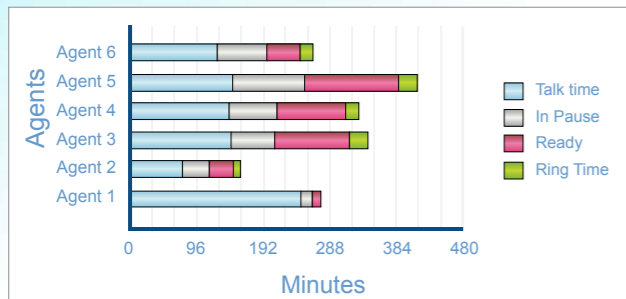


Yesterday's performance by sales team

It is vital for a manager to have visibility of who is adding to the bottom line and who is not. This report will display the bottom line without the need to analyse the results.

	Talk time	In Pause	Ready	Ring Time	Sales	Total
Agent 1	245	18	10	2	8	275
Agent 2	75	38	37	9	29	159
Agent 3	146	63	108	26	97	343
Agent 4	142	70	98	22	81	332
Agent 5	147	105	136	26	96	414
Agent 6	126	71	49	16	62	262

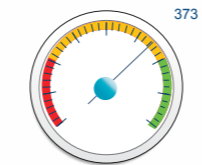
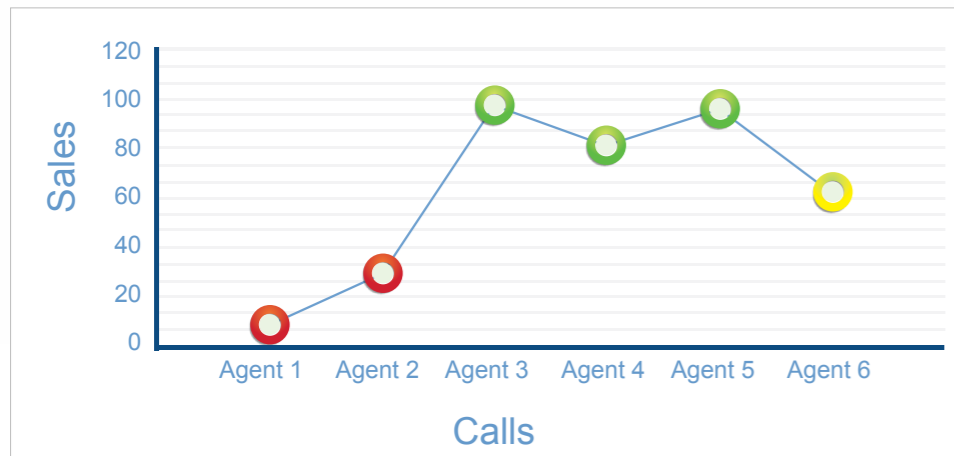


Agent utilisation

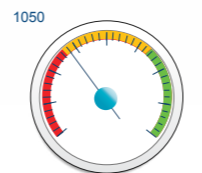
It's vital that sales agents spend as much time as possible talking to customers to ensure sales targets are met. This report will highlight if agents' time is efficiently utilised or is there a need for dialler settings or data to be reviewed.

Weekly sales by agent

Clearly defined indicators illustrate performance of individuals or of the team against target's set.



Sales Vs Week's Target



Month's Sales Vs Months Target



The Global Phone Network

Tpad Dialler
Reporting Suite



Tpad Call Reporting Suite

What is going on in my business

Are you familiar with the above statement. We hear this frequently when we first engage with a new customer. Far too many business owners are suffering from the same issue in their businesses.

Tpad have responded to this plea with a suite of easy to implement call reporting tools that not only report on what your call centre agents have been doing, but when linked to other Tpad products like the Tpad Dialler and Tpad IP-PBX enables you to use this information to improve your call handling and in turn increase your teams performance.

Whether you are in the collections market or have products and services to sell, being able to see in an instant where you are against your targets and being able to trend the behaviours of your team is vital in today's competitive market.



Analysis of where you are

This step is about understanding what is needed and what is not. We work with you to look at your reporting needs, this is not just about the report itself, this is about the information it contains. Are you truly interested in the talk time of your agents or are you more interested in the outcome and business benefit of the time your agents are spending with your customers.

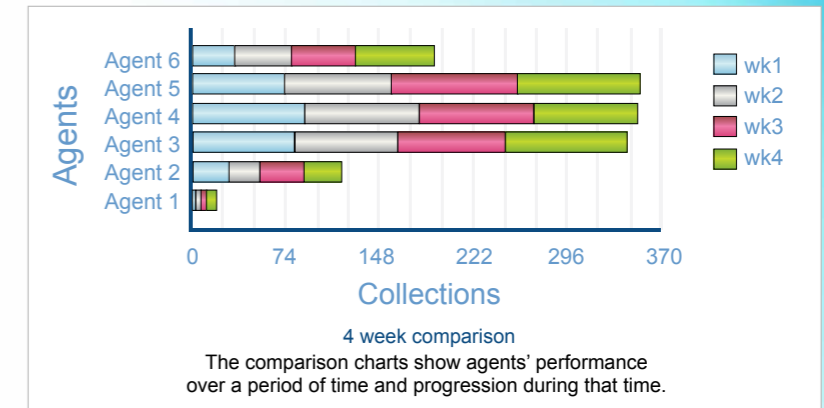
Reporting on the volume of inbound calls is an effective measure of whether a campaign has generated enquires, but adding to this the nature of the call and what the agreed actions are, helps turn the raw data into information your business can use to make decisions.

The systems you have in place are also reviewed. Is the hardware and software you are using suitable for your increasing needs, are there more effective systems that could deliver better results. The audit itself will look at every element of what you have and how it is used. The outcome will be a series of recommendations which will provide you with an objective view of the opportunities you have to improve your communications platform.



Establishing the base level

Designed to set the benchmark for the 'are we on track' measurements in your business. Exception reporting is an effective way of reviewing your team's performance against their targets, without the need to drill down into the detail with multiple reports. As part of this process we also look at what reports can be automated and create these as templates in your system. These parameter driven reports are a fast and easy approach to extracting information from a certain time period, as an example or a team report showing performance by agent.



Fine tuning and moving forward

The Tpad Reporting Suite has been designed to be user friendly. A simple set of menus that help you create the reports you need from the multiple sources of information behind the system.

When linked to services like the Tpad Dialler the Reporting Suite comes into its own. You have the ability to create campaigns based on the different elements of your data sets and report on the effectiveness of your contacts, compared to the records held in your database. You will gain the visibility of the outcomes from the calls and then have the ability to re-spool data into other campaigns automatically, this is where the system really starts to work for your business in its own right.

	Target Collections	Calls Made	DMs Contacted	Commitments	Conversion	Target Achieved
● Campaign 1	25	500	150	20	13%	80%
● Campaign 2	10	200	35	6	17%	60%
● Campaign 3	5	100	65	3	5%	60%
● Campaign 4	33	650	29	9	31%	28%
● Campaign 5	41	821	354	25	7%	61%
● Campaign 6	16	321	35	6	17%	37%

Campaign performance

Effectively monitor outbound performance of campaigns and inbound performance by line. Targets and parameters can be set to give a quick and clear indication of whether you are meeting targets set or where problems lie.

Line	S/L	Calls Waiting	Agents In Call	Agents Offline	Agents Free	Avg Call Duration	Avg Wait Time	Calls Ansd	Calls Lost
Technical	77%	3	5	2	0	10:00	03:15	50	15
Sales	94%	1	6	1	0	03:00	02:25	200	12
CS	80%	2	4	1	1	03:00	04:02	100	25
Billing	92%		2	3	2	02:00	00:30	65	6