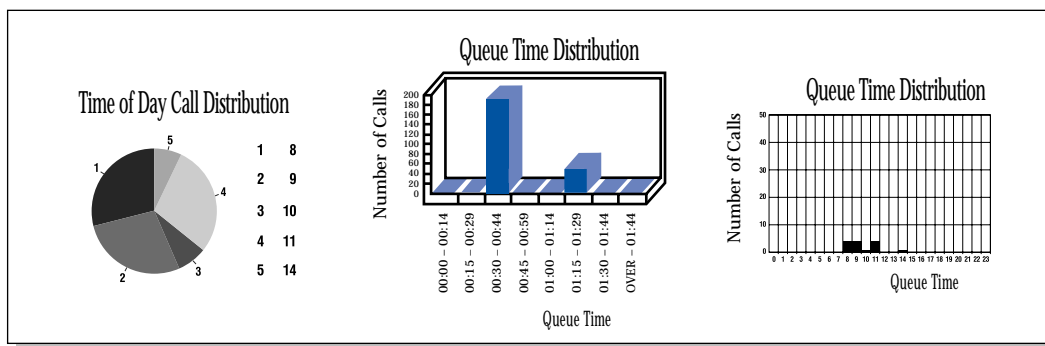




PARTNER[®] Reporter Software

The Reporting Capability That Helps Enhance
Call Handling and Customer Service



If your business depends on the telephone, **PARTNER[®] Reporter** software from Lucent Technologies provides a powerful tool for enhancing customer service and increasing productivity by managing the way your business handles incoming calls.

PARTNER Reporter offers a package of historical call activity reports that help you monitor and evaluate efficiency. Working hand-in-hand with the **PARTNER Advanced Communications System (ACS)**, the software's flexible reporting capabilities can help you fine-tune your business.

An Intelligent Solution for Your Business

PARTNER Reporter is ideal for the business that wants the timely call-handling intelligence of a big company, economically priced to handle a smaller location's needs.

This is a valuable information tool for businesses with high incoming call volumes—insurance branch offices, law firms, travel agencies, healthcare offices, fast food restaurants, or virtually *any* small business that depends on the telephone to serve customers or generate revenue.

Information That's Critical to Your Business

PARTNER Reporter software gathers and reports vital data about your incoming calls, such as when your phone lines are busiest, the average wait time for callers, the average time your employees spend on each call, and more.

Armed with this information, you can make informed decisions about how to better manage your calls and your business, and keep callers satisfied:

- Find out how long callers are kept waiting before someone picks up, and if necessary, offer extra training or shift staff to get to more calls faster.
- Determine if you should add more lines to improve response—or, if you can reduce the number of lines and maintain acceptable service levels.
- Identify peak calling periods so you can schedule employees appropriately.
- Analyze the length of each call to measure employee productivity.
- See if a particular employee is overburdened with calls, and reroute traffic or add staff to distribute calls evenly and more productively.

PARTNER Reporter software can even identify callers who hung up before their calls were answered, so you can call them back—improving service and helping you capture otherwise lost sales opportunities.¹

Easy-to-Use Reporting, Tailored to Your Needs

Another strength of **PARTNER Reporter** software is its flexibility—its ability to organize, schedule, store, and print information in a wide variety of formats to meet your specific business needs.

PARTNER Reporter System Reports

- Organization Detail
- Organization Summary
- Organization Trends
- Cost Center Summary
- Selection Detail
- Selection Summary
- Account Code Detail
- Account Code Summary
- Date (Incoming Traffic)
- Time of Day (Incoming Traffic)
- Extension Summary (Incoming Traffic)
- ICLID Call Distribution (Incoming Traffic)
- Talk and Queue Time Distribution
- Facility Grade of Service

Easy Maintenance and Superior Reliability

The **PARTNER** Reporter package includes a maintenance diagnostic tool that will allow the Lucent technical support team to access the application remotely, to identify and correct software problems.

And as with all Lucent Technologies products and services, **PARTNER** Reporter is backed by our dedication to providing your business with the most reliable technology and superior customer care.

To learn more about the advantages of **PARTNER** Reporter for your business, talk to your Lucent Technologies Representative or Lucent BusinessPartner. Or, visit our Web site. www.lucent.com/smallbusiness

Extension Summary Report

Date: Thursday, March 25, 1999

Time: 1:39:55 PM

Page: 1

Company Name

EXTENSION

NAME

TOTAL CODE

TOTAL HHHH:MM:SS

PER CALL HHHH:MM:SS

TOTAL HHHH:MM:SS

PER CALL HHHH:MM:SS

01

DiMarco, Mr.

04

Herrero, Ms.

05

07

ICLID Call Distribution Report

Date: Thursday, March 25, 1999

Time: 5:40:53 PM

Page: 1

Company Name

End of Ex

DATE RANGE: Thursday, March 25, 1999 to Thursday, March 25, 1999

LOCATION CODE

LOCATION

TOTAL CODE

TOTAL HHHH:MM:SS

PER CALL HHHH:MM:SS

TOTAL HHHH:MM:SS

PER CALL HHHH:MM:SS

229894X

Honeoye

4

0:02:35

0:00:38

0:47:25

0:11:51

554937X

Rushville

2

0:01:35

0:00:47

0:18:25

0:09:12

594323X

N. Chili

5

0:01:50

0:00:22

1:03:10

0:12:38

392296X

Hilton

3

0:04:00

0:01:20

0:31:00

0:10:20

TOTALS:

14

0:10:00

0:00:42

2:40:00

End of ICLID Call Distribution Report

SPECIFICAT

PARTNER Tele

PARTNER Reporter lets you generate reports and listings on demand, for either the current period or for an archived period. You can also schedule up to 25 groups of reports for the current period, for a maximum of 1,000 reports.

With **PARTNER** Reporter, you set specific criteria for many reports, to pinpoint exceptions or see general trends. Reports can include the date, time of day, call duration, queue time, talk time, extension number, optional Caller ID information, the number dialed, and account codes.

In addition, some reports can be represented as two- or three-dimensional bar graphs, for ease of understanding or graphic impact when used in your own business reports or presentations.

Reports can be viewed on screen, printed locally, saved to a system file for later use, or exported to another software application for further analysis. In addition, a polling feature allows reports to be uploaded from as many as 100 separate locations to a central site.

SPECIFICATIONS

PARTNER Telephone System Requirements:

- **PARTNER II** System release 4.1 or greater
- **PARTNER** Advanced Communications System

Computer Requirements for Single-Site Configuration:

- Minimum 486 class, 25 MHz speed PC
- Minimum 8 MB RAM memory
- Minimum 85 MB hard disk space (5 MB program, 80 MB call records)
- Windows 3.1, Windows 3.11 with MS-DOS 5.0 or later, or Windows 95²
- VGA color monitor
- Parallel printer (10-15 characters per inch)
- Bus, PS2, or serial mouse
- COM port for SMDR input
- Additional COM port and minimum 9600 baud modem for remote access

Additional PC Requirements for Multisite Configuration:

- Minimum 205 MB hard disk space (5 MB program, 200 MB call records)
- Modem available for SMDR input
- Recommended Equinox MARK-IV boards with HiCOM/9driver baud modem for each additional COM port



¹ Requires optional incoming Caller ID service from your local telephone company.

² Windows and MS-DOS are trademarks of Microsoft Corporation.