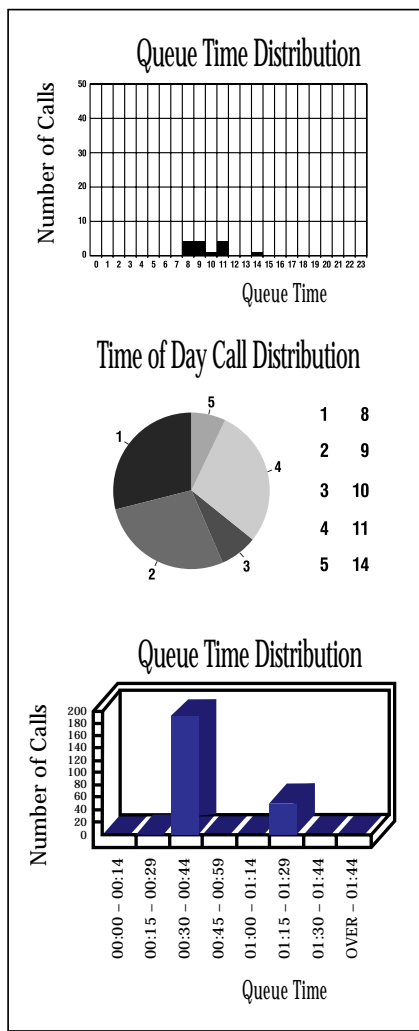




# MERLIN LEGEND® Reporter Software

The Reporting Capability That Helps Enhance  
Call Handling and Customer Service



**MERLIN LEGEND® Reporter** software from Lucent Technologies provides a powerful tool for understanding and managing the way your business handles incoming calls.

**MERLIN LEGEND Reporter** offers a package of historical call activity reports that help you monitor and evaluate efficiency. Working hand-in-hand with the **MERLIN LEGEND Communications System** and its built-in calling group functionality, the software's flexible reporting capabilities can help you fine-tune call delivery throughout your business.

**MERLIN LEGEND Reporter** is an integral part of the Basic Service Center—one of the **MERLIN LEGEND Advanced Solutions** designed to provide *your* business with the latest capabilities and advantages in communications technology.

## An intelligent solution for your business

**MERLIN LEGEND Reporter** is ideal for the business that wants the timely call handling intelligence of a big company, economically priced to handle a smaller location's needs.

For a service center with up to 25 agents and a total capacity of up to 200 telephones, **MERLIN LEGEND Reporter** is an invaluable information tool for businesses with high incoming call volumes—medical clinics, insurance branch offices, law firms, brokerage houses, florists, travel agencies, auto dealerships, or virtually *any* small or medium-size business that depends on the telephone to serve customers or generate revenue.

## Information that's critical to your business

The **MERLIN LEGEND Reporter** software will gather and report vital data about your incoming call traffic, such as when your phone lines are busiest, the average wait time for callers, the average time your employees spend on each call, and more.

Armed with critical call information, you can make informed decisions about how to better manage your calls and your business, and keep callers satisfied:

- Determine if you should add more lines to improve response—or, if you can reduce the number of lines and maintain acceptable service levels.
- Identify peak calling periods so you can schedule employees appropriately.
- Analyze the length of each call to measure employee productivity.
- Track abandoned calls (by Auto Login/Logout Group ID or extension) to fine-tune priority call queuing and improve response.
- See if a particular employee or group is overburdened with calls, and reroute traffic or add staff to distribute calls evenly and more productively.
- Find out how long callers are kept waiting before someone picks up, and if necessary, offer extra training or shift staff to get to more calls faster.

Extension Summary Report						
Date: Thursday, March 25, 1999			Page: 1			
Time: 1:39:55 PM			Company Name			
EXTENSION	NAME	TOTAL CODE	TOTAL HHHH:MM:SS	PER CALL HHHH:MM:SS	TOTAL HHHH:MM:SS	PER CALL HHHH:MM:SS
01	DiMarco, Mr.					
04	Herrero, Ms.					
05						
07						

ICLID Call Distribution Report						
Date: Thursday, March 25, 1999			Page: 1			
Time: 5:40:53 PM			Company Name			
DATE RANGE: Thursday, March 25, 1999 to Thursday, March 25, 1999						
LOCATION CODE	LOCATION	TOTAL CODE	TOTAL HHHH:MM:SS	PER CALL HHHH:MM:SS	TOTAL HHHH:MM:SS	PER CALL HHHH:MM:SS
229894X	Honeoye	4	0:02:35	0:00:38	0:47:25	0:11:51
554937X	Rushville	2	0:01:35	0:00:47	0:18:25	0:09:12
594323X	N. Chili	5	0:01:50	0:00:22	1:03:10	0:12:38
392296X	Hilton	3	0:04:00	0:01:20	0:31:00	0:10:20
TOTALS:		14	0:10:00	0:00:42	2:40:00	0:11:25

### MERLIN LEGEND Reporter System Reports

- Organization Detail Report
- Organization Trends Report
- Selection Detail Report
- Account Code Detail Report
- Date Report (Incoming Traffic)
- Extension Summary Report (Incoming Traffic)
- Talk and Queue Time Distribution
- Organization Summary Report
- Cost Center Summary Report
- Selection Summary Report
- Account Code Summary Report
- Time of Day Report (Incoming Traffic)
- ICLID Call Distribution Report (Incoming Traffic)
- Facility Grade of Service Report

**MERLIN LEGEND Reporter** software can even identify callers who hung up before their calls were answered, so you can call them back—improving service and helping you capture otherwise lost sales opportunities.<sup>1</sup>

### Easy-to-use reporting, tailored to your needs

Another strength of the **MERLIN LEGEND Reporter** software is its flexibility—its ability to organize, schedule, store, and print information in a wide variety of formats to meet your specific business needs.

**MERLIN LEGEND Reporter** provides the capability to generate reports and listings on demand, for either the current call accounting period or for an archived period. You can also schedule up to 25 groups of reports for the current period, for a maximum of 1,000 reports.

**MERLIN LEGEND Reporter** interface lets you set specific criteria for many reports, to pinpoint exceptions or see general trends.

Reports can include the date, time of day, call duration, queue time, talk time, extension number, optional Caller ID information, the number dialed, and account codes. In addition, some reports can be represented as two- or three-dimensional bar graphs, for ease of understanding or graphic impact when used in your own business reports or presentations.

The reports can be viewed on screen, printed locally, saved to a system file for later use, or exported to another software application for further analysis. In addition, a polling feature allows reports to be uploaded from as many as 100 separate locations to a central site.

### Easy maintenance and superior reliability

The **MERLIN LEGEND Reporter** package includes a maintenance diagnostic tool that will allow the Lucent technical support team to access the application remotely, to identify

and correct software problems. And as with all Lucent Technologies products and services, **MERLIN LEGEND Reporter** is backed by our dedication to providing your business with the most reliable technology and superior customer care.

To learn more, talk to your Lucent Technologies Representative, Authorized Dealer, or Sales Agent. Or visit our Web site. [www.lucent.com/enterprise](http://www.lucent.com/enterprise)

## SPECIFICATIONS

### **MERLIN LEGEND Communications System Requirements:**

- System Release 4.2 or greater

### *Computer Requirements for Single-Site Configuration:*

- Minimum 486 class, 25 MHz speed PC
- Minimum 8 MB RAM memory
- Minimum 85 MB hard disk space (5 MB program, 80 MB call records)
- Windows 3.1, Windows 3.11 with MS-DOS 5.0 or later, or Windows 95<sup>2</sup>
- VGA color monitor
- Parallel printer (10-15 character per inch)
- Bus, PS2, or serial mouse
- COM port for SMDR input
- Additional COM port and minimum 9600 baud modem for remote access

### *Additional PC Requirements for Multi-Site Configuration:*

- Minimum 205 MB hard disk space (5 MB program, 200 MB call records)
- Modem available for SMDR input
- Recommended Equinox MARK-IV boards with HiCOM/9driver baud modem for each additional COM port

<sup>1</sup> Requires optional incoming Caller ID service from your local telephone company and specific Caller ID modules on **MERLIN LEGEND** System Release 4.2 or greater.

<sup>2</sup> Windows and MS-DOS are registered trademarks and Windows 95 is a trademark of Microsoft Corporation.

