answered. Any area of the organisation can be monitored and typically the sales department is on the list. Departments and individuals can be easily reported on.



With clear color coding

Agent Name	State	Time	Call Type
Andrew Parker	INC	00:00:16	ACD
Dave Stringer	OUT	00:01:45	Non ACD
Dale Whitaker	OUT	00:00:18	Non ACD
Beverly Cordner	FREE	00:00:04	
Phil Okell	INC	00:00:21	ACD
Jane Yearsley	FREE	00:00:24	
Jenny Harris	FREE	00:00:35	
Alan Hobson	FREE	00:00:05	
Gareth Wear	INC	00:00:56	ACD
Tracey Oldman	OUT	00:01:33	Non ACD
Alison Hatton	UNAV	00:01:12	
Helen Youd	UNAV	00:05:58	

Discovery Manager⁺ uses a simple color scheme of six colors: Green indicates a free agent, Blue means busy, Yellow is for ringing, Red indicates an alarm, Light Gray means an agent is logged off and Dark Gray unavailable.

With an alarm manager

With color coding and audible alarms, your supervisor will be informed when alarm thresholds are exceeded. A window shows a summary of all alarms on the system.

75% of all business costs are staff related

On-going support and training

At NT&T we believe that our job continues long after our clients system has been installed and we have developed a range of high quality support services to give all our customer's total peace of mind.