

The MicroAutomation Analytics Solution For Optimizing Your Call Center

A MicroAutomation Call Center Analytics Solution is a comprehensive data collection and reporting engine which provides the information to optimize live performance, fine-tune caller self-service options and generate statistical evidence of performance levels for management and/or industry compliance. MicroAutomation's Analytics Solution includes historical and real-time reports that seamlessly integrate into any call center environment.

ANALYTICS SOLUTION COMPONENTS

An Analytics Solution from MicroAutomation may include:

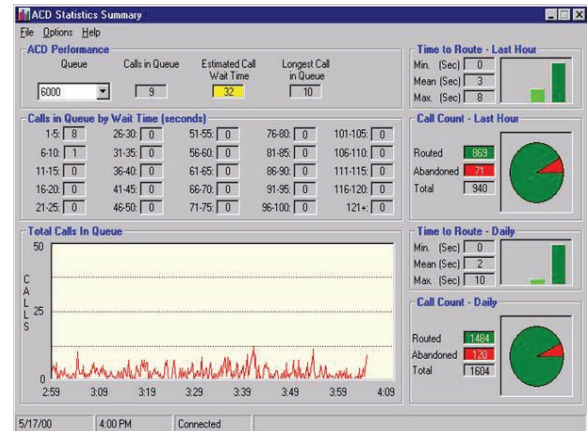
- Continuous improvement reporting tools for automated applications using historical reports to track caller activity and trends for self-service functions
- Real-time monitoring of automated applications and live agents to maximize efficiency
- Quality-monitoring including call recording and real-time reports for agent training and documentation for troubleshooting customer issues
- Compliance reporting for meeting stringent service level requirements mandated by company, industry or government policies
- Easily configured custom reports which access historical or real-time data with graphical displays

ANALYTICS SOLUTION BENEFITS

A MicroAutomation Analytics Solution allows you to optimize call center performance, maximize efficiency and enhance customer service.

MicroAutomation has an extensive history of providing solutions which:

- Improve call center processes and reduce costs
- Enable an extensive analysis of your call center performance
- Provide the tools to monitor and evaluate the effectiveness of live agents and the efficiency of your automated applications
- Ensures that your call center meets your customer service targets and provides reporting capabilities for compliance obligations
- Trace calls from inception to completion



ABOUT MICROAUTOMATION

MicroAutomation is a leading systems integrator offering an extensive range of call center technology solutions and professional services. Since 1991, MicroAutomation has designed, developed, and implemented solutions worldwide in a wide variety of industries, such as Healthcare, Utilities, Emergency Services and Government. We specialize in implementing Self-Service and Call Control applications, as well as providing comprehensive Analytics and Reporting solutions to enhance the overall caller experience. The call center technologies implemented by MicroAutomation improve millions of customer interactions every day. MicroAutomation solutions help companies maximize the efficiency of their call center infrastructures and empower their customer service strategies. MicroAutomation is a privately-held corporation headquartered in Manassas, Virginia.

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