


**GOLD SYSTEMS**

Solutions Powered by Voice

## Easily Track IVR Call Handling Without Data Overload

### About Gold Systems

Gold Systems' self-service solutions improve profitability and increase customer satisfaction. Using our proven Solutions Discovery Process, Gold Systems helps companies identify processes where efficiency can be optimized with voice automation solutions that implement the latest in IVR, speech recognition and text-to-speech technologies. Named to both the *Inc. 500* and *Deloitte & Touche Fast 50*, Gold Systems has positively impacted bottom line results for companies in the financial, insurance, healthcare, retail and utility industries since 1991.



The Gold Systems InFocus Reports software package provides you with summarization of the critical information you need from your Interactive Voice Response System. This package summarizes both application and system performance data in an easy-to-understand format, and then prints it out automatically or on demand – giving administrators the ability to respond to evolving system conditions before they deteriorate into crisis situations.

### Convenient Format

You don't have to look in several different places to get the information you need. InFocus Reports consolidates important data, and then structures that data in a meaningful way.

### Summarized Information for Greater Efficiency

Administrators no longer need to tabulate by hand the hourly data provided by standard reporting functions. InFocus Reports summarizes data for each calendar day, week and month.

### Automatic Report Generation and Historic Record Keeping

You can set-up InFocus Reports to print daily, weekly or monthly. Or you can manually initiate a report from the Interactive Voice Response (IVR) console at any time.

### The Complex Made Simple

- **Summary of Traffic:** Provides the number of callers using your applications, when they are being used the most, and for how long.
- **Application Counts:** Takes current Call Data Events and summarizes them for each day. Data is also grouped by application.
- **System Resources:** Tracks the system resources available to you, and when they have been used.
- **Informist/Silent Sentry Results:** Provides information on Informist or Silent Sentry notification activities.
- **Call Classification:** Keeps administrators apprised of the results of every transfer or outdial made for each specific day.

Reports can be accessed from a printer, the IVR console, or may be downloaded to a remote machine.

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To learn more about Gold Systems solutions, call 800.988.7798 and say "Sales" or visit [www.goldsys.com](http://www.goldsys.com).