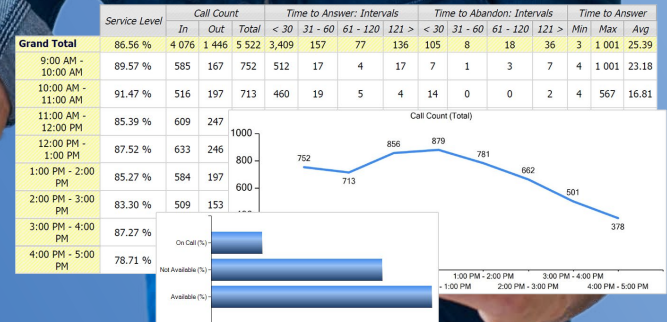
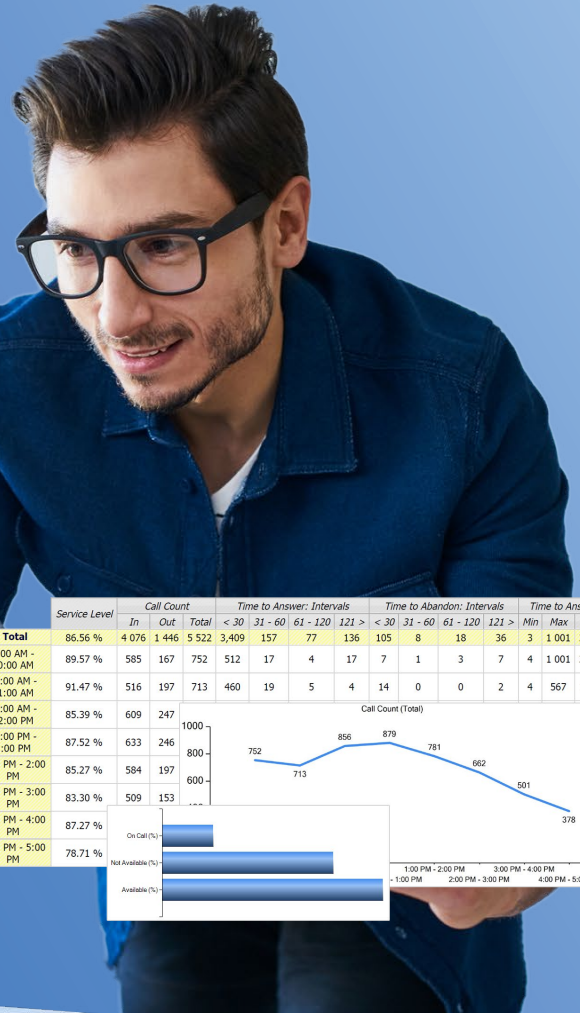


## MXreport Provides Deep Insight Into Call Handling and Agent Performance

In today's world of big data, you need to analyze how your communications systems are working for you. Zultys provides your team with the business communications intelligence that's needed, so you can make intelligent business decisions specific to your company.

Today over 50% of people still pick up the phone and call into a business, and we see most companies trying to rely on third parties for analytics or not even running reports at all. At Zultys we make it easy to automate the reporting process.



**Custom Reports**  
Build reports according to your needs



**"Cradle to Grave" Reports**  
Report on all calls as they traverse your system



**Graphic Report Tool**  
Automatically generate graphs and charts for easy analysis



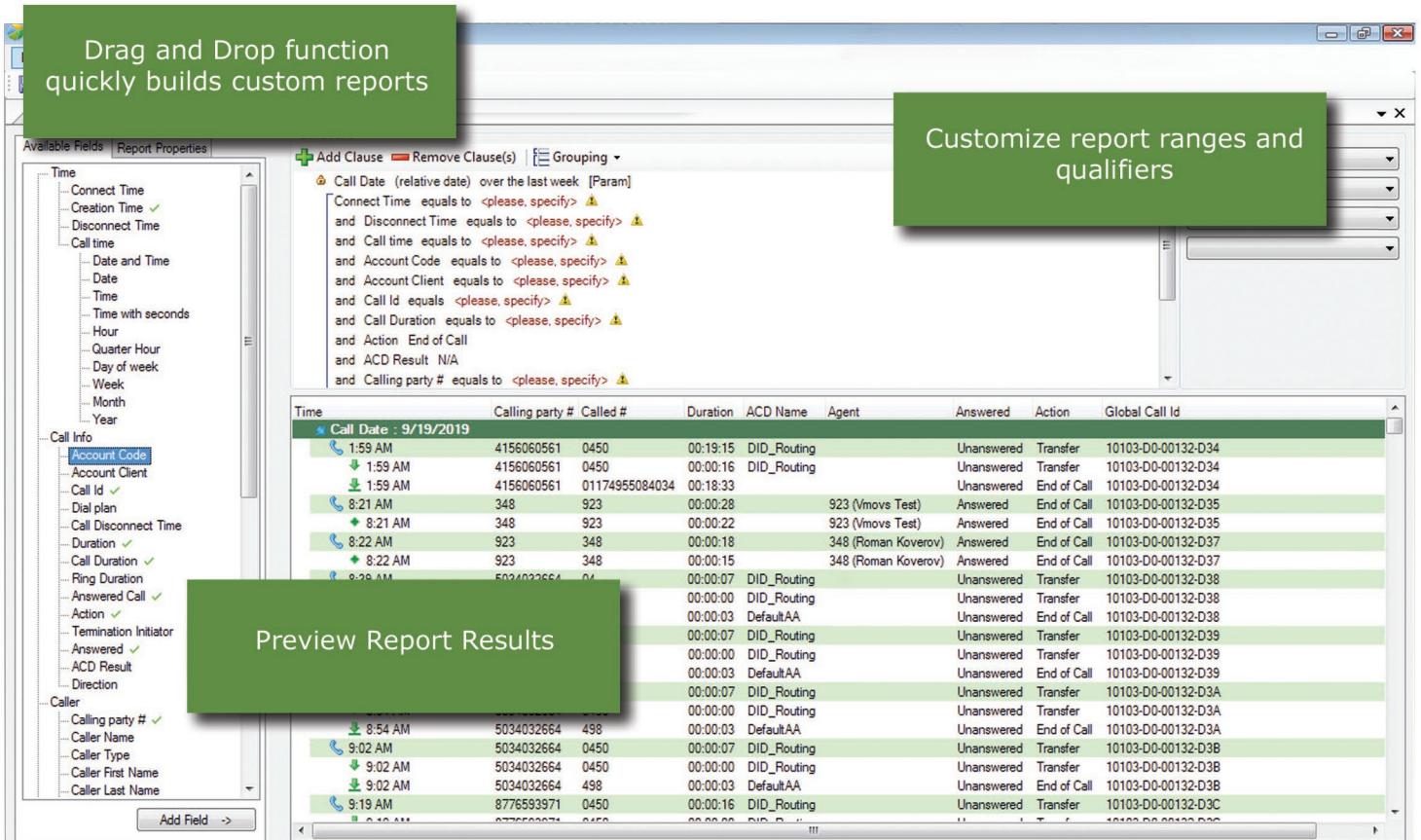
**Improve Your Effectiveness**  
Reporting for specific customers and company call activities for billing, legal, and regulatory needs



**Report Scheduler**  
Reports are delivered via email or saved on a computer or network every day, week, month, etc.

**GENERATE REPORTS THAT MEET UNIQUE CALL ACCOUNTING NEEDS**

## EASY-TO-USE INTERFACE FOR BUILDING CUSTOM REPORT TEMPLATES



The screenshot displays the MXREPORT software interface. On the left, a tree view under 'Available Fields' lists various data points like 'Connect Time', 'Creation Time', and 'Account Code'. A central pane shows a report clause: 'Call Date (relative date) over the last week [Param] and Connect Time equals to <please, specify>'. Below this is a preview table of call records. On the right, a configuration area allows for 'Customize report ranges and qualifiers'. Three green callout boxes highlight key features: 'Drag and Drop function quickly builds custom reports', 'Customize report ranges and qualifiers', and 'Preview Report Results'.

Time	Calling party #	Called #	Duration	ACD Name	Agent	Answered	Action	Global Call Id
1:59 AM	4156060561	0450	00:19:15	DID_Routing		Unanswered	Transfer	10103-D0-00132-D34
1:59 AM	4156060561	0450	00:00:16	DID_Routing		Unanswered	Transfer	10103-D0-00132-D34
1:59 AM	4156060561	01174955084034	00:18:33			Unanswered	End of Call	10103-D0-00132-D34
8:21 AM	348	923	00:00:28		923 (Vmovs Test)	Answered	End of Call	10103-D0-00132-D35
8:21 AM	348	923	00:00:22		923 (Vmovs Test)	Answered	End of Call	10103-D0-00132-D35
8:22 AM	923	348	00:00:18		348 (Roman Koverov)	Answered	End of Call	10103-D0-00132-D37
8:22 AM	923	348	00:00:15		348 (Roman Koverov)	Answered	End of Call	10103-D0-00132-D37
8:28 AM	5034032664	0450	00:00:07	DID_Routing		Unanswered	Transfer	10103-D0-00132-D38
			00:00:00	DID_Routing		Unanswered	Transfer	10103-D0-00132-D38
			00:00:03	DefaultAA		Unanswered	End of Call	10103-D0-00132-D38
			00:00:07	DID_Routing		Unanswered	Transfer	10103-D0-00132-D39
			00:00:00	DID_Routing		Unanswered	Transfer	10103-D0-00132-D39
			00:00:03	DefaultAA		Unanswered	End of Call	10103-D0-00132-D39
			00:00:07	DID_Routing		Unanswered	Transfer	10103-D0-00132-D3A
			00:00:00	DID_Routing		Unanswered	Transfer	10103-D0-00132-D3A
			00:00:03	DefaultAA		Unanswered	End of Call	10103-D0-00132-D3A
8:54 AM	5034032664	498	00:00:03	DefaultAA		Unanswered	End of Call	10103-D0-00132-D3A
9:02 AM	5034032664	0450	00:00:07	DID_Routing		Unanswered	Transfer	10103-D0-00132-D3B
9:02 AM	5034032664	0450	00:00:00	DID_Routing		Unanswered	Transfer	10103-D0-00132-D3B
9:02 AM	5034032664	498	00:00:03	DefaultAA		Unanswered	End of Call	10103-D0-00132-D3B
9:19 AM	8776593971	0450	00:00:16	DID_Routing		Unanswered	Transfer	10103-D0-00132-D3C

### MORE FEATURE HIGHLIGHTS:

- Flexible reporting time frame — reports based on call activity by quarter hour, hour, day, week, month, and year
- Users access MXreport with individual secure logins
- MXreport distinguishes between an agent’s call center activity and calls that are unrelated to the agent’s role
- Access nearly 50 call detail record data fields to provide highly detailed call analysis and statistical reporting
- To comply with regulatory requirements, public sector client calls can also be separated from private sector call activities
- Reports can be saved in common document formats such as Excel, Word, HTML, TXT, CSV, ODS, GIF, JPG, BMP, PNG, and others
- Supports Microsoft Windows Vista, 7, 8, and 10

