

XtR Reporter Pro Supervisor

XtR Reporter Pro Supervisor is our top-level supervisor monitoring, reporting and Agent Grading package from our XtR Professional range of Digital Call Recording solutions. Our advanced visibility, access, retrieval, playback, analysis and scoring suite also comprises:

- **Call Manager** - Our entry level search and playback supervisor position.
- **XtR Reporter** - As above but includes graphical reports and advanced playback features.
- **XtR Call Archiver** - Auto archive and manage large volumes of recordings to/from various media

The suite of applications deliver everything a professional supervisor power user requires and operates on your recordings wherever they are on your network (they are also independent of the hardware recorder platform you have chosen). XtR Reporter Pro Supervisor operates on recordings from:

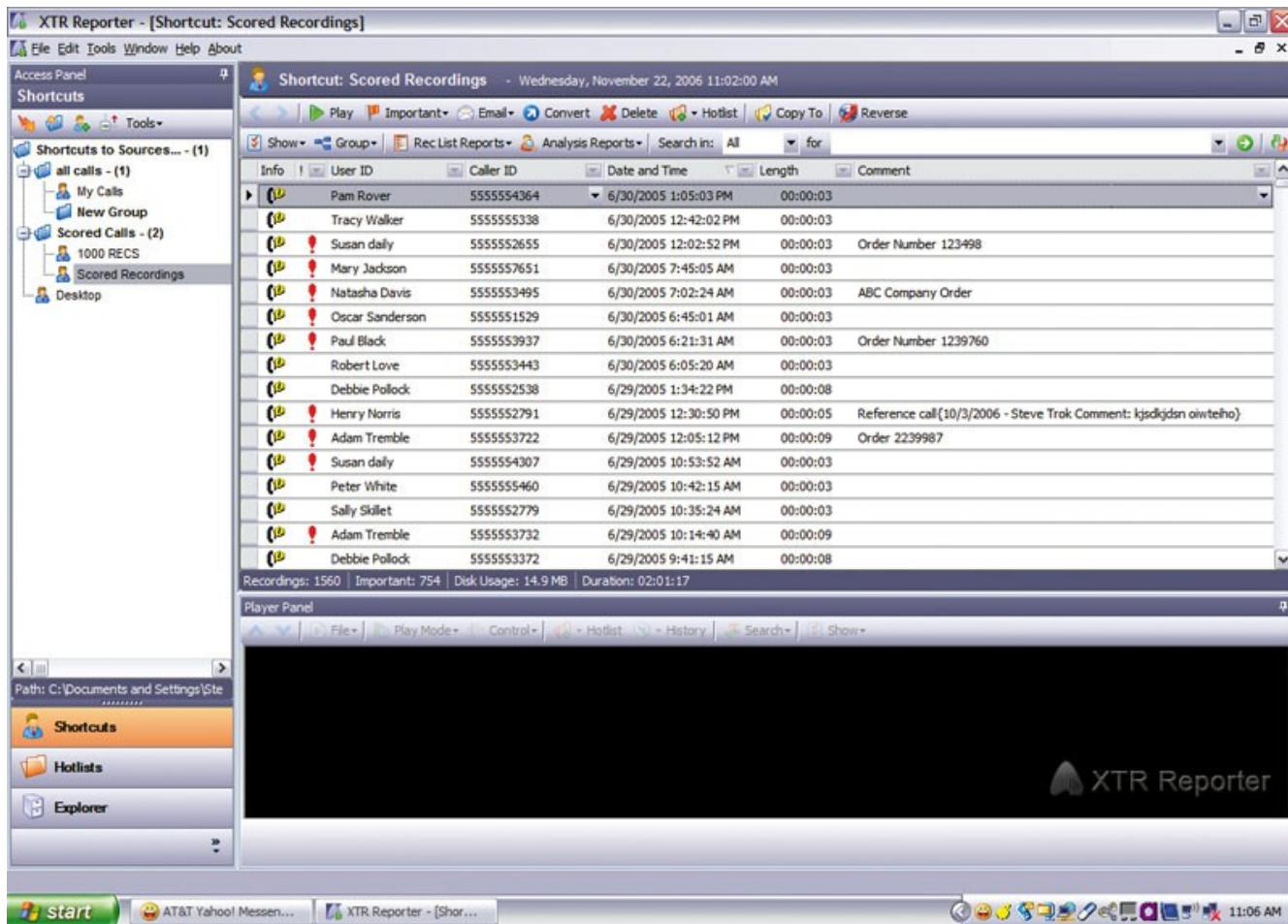
- Multiple Desktop Analogue units (Universal Adapters)
- Multiple Desktop Digital units (Digital 01's)
- BackOffice Analogue (Analogue 02, 04 & 08)
- BackOffice Digital (Digital 04 & 16)
- Our single user stand-alone Secure Digital Call Recorder (SD Recorder).

Our suite of monitoring packages are built on the robust Microsoft .net framework and can manipulate large volumes of recordings. Each application is a workhorse that delivers feature rich productivity tools in a familiar, ergonomic and easy to use MS Office style interface.

XtR Reporter Pro provides the search and playback features of Call Manager with the advanced playback features and powerful graphical reports of XtR Reporter and complements this with a sophisticated Agent Grading module. The Grading Module allows supervisors to set key parameters for agent performance and grade and report against them, the key objective being demonstrated improvement in performance of agents over time.

AB Selcom
80 Wall Street
Suite 210
New York N.Y. 10005
212 269-1800
Sales@abselcom.com





Call Score Module

The Call Score module allows a supervisor to 'grade' an agent's performance during a sample of calls. The scoring forms are customized by the supervisor and can be backed up and shared across a network.

XtR Call Score uses sophisticated weighting criteria to ensure that emphasis is placed on the areas most critical to your business. Questions can be scale or yes/no in nature, if a question is not applicable to the sample conversation, the weight provided that question is then redistributed to the others to ensure fair scoring.

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XTR Reporter Pro - Call Score Setup

Form Question Repository Tools Help

Sample Sales Calls | Sample Customer Service

#	Question	Type	Bias
1	GREETING - How positive was the greeting and introduction?	Scale	1%
2	RAPPORT - How well did we build a rapport with the prospect?	Scale	2%
3	QUALIFYING - How well was the prospect qualified?	Scale	5%
4	UNDERSTANDING - How well did we demonstrate an understanding of the pr...	Scale	5%
5	PRESENTATION - How well was the product presented in relation to the circu...	Scale	8%
6	KNOWLEDGE - What was the ability to answer and satisfy questions?	Scale	10%
7	MOTIVATION - What was the ability to motivate prospect and advance sale...	Scale	11%
8	CONTACT INFO - Was contact information gathered?	Yes/No	2%
9	OFFER - Was an evaluation version offered?	Yes/No	6%
10	WON/LOST - Did the sale close?	Yes/No	50%

Created by: Basil Majeed - Telelogix - 8/31/2005 | Form ID: 16572726 | Bias Total: 100%

Call Score

- Scale Questions - (7)
- Yes / No Questions - (3)

<< Hide Repository | Close

Call Scoring

Calls are scored by simply selecting the Call Score play mode and grading each segment of the call as the supervisor listens to the actual recording, quickly and easily.

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Call Score Form

File Name: Debbie Pollock-2005-JUN-29-15.34.22.xtr
 Agent: Debbie Pollock Date: 06/29/2005 | Time: 01:34:22 | Length: 00:00:08

Sample Sales Calls | Sample Customer Service

1. GREETING - How positive was the greeting and introduction? ★★★★☆ Good
2. RAPPORT - How well did we build a rapport with the prospect? ★★★★★ Excellent
3. QUALIFYING - How well was the prospect qualified? ★★★★★ Excellent
4. UNDERSTANDING - How well did we demonstrate an understanding of the prospect needs? ★★★★★ Excellent
5. PRESENTATION - How well was the product presented in relation to the circumstances? ★★★★★ Excellent
6. KNOWLEDGE – What was the ability to answer and satisfy questions? ★★★★★ Excellent
7. MOTIVATION – What was the ability to motivate prospect and advance sales process? ★★★★★ Excellent
8. CONTACT INFO - Was contact information gathered? ✓ Yes
9. OFFER - Was an evaluation version offered? N/A
10. WON/LOST – Did the sale close? ✓ Yes

Scored By: Steve Trok - 11/22/2006 9:34:14 AM | Total Score: 88.3%

id Menu Save Close

Call Score Reports

Calls are graded and combined to measure an agent's performance over time as well as compare to others in the group with simple, easy to read xgraphs and charts

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Sample Reports

XTR Call Score - Mary Jackson-2005-MAY-10-14.44.22.xtr

Service: Sales Calls | Basic training

Mary Jackson Date: 05/10/2005 | Time: 12:44:22 | Length: 00:00:05

1. GREETING - How positive was the greeting and introduction? ★★★★★ Excellent
2. RAPPORT - How well did we build a rapport with the prospect? N/A
3. DIPLOMACY - How was our ability to manage client frustration? ★★★★★ Good
4. UNDERSTANDING - How well did we demonstrate an understanding of the problem? ★★★★★ Passed
5. SOLUTIONS - What was our ability to answer questions and resolve issues? ★★★★★ Failed
6. ASSURANCE - Were correct and satisfactory solution assurances offered to the client? ★★★★★ Failed
7. ESCALATION - If escalation was required, how sufficient was the information gathered? ★★★★★ Poor
8. PERCEPTION - What was interpreted level of client satisfaction overall? ★★★★★ Fair
9. OFFER - Were other products offered to the client? ★★★★★ Passed
10. RESULT - Was the problem satisfied? ★★★★★ Good

Scored By: Steve Trok - 11/30/2005 4:15:53 PM Total Score: 66.7%

Buttons: Clear All Scores, Save, Close

Imp	CS	User ID	Caller ID	Date / Time	Comment
1	1	Mary Jackson	5555551994	5/10/2005 12:44:22 PM	This is a sample comment

Call Score Forms: 3

Shortcuts

Convert Delete Copy

for

Imp	CS	User ID	Caller ID	Date / Time	Comment
5%	1				72.0%
4%	1				65.5%
2%	1				20.2%
4%	1				67.2%
5%	1				63.9%
7%	1				30.0%
8%	1				73.7%
4%	1				67.4%
0%	1				83.0%
2%	1				58.0%
4%	1				64.4%
9%	1				85.4%
1%	1				92.5%
2%	1				90.8%

total Length: 02:16:57 | Scored: 156

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Call Score Results by Agent					Date Range: 1/3/2005 - 6/30/2005	
Rec Count	Agent Name	Total Avg	Service	Sales Calls	Basic training	
88	Adam Tremble	53.1%		52.5%		53.7%
83	Celia Smith	53.2%		51.4%		55.0%
76	Debbie Pollock	53.7%		50.5%		56.9%
83	Henry Norris	53.9%		50.0%		57.8%
96	James Bird	52.4%		53.1%		51.6%
72	Jane Wayne	53.9%		52.5%		55.2%
85	Mary Jackson	57.3%		54.6%		60.1%
90	Michael Fox	54.9%		55.0%		54.9%
74	Nataha Davis	54.8%		53.8%		55.8%
87	Olivia Braves	54.1%		52.7%		55.6%
71	Oscar Sanderson	53.9%		50.7%		57.0%
72	Pam Rover	51.7%		50.8%		52.5%
77	Paul Black	55.8%		55.0%		56.5%
85	Peter White	51.5%		50.9%		52.1%
60	Robert Luvé	54.3%		55.3%		53.4%
70	Ron Fisher	53.0%		51.2%		56.6%
81	Sally Skillet	49.0%		49.6%		49.9%
89	Susan dally	53.8%		55.4%		52.3%
84	Tracy Walker	53.2%		53.3%		53.2%
74	Victor Graves	53.9%		53.8%		54.1%
1561	Agent Count: 20	Avg: 53.7%		52.6%		54.7%

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85	Mary Jackson	57.3%	54.6%	60.1%		
90	Michael Fox	54.9%	55.0%	54.9%		
74	Natasha Davis	54.8%	53.8%	55.8%		
87	Olivia Graves	54.1%	52.7%	55.6%		
71	Oscar Sanderson	53.9%	50.7%	57.0%		
72	Ram Rover	51.7%	50.8%	52.5%		
77	Paul Black	55.8%	55.0%	56.5%		
85	Peter White	51.5%	50.9%	52.1%		
69	Robert Love	54.3%	55.3%	53.4%		
70	Ron Fisher	53.0%	51.2%	56.6%		
81	Rally Skillet	49.0%	49.6%	49.9%		
89	Susan dally	53.8%	55.4%	52.3%		
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