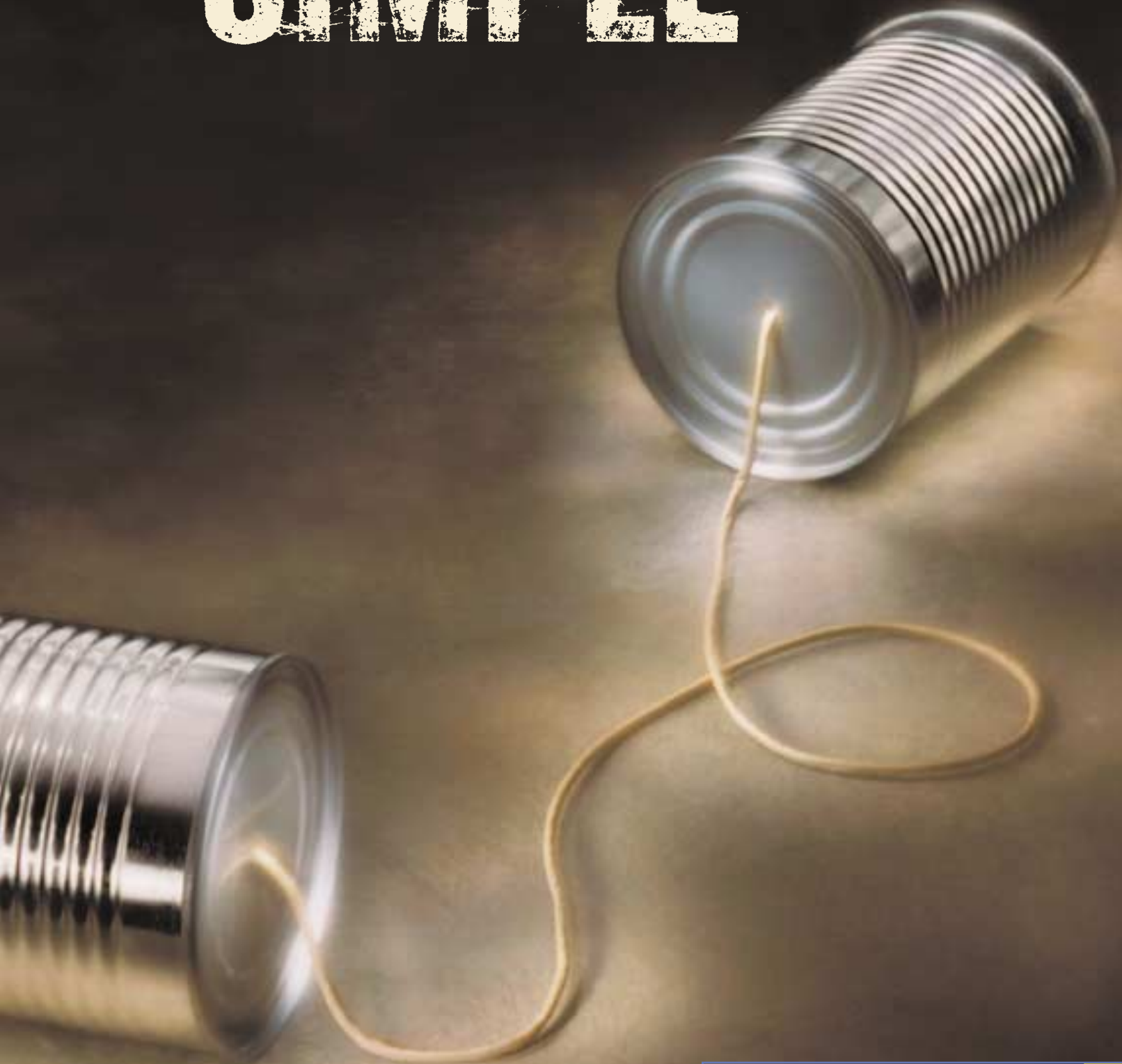


Remember When Managing Telephone Traffic Was

**SIMPLE**



GENESIS TRAFFIC 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.

**Genesis Traffic Manager** is a multi-site, multi-user system that takes the guesswork out of your decisions. Genesis captures P.A.B.X. traffic information then consolidates and organizes it into concise management reports presenting you with all the information you need to make those critical decisions.

## Save Time and Money

Genesis Traffic Manager saves you time and money by monitoring P.A.B.X. traffic every hour and notifying you immediately when it detects a problem. Genesis comes with a wide range of standard Event Agents you can customize, or create your own.

For example:

- Are 80% of all incoming calls answered in 4 rings or fewer?
- Are all trunks busy on the inbound 800 lines?
- Is there abnormal outbound usage after business hours?

## Gain Control Over Lines and Operators

Genesis Traffic Manager monitors and reports on Console, Trunk, Network, Processor, and Telephone Mail Traffic just to name a few. For example:

### Trunk usage reports show:

- trunk overflows
- all trunk busy incidents
- number of working trunks
- number of trunks and trunk types
- optimum number of trunks required
- number of incoming and outgoing calls

### Operator/console group reports show:

- average call wait
- time spent on calls
- average speed of answer
- number of abandoned calls
- number of calls per operator
- number of times all consoles are busy

## Flexibility

Using Windows' graphical interface, it's easy to share data with other programs and customize how Genesis presents, analyses and prints your reports.

For example:

- print or email Genesis reports
- remove any unwanted columns before printing
- add a new column to see the impact of a 25% increase in sales
- predict future requirements just by changing a few numbers

## 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 Traffic Manager, the first year's updates and technical support are included.



Genesis Systems Corp.

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