

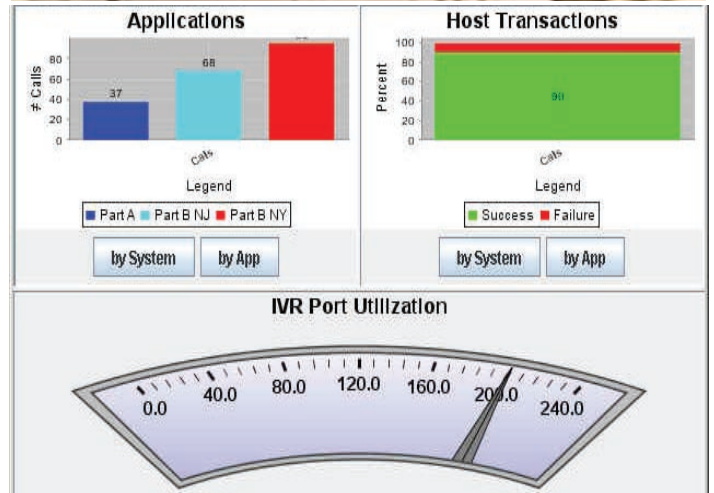
Optimize the Performance of Your Call Center with a Financial Services Analytics Solution

MicroAutomation has developed an Analytics Solution that is specifically designed for the Financial Services industry and its unique business requirements. A Financial Services Analytics Solution combines reporting capabilities from disparate automation sources within your call center into graphical displays which make improvement decisions easier. The MicroAutomation solution provides valuable real-time and historical call center performance data from caller Self-Service options in your Automatic Call Distribution (ACD) systems and also utilizes Computer Telephony Integration (CTI), or Call Control, information to develop a complete performance picture of your call center. The Analytics Solution interprets the statistical reports into graphical displays based on your specific call center infrastructure.

THE FINANCIAL SERVICES ANALYTICS SOLUTION

MicroAutomation's Financial Services Analytics Solution includes:

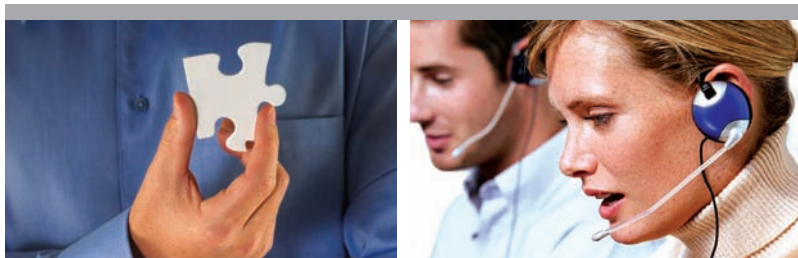
- A Performance Module to track caller activity and provide documentation that demonstrate the achievement of service levels
- A Solution Monitoring Module for quality monitoring of automated systems, live agent status and performance to maximize efficiencies
- A Continuous Improvement Module to pinpoint caller and system issues and provide the necessary data to develop enhancements and measure exactly how the enhancements perform
- A Trend Analysis Module which provides year-to-date information on call volumes and IVR port usage
- Historical and real-time analytics reporting capabilities to track performance both past and present
- Graphical displays interpreting critical data into information for more-informed business decisions
- Easily tailored solution leveraging your existing contact center infrastructure with 24x7 support available from the MicroAutomation Professional Services team



FINANCIAL SERVICES ANALYTICS SOLUTION BENEFITS

A MicroAutomation Financial Services 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
- Trace calls from inception to completion



FINANCIAL SERVICES ANALYTICS MODULES

A MicroAutomation Financial Services Analytics Solution may include reporting capabilities from the following modules:

Performance Module- empowers Financial Service providers with weekly reports for service level compliance. Reports may include:

- Call Summary Report
- Custom report development available

Solution Monitoring- provides real-time and historical internal reporting capabilities for operational assessment

- IVR Usage Report
- Custom report development available

Continuous Improvement (CI)- enhances automation by identifying areas for improvement and features graphical displays for each report which can be represented in an Analytics Dashboard

- Completed Transaction Summary
- Failed Transaction Summary
- Provider Failed Transaction Report
- Host Transaction Failure & Analysis Reports
- Call Detail & Trace Reports
- Menu Hits Report
- Custom report development available

Trend Analysis - delivers year-to-date information on the number of ports used and call volume totals, providing valuable information to help improve efficiencies

- IVR Port Utilization
- Application Utilization Report
- Custom report development available

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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