



Neocase v11.1 & MS SQL Server 2008

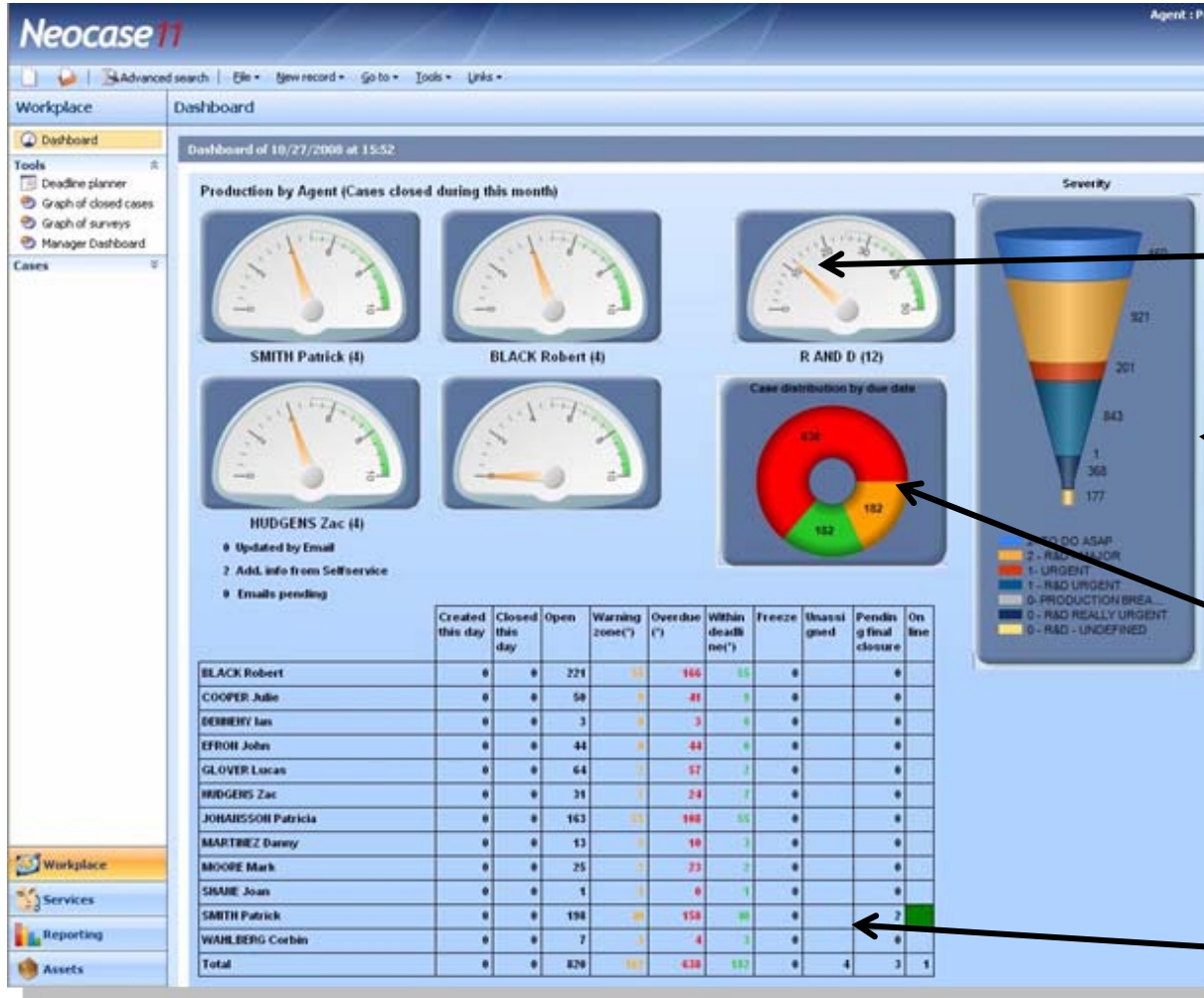
October 2008

www.neocasesoftware.com

Neocase v11.1 takes advantage of Microsoft SQL Server 2008 to provide powerful reports and dashboards

- The upcoming release of Neocase v11.1 will bring significant updates to the reporting capabilities & dashboards of the Neocase platform.
- In addition to that, the new release will include an highly improved visual presentation of metrics and KPIs across queues, customers, cases, etc.
- The new reporting capabilities will take advantage of the latest version of the Microsoft SQL Server technology.

Team leader dashboard



REPORTS FOCUS ON EACH AGENT ACTIVITY OF THE TEAM.

CASE DISTRIBUTION BY SEVERITY.

CASE DISTRIBUTION BY DUE DATE (OVERDUE, WITHIN TIME LIMIT, WARNING ZONE)

TEAM PRODUCTION WITH DETAIL BY AGENT

Supervisor dashboard



CS PRODUCTION WITH DETAIL BY TEAM

CASE DISTRIBUTION BY DUE DATE (OVERDUE, WITHIN TIME LIMIT, WARNING ZONE)

REPORTS FOCUS ON EACH TEAM ACTIVITY WITH A DRILL DOWN FEATURE TO HAVE DETAILS BY AGENT.

TOP 10 Customer dashboard



REPORTS FOCUS
ON EACH
CUSTOMER

% SLA
ACHIEVEMENT

CASE
DISTRIBUTION BY
DUE DATE

Activity Analysis & incoming cases



CASE DISTRIBUTION BY ORIGIN

TEAM ACTIVITY

Case creation by timeslot

Neocase R&D is also developing several dashboards to improve the analysis of past activities, to improve the customer satisfaction & reduce costs.

- Dashboard focus on the analysis of incoming calls to improve the team organisation
- Report & KPI based on the case content to improve team skills, team process.
- Reports on production, productivity
- Reports on customer satisfaction
- Reports on the Knowledge base usages

