

Spectrum Data Manager

by Telescan

The Future of Your Business

The Spectrum Data Manager is the heart of the Spectrum System by Telescan. The Data Manager controls access to all client information and system configuration parameters, combining a high performance database server with a full range of networking and reporting capabilities.

Spectrum Data Manager interacts with Spectrum Prism to validate and route incoming calls. As an agent takes a call, the Data Manager provides the Spectrum Agent Workstation with all the client information required to process the call. As messages and orders are taken and dispatched, they are automatically faxed, e-mailed or alpha paged to your clients via Spectrum Communications Server.

> Numerous statistical reports are available to analyze system utilization and operator productivity.

>> An historical database of messages, call records and system utilization is maintained for instant access and reporting.

Call Record Analysis

Operators in 30 minute intervals.

Interval	Start	Opr	Selected	Answered	Ans Time	Off	Hold
01-Dec-04	07:00	SHM	28	27	11:37	11	
01-Dec-04	07:00	CAH	29	29	10:47	5	
01-Dec-04	07:00	LMH	17	17	8:16	9	

01-Dec-04	07:00		3	74	73	30:40	25

01-Dec-04	07:30	CAH	44	44	15:36	15	
01-Dec-04	07:30	SHM	49	48	19:33	14	
01-Dec-04	07:30	LMH	22	22	14:05	10	
01-Dec-04	07:30	PTB	9	9	6:43	1	

01-Dec-04	07:30		4	124	123	55:57	40

01-Dec-04	08:00	PTB	35	35	19:58	3	
01-Dec-04	08:00	CAH	53	52	16:05	23	
01-Dec-04	08:00	SHM	65	65	17:25	26	
01-Dec-04	08:00	LMH	34	34	15:04	11	

01-Dec-04	08:00		4	187	186	68:32	63

01-Dec-04	08:30	LMH	35	35	12:01	9	
01-Dec-04	08:30	SHM	42	42	14:27	18	
01-Dec-04	08:30	CAH	48	48	13:27	13	
01-Dec-04	08:30	PTB	33	33	15:22	8	

Spectrum Data Manager gives you:

Reliability

- Standards-based hardware and software
- TCP/IP networking
- Automated backups
- Mirrored hard drives*
- Hot-swappable power supplies*

Capacity

- Grow to over a hundred operators
- Hundreds of call paths
- A million active messages
- Unlimited archiving

Features

- Automated messaging and dispatch
- Time-zone support per account
- Remote agents
- Integrated Order Entry
- Optional On-Call scheduling
- Optional Instant Messaging
- Highly flexible operator capabilities

* Real-time redundancy for critical system elements

Call 1-800-770-7662 for a free estimate.