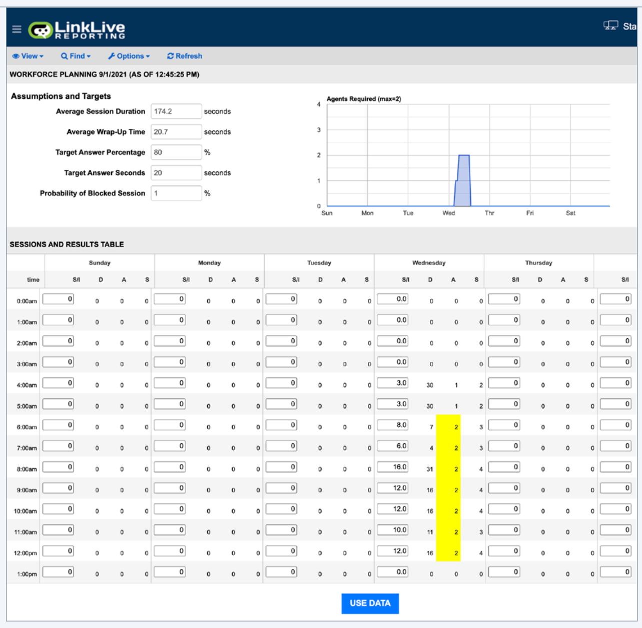
Revation SYSTEMS

LinkLive Reporting

LinkLive Reporting is a unique application for contact center agents and supervisors that utilizes a variety of tools to measure contact center statistics, monitor agent performance, and plan scheduling for peak call times. With LinkLive Reporting, agents can monitor their individual statistics in real-time to improve productivity while administrators can export multiple reports as they seamlessly manage their teams. Improve contact center efficiency with tools such as Workforce Planning, Tiles, Reporting, Quality Assurance (QA) Monitoring & Scoring, Call Detail Records (CDR) & Audit Trails, Agent Dashboard and Surveys.

Workforce Planning

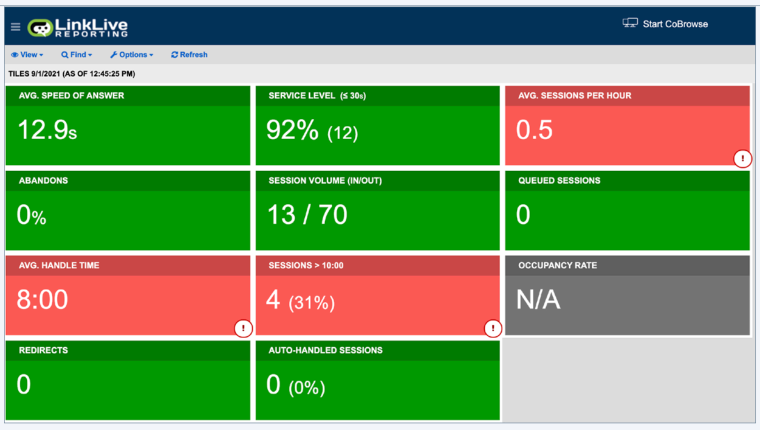


Revation's LinkLive Reporting tool offers lightweight workforce planning for your contact center to help forecast workload and number of required staff for any given week.

The Agent Scheduling Report can be accessed from the main dashboard, showing historical activity detail by time period for the dates selected for the hunt group or hunt group grouping. Such information is useful for contact center managers or supervisors to use granular level historical volumes to plan staffing levels for the future.

Tiles

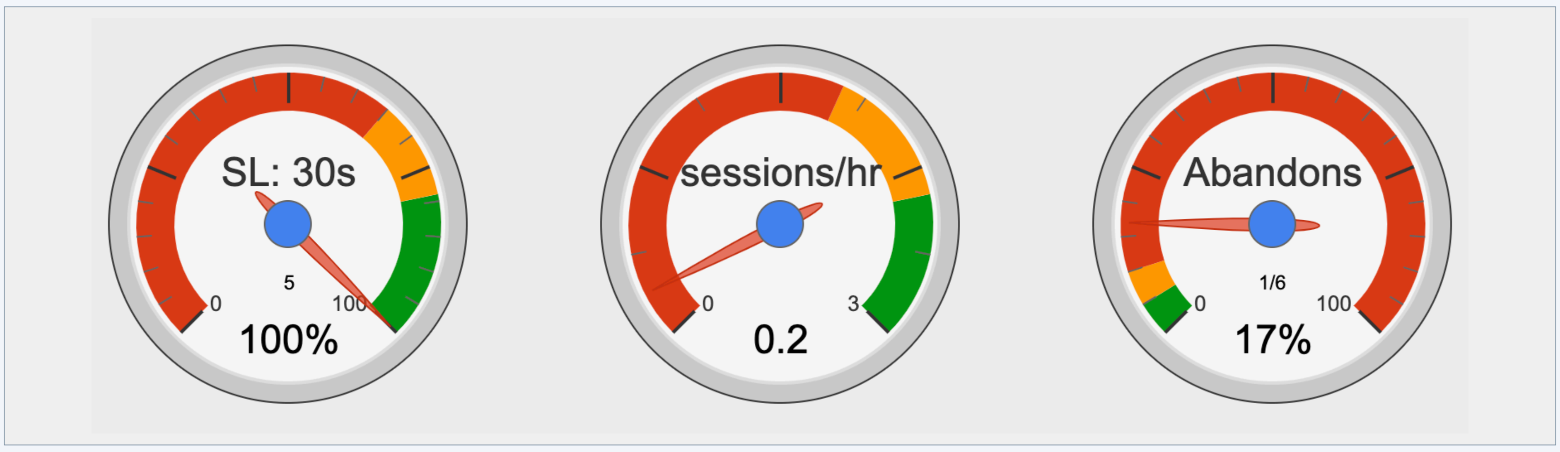
LinkLive Reporting Tiles provide your contact center with real-time, next generation wallboards monitoring to keep the environment energized around Key Performance Indicators (KPIs). Customizable tiles displaying essential call center metrics, such as average speed of answer, service level, average sessions per hour, abandons, session volume, queued sessions, avg handle time and occupancy rate makes it easy for contact center management to keep an eye on how staff are performing in real-time.



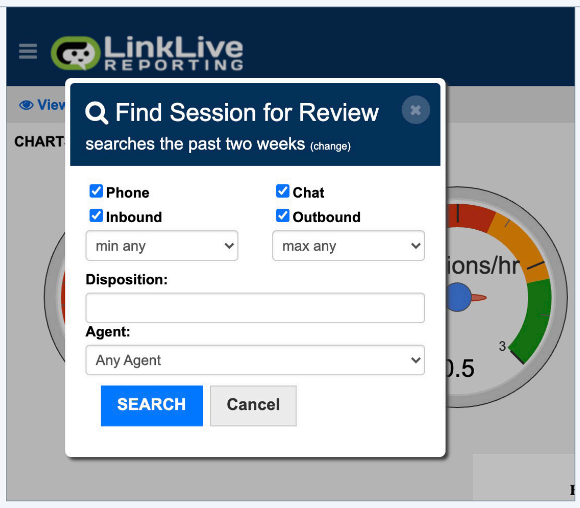
Reporting

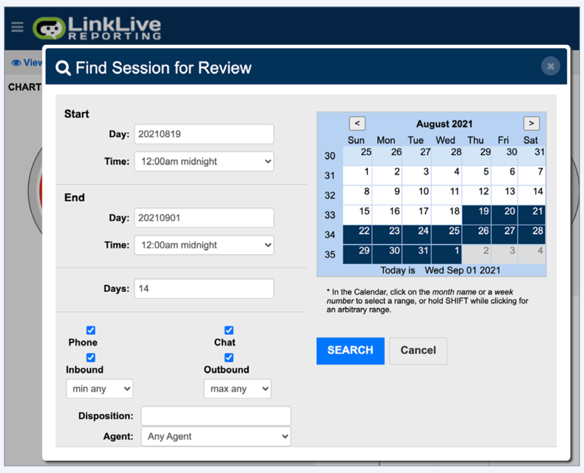
The reporting feature enables your organization to produce customized reports that contain a variety of different types of metrics at any resolution. With the ability to schedule reports to automatically run at defined intervals, supervisors/management can ensure that their agents are measuring up to service levels.

Reports can be outputted in several different formats, including CSV, HTML and XLS, providing your contact center flexibility in the delivery of reports over multimedia (email, secure inbox, or file transfer).



QA Monitoring & Scoring





LinkLive Reporting's Quality Assurance (QA) Monitoring & Scoring provides contact center management and supervisors with the tools they need to monitor their staff effectively.

Administrators in the system can join active sessions to help train new agents, or to simply perform QA checks on agents.

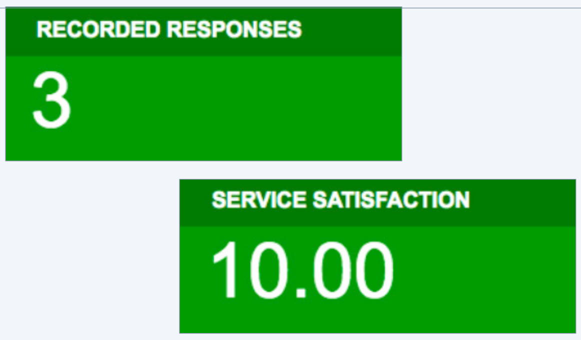
When searching for a session to review, admins can filter by both agent and disposition, as well as adjusting the date range. Supervisors can also view the agent's desktop recording from a session when completing a QA evaluation form along with the audio and session transcript. QA forms can be edited or deleted. The ability to monitor agent stations (desktop, video, and audio) enhances management's ability not only to better train agents, but to ensure their adherence to policies and procedures, as well. Daily agent metrics and session details that can be easily referenced cuts down time spent on QA monitoring.

Agent Dashboard

LinkLive Reporting's Agent Dashboard allows contact center agent to view individual statistics in real-time and compare their performance with their peers throughout the course of a workday. The Agent Dashboard can be viewed directly from a session window. The session view includes categories such as:

- Inbound sessions
- Outbound sessions
- Average handle time
- Average agent answer time
- Service level
- Average speed of answer
- Redirect on no answer
- Redirect on agent action
- Total team abandons
- Queued Sessions
- Time in certain statuses

Surveys



LinkLive Reporting Surveys offer consolidated survey results for all channels along with media independent survey capabilities with aggregated results across multiple channels.

Voice, chat, and text surveys enable contact centers to provide a higher level of customer service in a convenient and easy way.

CDR & Audit Trails

LinkLive Reporting's Call Detail Records (CDR) and Audit Trails provides contact center management with detailed logging for every event that occurs in the system.

CDRs include database reference ID (links) that enable call recording to be answered with one click from any CDR record. Audit trails ensure any type of access to any content on the system can be retrieved by auditors and compliance managers.