



Reporting

Unrivalled insight into telecommunications activity

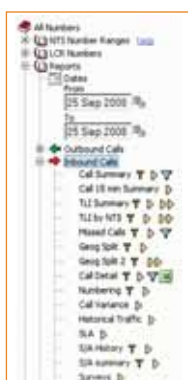
Productivity is an essential prerequisite of any call centre. Ensuring that your staff and systems are coping with workload and that calls are being effectively managed across all areas has a positive impact on brand perception, customer satisfaction and, ultimately, your position in the industry. In highly competitive markets, accessing vital statistics and reports can make all the difference to decisions on customer service provision - and as a consequence - to customer loyalty.

Syntec offer market-leading telecommunications statistics and reporting capability. Our data enables call centre managers and business decision-makers to access the vital information they need to run responsive, customer-oriented call based functions. Completely flexible, with easily modified field views, filtering and sorting, Syntec delivers an unrivalled range of aggregated statistics and information drill down as well as insight at a main and sub-account level.

Syntec's real time reporting capability tracks both inbound and outbound calls and incorporates permissions to protect sensitive data. Call status, agent information (including home-workers), queue details, and call origination to resolution data is all available in real time and updated constantly.

Live statistics and reports include:

- Call summary
- Terminating line identity
- Geographic split
- Missed calls
- Call details
- Numbering report including rates
- Live queues (single and aggregated)
- Agent activity
- Historical traffic analysis

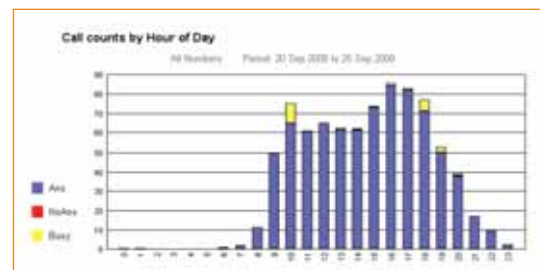


See for yourself with live data!

Our real time reporting demo allows you to view and manipulate 10 weeks of real data; so you can see the numerous benefits in practice.

Real-time online call statistics

Syntec delivers unrivalled real-time reporting and statistics. With options to consolidate views across traffic going to and from multiple destinations (including home workers) managers can have all the information they need at their fingertips – when they need it.





Maximum security

Syntec reports can be configured to an individual or job function level to protect sensitive data and ensure maximum security where required. The permissions based system ensures each user has an individual log in and can only access the information relevant to their status and job role. All access to and usage of the system is centrally logged for optimum security.

Valuable marketing insight

Number tagging enables accurate campaign management and tracking across marketing activities. Results can be easily compared and information used accordingly to determine which adverts are achieving the best results. Syntec report data can also be created in a graph format or downloaded / exported (in text format) for use or manipulation within other packages or databases.

Easy to use

Designed with the practical needs of the user in mind, Syntec's reporting facility is easy to navigate and simple to understand. With a range of pre-defined report functions as well as options to create tailored reports or views: accurate management information at a macro and micro level is easy and quick to access.

Key features at a glance

- Numerous, widely used reports pre-set for immediate use
- Options to customise views, reports and fields
- Secure data access through security permission settings
- Real-time information feeds ensure optimum accuracy
- Campaign level information gives marketing insight
- Download or export data or graphs for manipulation or presentation
- Report views can be branded with your logo if required

If you want to discuss your management reporting requirements or request a live demo, simply call our sales team on 0800 091 8003. We're always happy to help.

The Syntec range of fully supported telecoms services also includes the following:

Call control

An all encompassing management system for inbound calls

Call recording

Capture and store inbound and outbound calls on a minimum cost basis

Agent system

Live monitoring of home workers with maximum flexibility

Queue management

A flexible platform for the comprehensive control of call queues

Real-time reporting

Accurate and accessible management information and statistics

Easy integration

A holistic view across previously unconnected telecoms systems

In-call surveys

Capture customer feedback and respond quickly

About Syntec

Syntec UK Ltd is an independent provider of network and telecommunications services for businesses, government, service providers and resellers. Established in 1998, we operate our own switches and transmission equipment via a highly resilient high capacity network. Syntec supports clients across the UK, North America and Europe.