



Telescan Workforce Management Tools

Workforce Management has always been a critical part of the Telescan TAS system. As technology has changed, so has Telescan's reporting capability. In the early 1970's Telescan produced operator statistical reports and call activity reports tracking various TAS activities such as call volume, operator activity and station traffic. Today, however, with the advancements in the new Spectrum by Telescan, our customers can produce reports detailing the activity of Inbound Trunks, Outbound lines, Inbound and Outbound Calls, Operator Activity and message transmission via fax, email and/or alpha paging.

Today, Telescan's Spectrum Data Manager can generate several different reports to assist TAS owners with workforce management. Spectrum Data Manager's Periodic Summary report allows for a summary of three different types of analysis; Trunk, Station and Call Activity. Each report can display summary activity in intervals of 15, 30, and 60 seconds. This data can then be converted to chart form to allow users a simple to read visual of the TAS activity over a specified period of time. Spectrum Data Manager's Call Activity reports provide a condition based report detailing inbound/outbound call activity as well as all message transmission activity. This report allows the use of comparison operators to provide accurate situation-based reports. Two separate Operator Statistical reports are also available. The Operator Statistics report tracks up to 10 different activities that may be performed by an operator from sign-on to sign-off. The Operator Analysis report summarizes not only all operator activity but also the time spent performing various functions over a specified period of time. The Operator Analysis report is an excellent tool for comparing operator productivity. Each of these reports can examine all accounts and/or operators or for specific operators and/or accounts. In addition to these reports, Telescan offers agents and supervisors the ability to view performance statistics from the workstation during the current sign-on session

Telescan has recently implemented a tool that extracts raw data from Spectrum Data Manager in a format that can then be uploaded to XLScheduler. This report generator combines the data from the Periodic Summary and Call Record analysis reports. This new tool will help Telescan users improve schedule forecasting, help manage staff hours and shift coverage and assist with short and long-term resource planning. In addition to scheduling, XLScheduler can provide two advanced report tool add-ins for call traffic statistics and operator performance and availability.

Committed to staying on the leading edge of workforce management technology, Telescan is currently developing a reporting option designed to improve the scheduling and agent management processes in the TAS environment. The advanced features will include skills based scheduling, vacation and holiday planning as well as schedule forecasting to provide TAS owners with complete workforce management reporting capability based on real-time and historical data gathered by Spectrum Data Manager.

To more information about Telescan, call 800-770-7662 or check our website, www.telescan.net.

Does Your TAS System Fit Your Business?	
<p>Spectrum by Telescan Fits Your Business. Whether your TAS business has two operators or two hundred, Telescan will custom design a system to fit your business needs. As your business grows, Telescan will be there with you providing service and system upgrades so your TAS system grows with you.</p> <p>Telescan, will help you beat your competition with:</p> <ul style="list-style-type: none">• Fastest call response in the industry• The most reliable system in the industry• Streamlined management tools• Patented Prism DSP Digital Switch <p>Let Telescan design a system that fits your business: call 1-800-770-7662 or visit our website: www.telescan.net</p>	
Telescan	Keeping Your Business Growing



For Immediate Release

For more information contact:

Carin Shulusky, Marketing Alliance

636-225-5350

carin@marketingalliance.biz

Telescan Adds XLScheduler Interface

Telescan has recently added a new tool to their Spectrum Data Manager that will enable users to easily interface with XLScheduler. XLScheduler is a popular 3rd party workforce management program. This report generator combines the raw data from the Periodic Summary and Call Record analysis reports.

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