



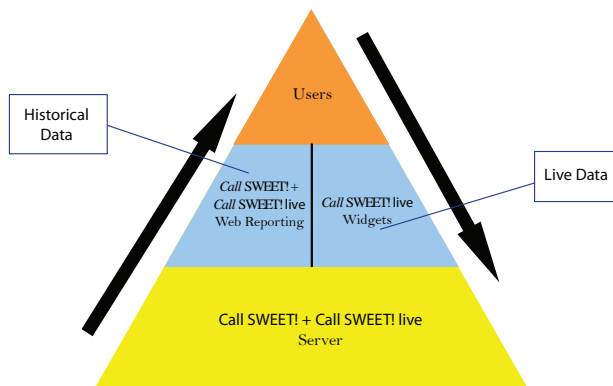
Call SWEET!
Live

Real-Time Contact Center Management
Solution for Avaya™ IP Office

... is changing the way people think about contact centers.

If your business has an Avaya™ IP Office telephone system with hunt groups, you need Call SWEET! Live. Simple as that. As the premier real-time contact center management solution, Call SWEET! Live will accurately monitor and report on employee phone activity - whether you have 4 monitored agents and 2 hunt groups or 100+ monitored agents and 10+ hunt groups.

Bundled with Call SWEET! Live is our acclaimed call accounting application, Call SWEET!. With shared architecture and functionality, these applications act as one and provide you with both real-time and historical call data. Not only can you monitor current activity, but you can also run and schedule historical reports showing such essential data as calls abandoned and average hold time, to name a few.



Agents are no longer assigned to a single task in today's fast-paced businesses. We all wear multiple hats and help in various areas - whether it is customer support and sales or administration and technical support. Call SWEET! Live recognizes this and allows agents to be part of multiple hunt groups, while also enabling supervisors to monitor and coach more agents concurrently. Additionally, there is no limit on the amount of hunt groups your business can have, how specific or broad you want to be is up to you!

Real-time Widgets:

- Live Viewer
- Live Chat
- Agent Status
- Speed of Answer Detail and Summary
- Queue Call Detail and Summary
- Service Level Handle Time
- Wallboard

The widgets found on Call SWEET! Live's main page provide instant access to real-time data. For example, simply click on the Speed of Answer widget button at the top of the main page and you will be able to see a live graph of the specified hunt group's performance in this area. The value of knowing how your agents and hunt groups are performing, instantly, is significant. The Live Viewer, Agent Status, Speed of Answer Detail and Summary, Queue Call Detail and Summary, Service Level Handle Time, and Wallboard widgets provide you with call information that is essential to making positive productivity changes within your company. Lead your company towards greater efficiency and higher profits today with the help of Call SWEET! Live and its real-time widgets!

Live Chat

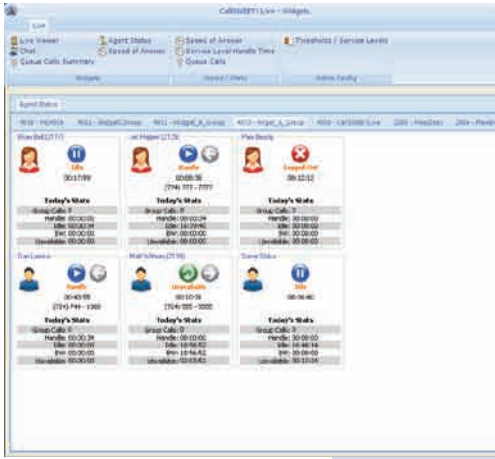
Far too often customers and clients are put on hold so that an agent can ask a co-worker or supervisor a question. With our cutting-edge Live Chat widget, a question can be answered in seconds AND without putting the customer or client on hold! Who an agent can chat with inside the company can be easily restricted through security permissions, so there is no worry about lost productivity. The bottom line: improve customer experience by shortening call length through the use of Live Chat.

Live Viewer

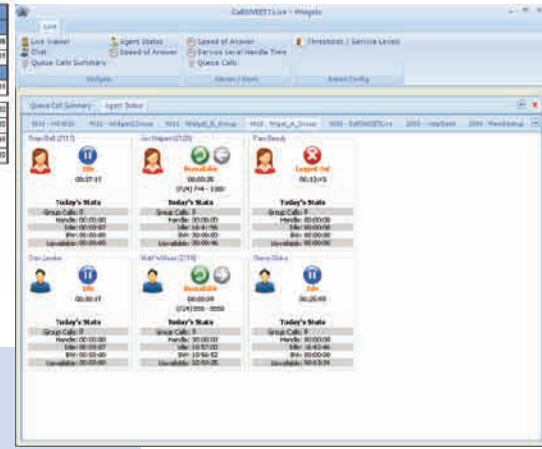
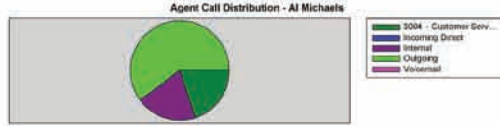
If a quick snapshot of all agents' calls in process is what you are looking for, the Live Viewer widget will give you the call details you need. The total call duration will be monitored, as well as leg duration when applicable. The phone numbers of the party calling and party called can also be seen. The current state of the call - ringing, idle, etc - can be found on the Live Viewer, as can whether the call is incoming or outgoing.

Call SWEET! *Live* Features and Benefits

- Layered with the superior Call Accounting features of Call SWEET!
- Customizable dynamic desktop widgets for frequently used functions
- User-defined Service Level thresholds facilitated with alarms and alerts
- Robust reporting on a live and historical basis
- Graphical reports with drill-down capabilities
- Customizable security roles and permission settings
- Queue status management
- Unlimited hunt groups
- Customizable Agent Status themes
- Both real-time and historical metrics on hunt group activity and performance
- Embedded Live Chat
- All ongoing call details in Live Viewer
- Wallboard capabilities
- Assess workload and productivity by hunt group and agent
- Evaluate staffing requirements by month, week, day and hour
- Agent and hunt group performance metrics display with charts and graphs



All Michaels	Queue Calls	First Time		Hold Time		Handle Time	
		Count	Time	Count	Time	Count	Time
2004 - Customer Service	1	0:01:14	0:01:14	0:00:00	0:00:00	0:01:14	0:01:14
First Time		3	0:01:08	0:00:00	0:00:00	0:01:08	0:01:08
Call Time Summary		3	0:01:08	0:00:00	0:00:00	0:01:08	0:01:08
Incoming Direct		0	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Internal		1	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Outgoing		3	0:01:08	0:00:00	0:00:00	0:01:08	0:01:08
Unnormal		3	0:01:08	0:00:00	0:00:00	0:01:08	0:01:08



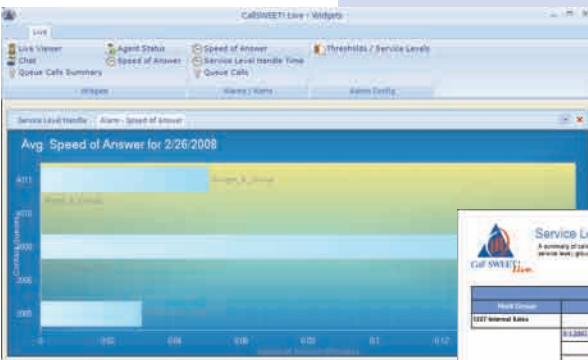
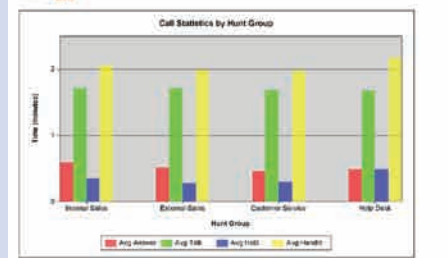
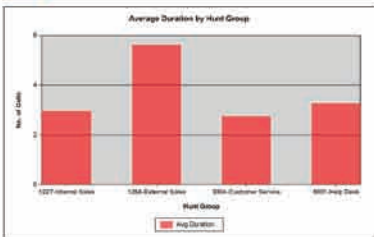
Agent Status

Knowing the status of your agents is key to any supervisor. Productivity and money are lost if agents are not efficient. Call SWEET! Live makes it simple to view the status of all agents in a hunt group. Just open the Agent Status widget and you will see color-coded indicators next to each agent that will tell you if they are idle, busy wrapping up, handling a call, logged off, or unavailable to the group.

Agent status themes are fully customizable to fit your needs and show the call details that you want to see. If desired, the agent status widget can be conveniently displayed on a wallboard.

Alarms and Alerts

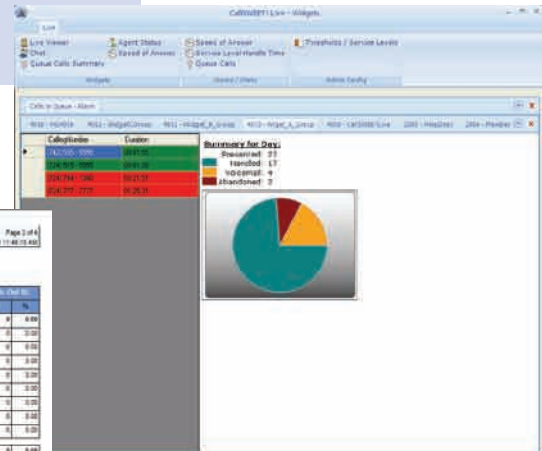
Service levels act as the performance indicators of your contact center. Setting and monitoring service levels establishes expectations and goals for your workforce. In Call SWEET! Live, alarms and alerts can monitor several critical areas, including the speed calls are answered, handle time required to complete a call, and the number of calls in queue. Alarms and alerts can be set to notify supervisors and managers when user-defined service level values are out of range. These alarms and alerts can be expressed graphically, audibly or through e-mail - how you want to be notified is up to you.

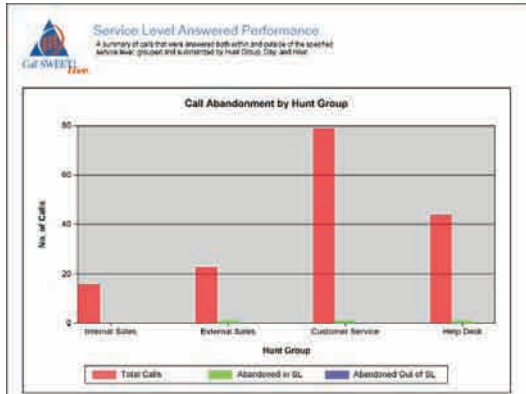


Service Level Answered Performance

A summary of calls that were answered call center all aspects of the specified service level criteria are summarized by Hunt Group, Day, and Time.

Hunt Group	Queue Calls	Answered		Not Answered		Answer Time		Abandonment	
		Count	%	Count	%	Count	%	Count	%
I227 Internal Sales	195	195	100.00	0	0.00	0:00:00	0:00:00	0	0.00
1388 External Sales	1	1	100.00	0	0.00	0:00:00	0:00:00	0	0.00
3854 Customer Service	1	1	100.00	0	0.00	0:00:00	0:00:00	0	0.00
8857 Avg Desk	1	1	100.00	0	0.00	0:00:00	0:00:00	0	0.00
Totals	197	197	100.00	0	0.00	0:00:00	0:00:00	0	0.00





When Group	Total	Abandoned	Avg Time to Abandon
1227-Internal Sales	15	0	0:01:43
1227-Internal Sales	Total 15		
09/04/2007	Total 1		Avg Time to Abandon: 0:00:00
12:00 PM		1 (12:04:00 PM)	412-303-0003 0:00:00
09/06/2007	Total 1		Avg Time to Abandon: 0:00:20
09/09/2007	Total 1		Avg Time to Abandon: 0:00:00
09/10/2007	Total 1		Avg Time to Abandon: 0:00:30
09/15/2007	Total 1		Avg Time to Abandon: 0:04:38
09/20/2007	Total 1		Avg Time to Abandon: 0:00:00
09/25/2007	Total 1		Avg Time to Abandon: 0:04:30
09/23/2007	Total 1		Avg Time to Abandon: 0:00:00
09/29/2007	Total 1		Avg Time to Abandon: 0:02:54
09/29/2007	Total 1		Avg Time to Abandon: 0:04:18
Totals	10		
			Avg Time to Abandon: 0:01:43
1264-External Sales	Total 13		Avg Time to Abandon: 0:01:17



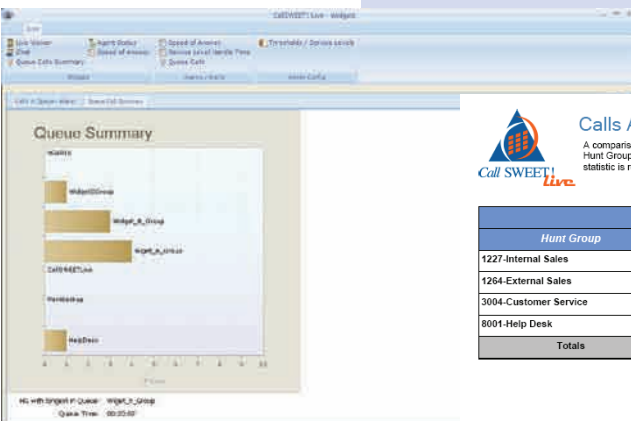
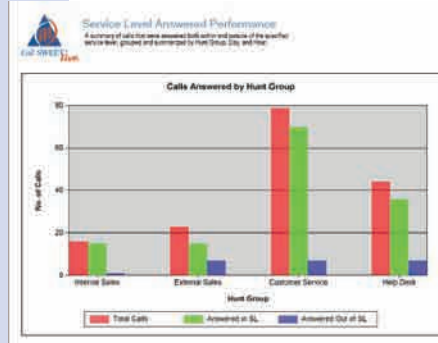
Reporting

Reporting is a key element of Call SWEET! Live. All call data collected, by agent and hunt group, can be viewed in a wide array of reports. With drill-down capabilities, each report can be as specific or as broad as you choose. Do you want to know the total calls abandoned by your agents in the past week? Simply drill-down to agent detail from your calls abandoned summary report. If you would like to see your reports in a different format, they can be easily exported to MS Excel and PDF files.

Scheduling reports to run at specific times - daily, weekly, monthly or one-time only - is an important aspect of Call SWEET! Live reporting. The scheduled reports can be outputted via e-mail, printed hard copy, or stored electronically. See the reports you need, at the time you need them.

Queue Management

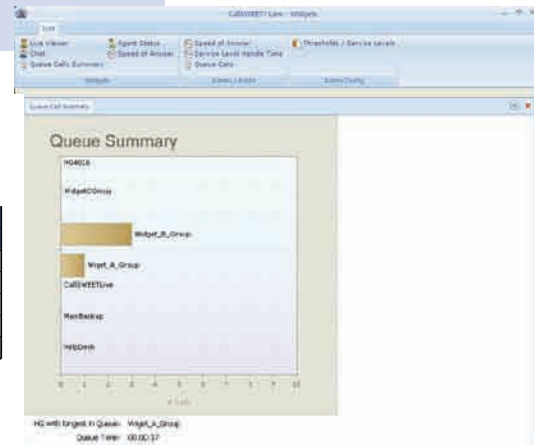
An important feature of Call SWEET! Live is queue status management. The Queue Call Summary widget tracks the calls in queue for each hunt group and displays them graphically on your Call SWEET! Live main page or desktop. Alarms and alerts can be set to indicate when the queue is above the acceptable range determined by supervisors or managers. The queue level alerts and alarms can be customized for each hunt group, as a service call may need to be answered quicker than an administrative call.



Calls Answered Abandoned Summary

A comparison of calls answered vs. calls abandoned, grouped and summarized by Hunt Group and Agent. Because agents can not have abandoned calls, this statistic is replaced by % of calls answered.

Hunt Group	Total Calls	Answered		Abandoned	
		#	%	#	%
1227-Internal Sales	233	221	94.85	10	4.29
1264-External Sales	331	314	94.86	13	3.93
3004-Customer Service	635	611	96.22	18	2.83
8001-Help Desk	620	596	96.13	24	3.87
Totals	1819	1742	95.77	65	3.57



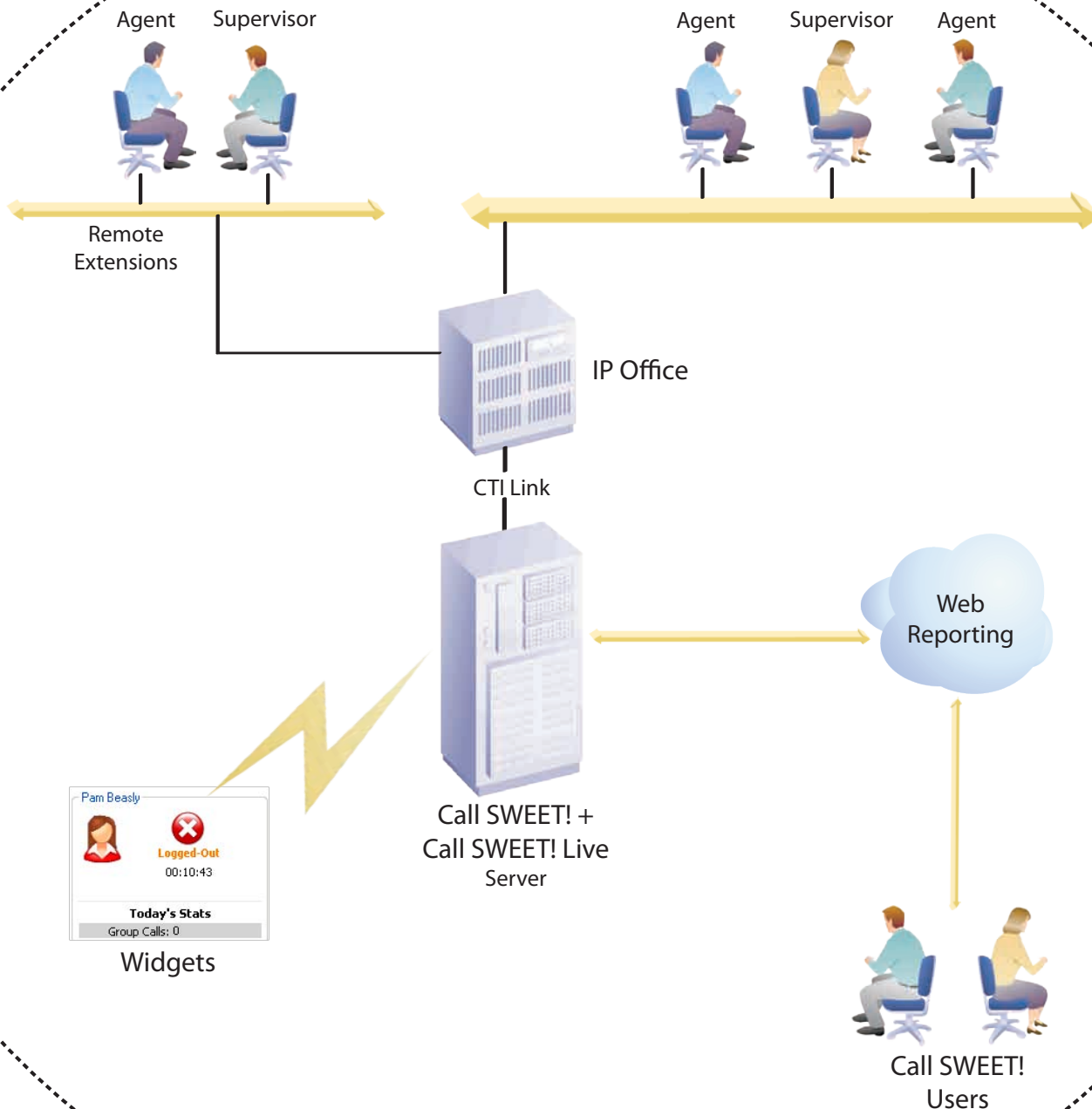
Call SWEET! *Live* Architecture

Call SWEET! Live's architecture is shared with Call SWEET! to allow for real-time and historical data collecting and reporting. The user interface is intuitive and simple to use - start monitoring agents, creating reports, and much more on day one!

- Remote user reporting via IP extensions or multi-site configuration
- IP Office connects to local users through LAN

Receiving information via CTI Link in real-time allows for accurate monitoring of agents and queues - both critical aspects of a contact center.

Open architecture permits seamless integration to other business systems.



We keep it simple.

DATEL keeps the deployment process uncomplicated by installing fully configured, ready-to-use applications - remotely or on-site.

DATEL's licensing is clear and straightforward - we are only concerned about concurrent monitored agents. Every agent has full user capabilities upon installation, but security roles and permissions can be defined and changed easily within the application.

Forever SWEET! Customer Care offers an economic advantage to ensure that your system will always perform at its best. Features include:

Software Updates

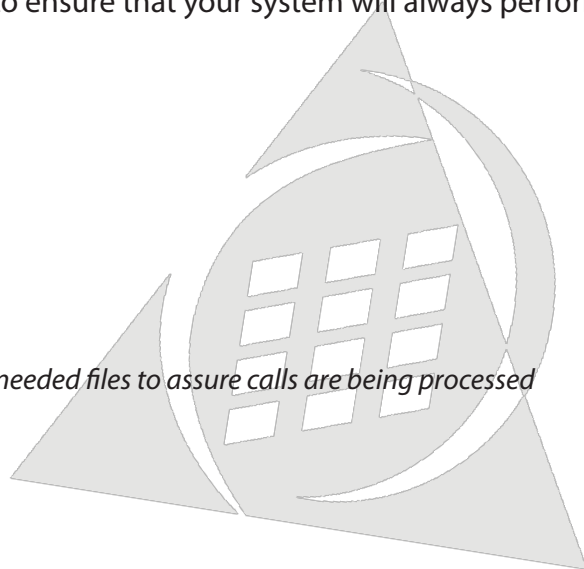
- Automatic product updates as they occur
- Automatic hot fixes as they occur

Technical Support

- Unlimited technical support by phone
- Unlimited remote access support

Quarterly Diagnostic Check-up

- Remote access of your system to evaluate log files and delete unneeded files to assure calls are being processed accurately



DATEL Software Solutions, LLC provides world-class telecommunication management software to valued customers. Powerful and accurate products, combined with excellent customer service, define our business.



DATEL

Software Solutions, LLC

515 Pleasant Valley Road
Trafford, PA 15085

ph: (724) 744-1380
fax: (724) 744-9847

sales@datel-group.com
www.datel-group.com