

SCOPSERV
INTERNATIONAL INC.

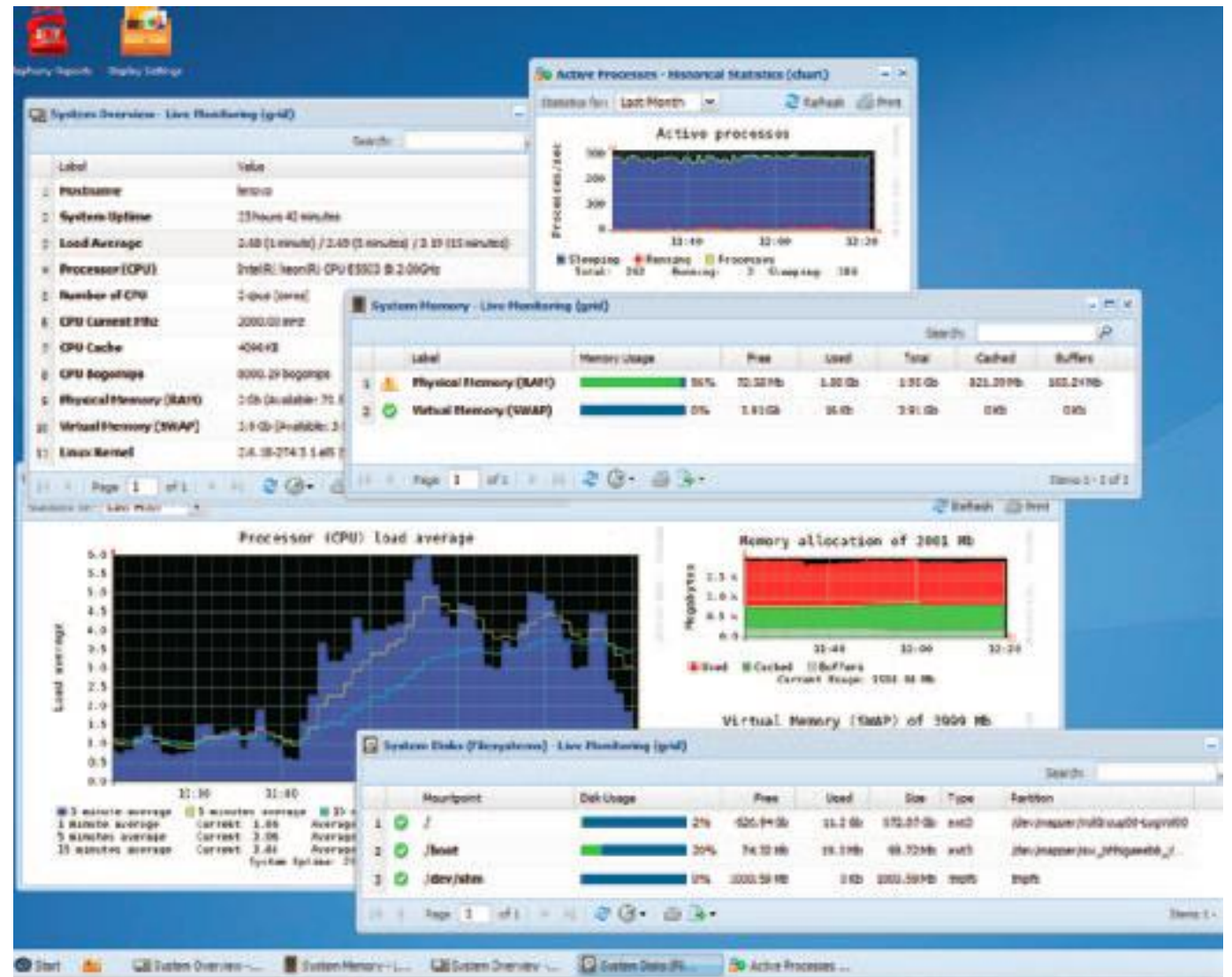
Introduction to Scop**STATS**  TM

Introduction to ScopSTATS Reporting Engine

- Real-time data access (real-time monitoring).
- Enhanced information tracking thanks to simultaneous access to multiple reports.
- Simplified and unified filters, easy access to reports (CDR, DAA, RVI...).
- Hierarchical links between data and reports.
- VoIP Accounts
- Real-time monitoring systems for System Reports with system services controls (startup, shutdown, reboot).
- Available in French and English.
- SIP Peers and Registrations
- IVR Usage Reports
- Fast access to Agent Call Distribution Reports.
- Uses HTML5 for charts and is compatible with the iPhone and the iPad
- 100% web based so there is no need to install any client software
- Does not require a third party server
- Does not require an additional license



Realtime Reports





Realtime Engine

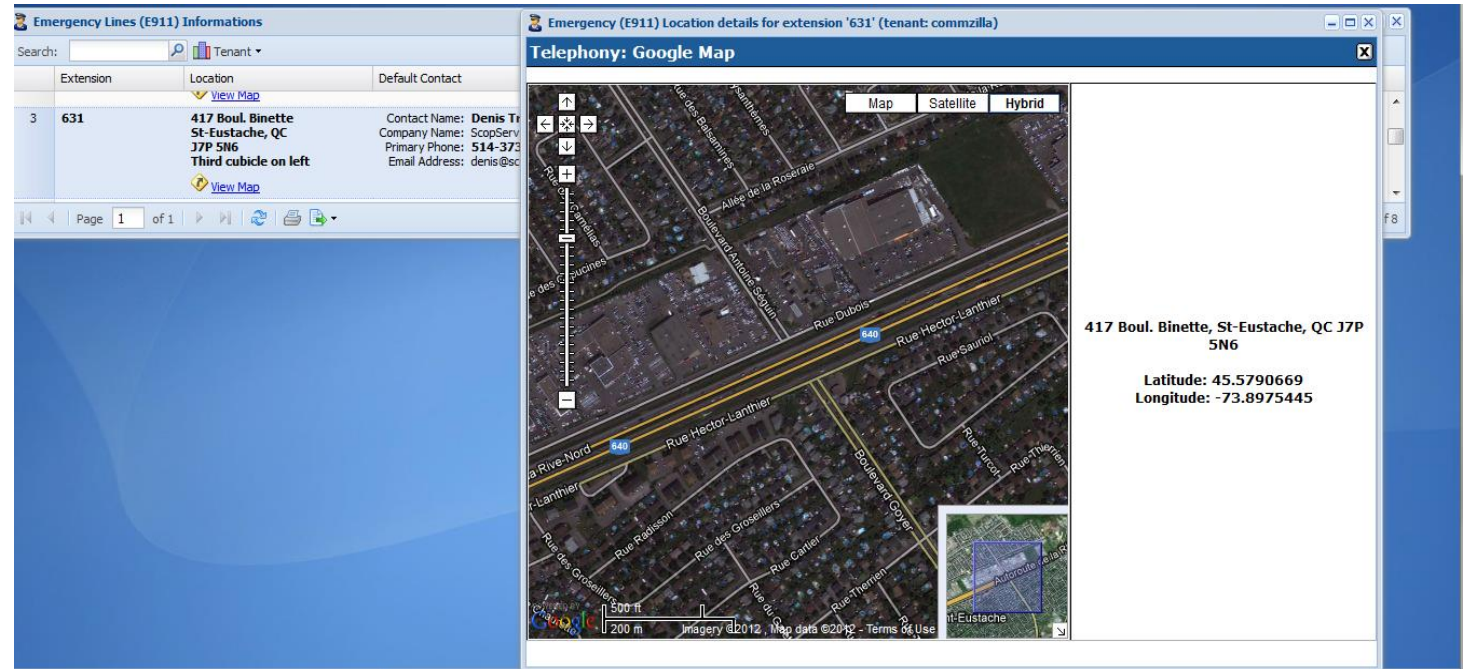
Real-time data access to live information:

- Active Channels
- Extensions
- VoIP Trunks
- ACD Queues, Agents, Callers
- Remote Agent Login and Logoff
- Conferences
- Voicemail
- Parking Lots
- CPU Usage
- Network Usage
- Memory Usage
- System Temperature
- Partitions
- Custom Panels



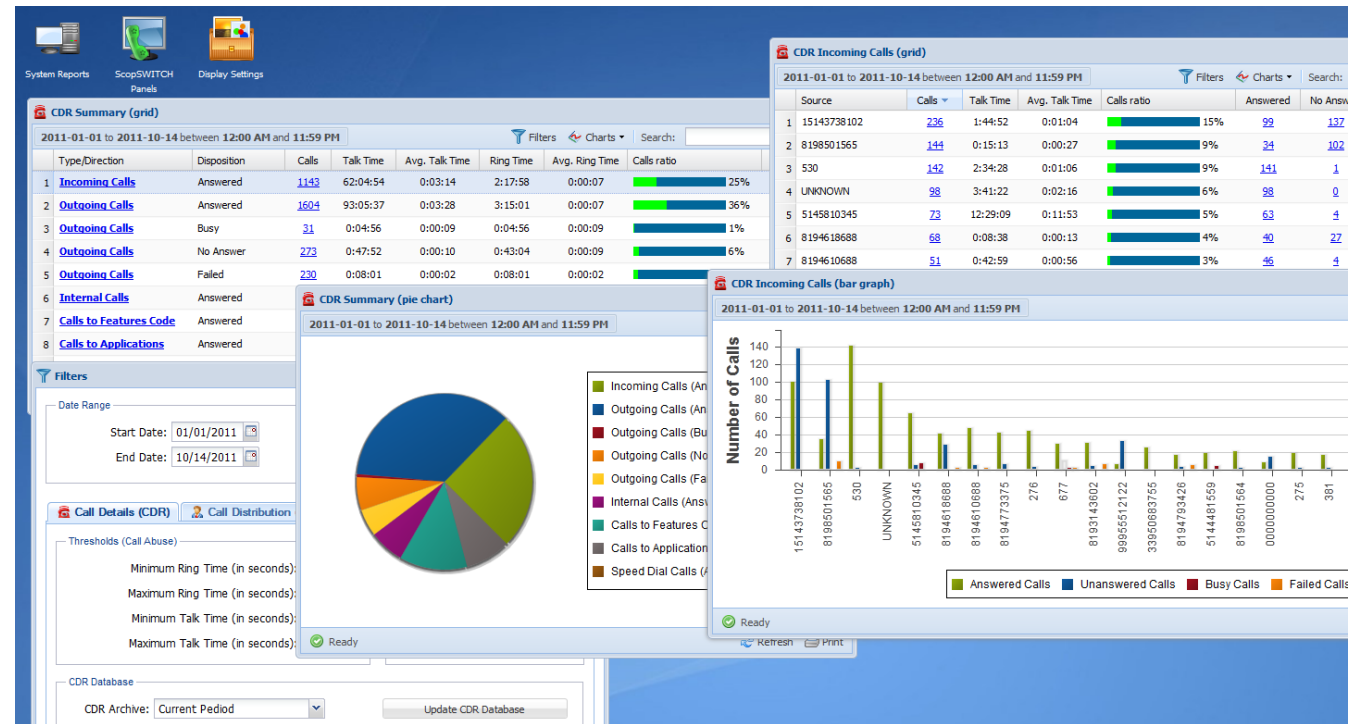
E911 Reports

- Integration with Google Maps API to show physical location of each user.
- Easy access to emergency contact information.
- Easy access to custom location data for each user.
- Call Recording and email notification system for each 911 call.



Historical Reports

- Every single call log is reported
- Monitoring record for each recorded phone call saved in .WAV format
- DNIS Reporting
- CallerID reporting and filtering
- Maillog
- Messages logs
- IVR Reports to show key press usage for any Auto Attendant object
- Call Duration
- Ring time
- Call time
- Source Reports
- Destination Reports
- Unique ID's





ScopSTATS Historical Reports, cont'd

ACD Reports including:

- Calls Summary
- Answered Calls with CLID log
- Abandoned Calls with CLID log
- Overflowed Calls with CLID log
- Service Level Reports for all queues
- Agent Calls
- Agent Availability
- Custom filters
- Pie Charts
- Bar Graphs
- Calls Distribution by time
- Pause Code
- Wrapup Code



Realtime Switchboard

Virtual Phone (ScopSWITCH™)

240 (Daniel Vandal)
 Phone Extension (SIP)
In Use

Active Calls

700 **Parked Call 701** Up 09:24
 Line #2 is available.

Phone Contacts Calls

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Dial
 Clear

Auto-Answer

Incoming Call Outgoing Call

Phones Extension (ScopSWITCH™ panel)

Filter:

Display
Items per Page
Edit Panel

100 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.	101 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.	102 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.	103 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.	104 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.
105 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.	106 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.	107 Poste téléphonique (SIP) En cours d'utilisation 825 File d'attente ACD 00:02 Line #2 is available.	108 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.	109 Poste téléphonique (SIP) En cours d'utilisation 700 Parked Call 701 01:18 700 Parked Call 702 00:15
110 Poste téléphonique (SIP) En cours d'utilisation ACD Call 00:02 Line #2 is available.	111 Poste téléphonique (SIP) En cours d'utilisation 111 ACD Call 00:02 Unknown Caller 00:02	112 Poste téléphonique (SIP) En cours d'utilisation ACD Call 00:02 Line #2 is available.	113 Poste téléphonique (SIP) Sonnerie ACD Call 00:02 Line #2 is available.	114 Poste téléphonique (SIP) Sonnerie ACD Call 00:02 Line #2 is available.
115 Poste téléphonique (SIP) En cours d'utilisation 700 Parked Call 703 01:56 Line #2 is available.	116 Poste téléphonique (SIP) En cours d'utilisation 875 Conference 888 00:49 Line #2 is available.	117 Poste téléphonique (SIP) En cours d'utilisation 875 Conference 888 01:29 Line #2 is available.	118 Poste téléphonique (SIP) Sonnerie ACD Call 00:02 Line #2 is available.	119 Poste téléphonique (SIP) Sonnerie ACD Call 00:02 Line #2 is available.
120 Poste téléphonique (SIP) Sonnerie ACD Call 00:02 Line #2 is available.	121 Poste téléphonique (SIP) Sonnerie ACD Call 00:02 Line #2 is available.	122 Poste téléphonique (SIP) Do Not Disturb (DND) ACD Call 00:02 Line #2 is available.	123 Poste téléphonique (SIP) Disponible Line #1 is available. Line #2 is available.	124 Poste téléphonique (SIP) En cours d'utilisation 875 Conference 888 00:18 Line #2 is available.

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Virtual Switchboard

Full control including:

- Transfer
- Conference Calls
- Voicemail
- Speed Dials
- Monitoring/Recording
- Call Parking

Access to Realtime data including:

- Active CallerID
- Call timers

