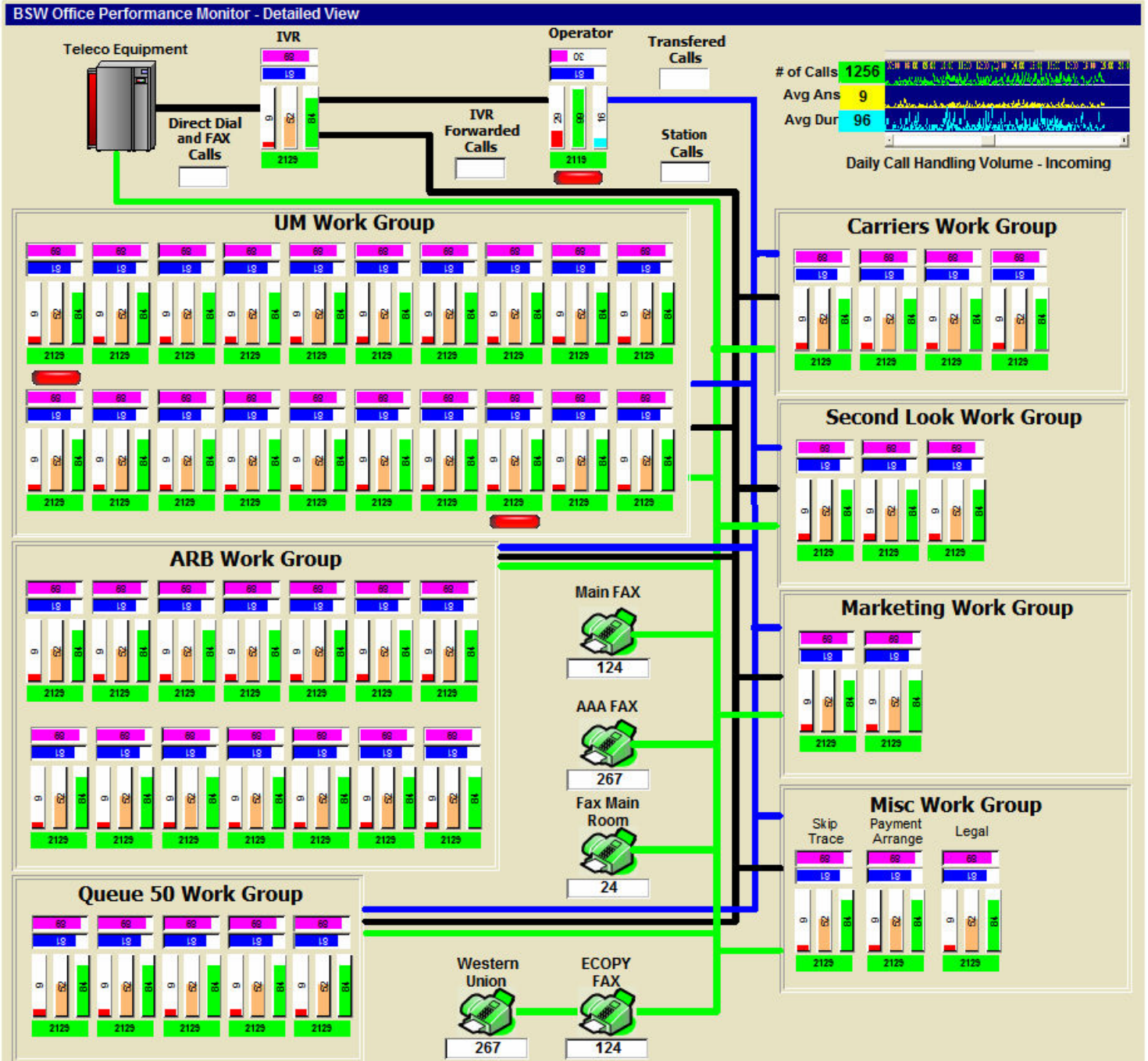


## Office Performance Monitor



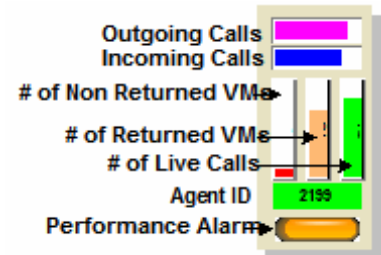
The BSW Office Performance Monitor is a near real time expandable systems monitor that analyzes your existing call record and office automation data (Time Clock data, User Login logs, IVR / AA statistics, etc.) and displays the results every 100 seconds on an Office Performance screen. Icons designed to show work group and individual performance represent primary functions and are used to show office status.

The Office Performance Monitor is reset at the start of each workday. Statistics such as No Returned Voice Mails can be carried over from the previous day.

### **Agent Icon**

The Agent Icon represents users whose primary functions are to answer phone calls, return calls and review and return voice mails.

- Current number of Outgoing calls handled
- Current number of Incoming calls handled
- Current number of Non-Returned Voice Mails
- Current number of Returned Voice Mails
- Current number of Live calls handled



**Agent Icon**

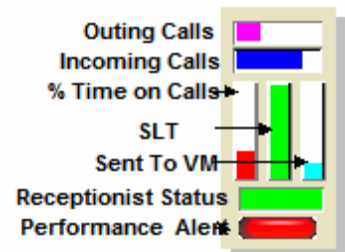
Agents are identified by Agent IDs. The color of the Agent ID field indicates if the Agent is Logged In (Green), Logged Off (Gray) or Absent (Red).

Two Performance Alerts are also provided that indicate the current performance level of each Agent. Alerts are generated when the monitored parameter exceeds a threshold level set by management.

### **Operator / Receptionist Icon**

The Operator / Receptionist Icon represents users whose primary functions are to answer incoming business calls, forward or transfer calls to other Agents and review voice mails.

- Current number of Outgoing calls handled
- Current number of Incoming calls handled
- Current percentage of available time spent handling calls
- Service Level Treatment indicator
- Current number of calls sent to Voice Mail



**Operator / Receptionist Icon**

The color of the Receptionist Status field indicates if the Receptionist is Logged In (Green), Logged Off (Gray) or Absent (Red). If the receptionist leaves for the day, the Station ID of the person backing up the Receptionist is populated in the Receptionist Status field. If no one has assumed this responsibility, the Performance Alert Icon turns Red.

Two Performance Alerts are also provided that indicate the current performance level of each Receptionist. Alerts are generated when the monitored parameter exceeds a threshold level set by management.