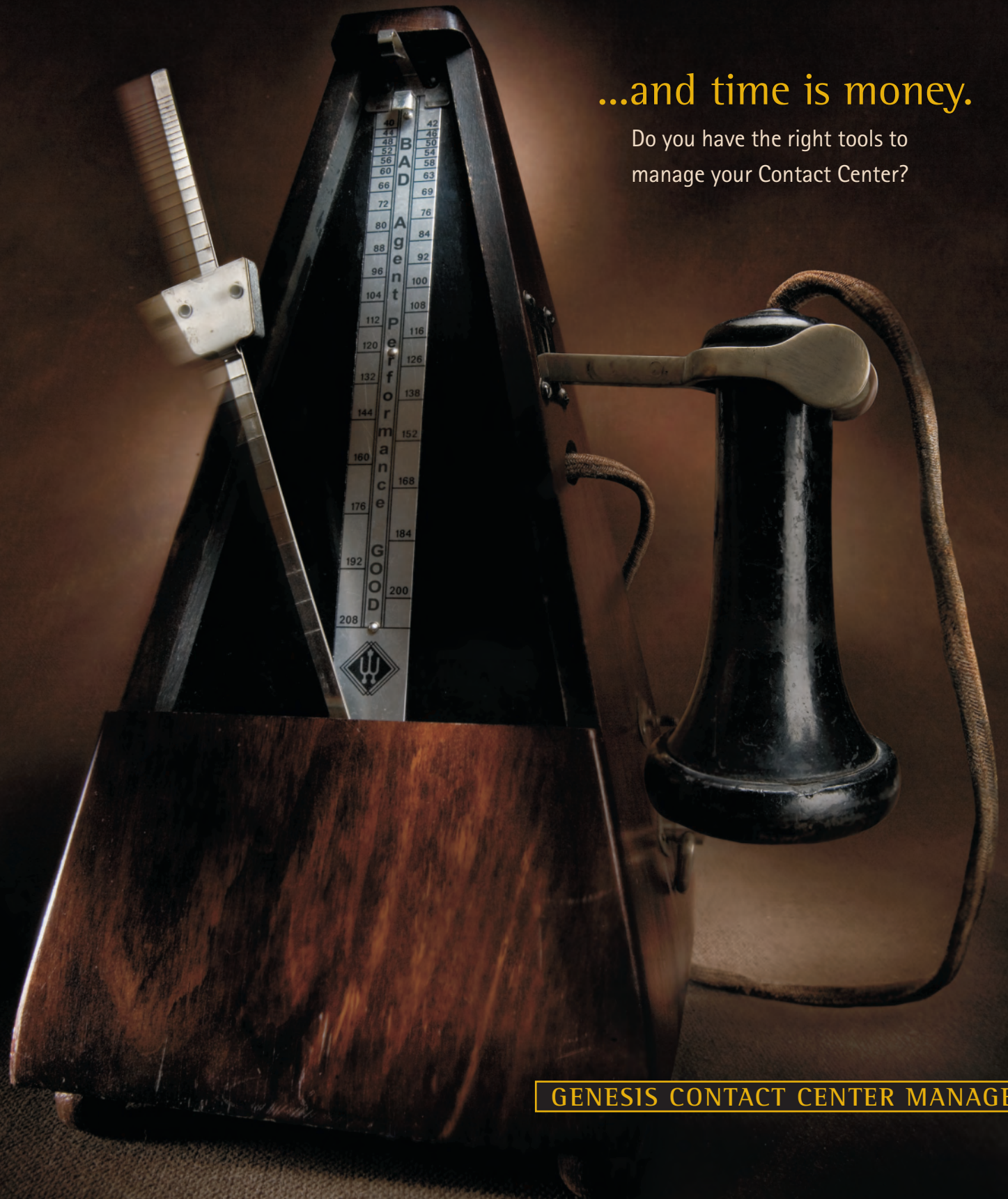


It's about time...

...and time is money.

Do you have the right tools to
manage your Contact Center?



GENESIS CONTACT CENTER MANAGER

Genesis *the simple choice*

With the explosion of services like call centers, the internet, voice mail, email & ISDN, you just can't guess about your telecommunication requirements any more.

In today's world of Contact Centers the importance of providing exceptional customer service can't be overstated. Effectively managing your Contact Center resources requires accurate and timely information. Until recently only larger Contact Centers could afford these reporting tools.

Genesis Contact Center Manager

is a very affordable, powerful and easy to use Contact Center performance reporting package for businesses and organizations of all sizes. Genesis Contact Center Manager (Genesis CCM) is a multi-site, multi-user system that takes the guesswork out of managing your Contact Center's activity and performance.

Genesis Contact Center Manager

saves you time and money by providing you with the critical information you need to effectively manage your Contact Center's resources. With Genesis CCM you can evaluate the performance of your individual Contact Center Agents, Queues and Trunk Routes. Genesis CCM pinpoints how well calls have been handled and routed through your Contact Center. Staffing decisions can be made as well as decisions on how to improve performance and customer satisfaction. Use the historical data retained by Genesis CCM to identify trends and areas requiring improvement.

Genesis Contact Center Manager

captures information from your PABX and consolidates and organizes it into concise, easy to understand management reports and graphs that can be displayed, printed or emailed. For maximum flexibility, reports can be printed showing hourly, daily, weekly or monthly totals.

Some Genesis CCM reports:

Agent Performance Reporting:

- Individual Agent by Date
- Agents' Totals by Date
- Agent Totals by Queue by Date

Queue Performance Reporting:

- Queue by Hour of Day
- Queue by Day

Trunk Route Statistics Reporting:

- Trunk Route by Hour of Day
- Trunk Route by Day

Additional Features:

- Group your Agents or Queues into Departments for reporting
- Create your own custom reports
- Display the most recently accumulated statistics and totals
- Select Hourly, Daily or Monthly Reports
- Schedule Reports to be Printed, Screen Displayed or Emailed Automatically

Rely on us

Genesis is fully committed to superior quality, service and after-sale customer satisfaction. Our expert technicians are available to discuss your particular questions or concerns. When you buy the Genesis Contact Center Manager, the first year's updates and technical support are included.



Genesis Systems Corp.

Toll Free: 1-888-993-2211 (USA)
1-888-993-2288 (Canada)

www.buygenesis.com