



Building your business, one call at a time



...come join the network

Toll Free Spring 2010 Special

*Welcome to the TSI BUSNET
Business Intelligence Network
Real-Time Toll Free Monitoring*

DEDICATED

\$.0139 INTERSTATE
\$.0169 INTRASTATE
16% COMMISSION

Raise your customer's expectations for success and give yourself another opportunity to meet their needs.

It's real-time and it's on-line!

TSi offers its Customers a **real-time** experience in Toll Free monitoring. Customers have the ability to monitor the results of their Call Center activities as real-time call results unfold on the network. A web based interface provides on-line access to the *Executive Summary* tool, which displays the distribution of Customer traffic, for any selected hour of the day, or for a full day of results, that includes both single and multiple TF number assignments.

Now customers can take advantage of those lost sales opportunities by launching an hourly or daily search, then clicking the *uncompleted call detail* on the *summary report*. It will reveal the customer contact information so you can focus your attention on those valuable customer calls that you missed! [View your successful completion results too!](#)

Features include:

- * Continual monitoring of your Call Center Activity
- * 10 days of archived call data/results
- * Call summaries and answered/not-answered detail reports
- * Up to 20 TF numbers/account
- * Assign sub-account/indiv dept names

Executive summaries expand your ability to review and effectively manage your call processing and Call Center success rates.

To access the site, open your Internet Explorer browser and enter the following web site address... *busnet.us* you will be prompted to enter your login and password.

Use this temporary login and password to experience it for yourself...

Login: bn2829
Password: village

After logging on, select the *Executive Summary* to get started.

Offer valid thru 06/30/2010

BUSINESS INTELLIGENCE NETWORK

The TSI Executive Summary

TSI EXECUTIVE SUMMARY

Report date: 02/21/2010
 Reporting on: [Full day]
 Reporting on: 8882356666
 Reporting customer: **MEDIA_INSIGHTS**
(ACCOUNTING_DEPT)

PARAMETERS
 Short call: [12 Seconds or less]
 Report type: [Summary]
 Report format: [HyperText]
 Report Distribution: [Real-Time Interactive]

CloseWindow RefreshScreen

EXECUTIVE SUMMARY REPORT

General statistics	Results	Caller statistics	Results
Completed calls	1767	Short call	56
Average compl call dur (sec)	461.601	Individual households	649
No answer	43	One time callers answered	323
Total calls	1810	One time callers not answered	37
Total elapsed time (sec)	815649.10	Unique final incomplete	0

UNCOMPLETED/SHORT CALL DETAIL

ReleaseCode	Definition	Count
16	NORMAL: NORMAL CALL CLEARING	89
17	NORMAL: USER BUSY	1
38	NETWORK OUT OF ORDER	4
41	TEMPORARY FAILURE	3
127	INTERWORKING, UNSPECIFIED	2

COMPLETED CALL DETAIL

ReleaseCode	Definition	Count
16	NORMAL: NORMAL CALL CLEARING	1686
31	NORMAL UNSPECIFIED	7
38	NETWORK OUT OF ORDER	1
41	TEMPORARY FAILURE	6
127	INTERWORKING, UNSPECIFIED	11

REQUESTED BY: BN0829
 ENDFILE

FIELD DEFINITIONS
 Completed calls: All answered traffic, including normal and short calls
 Average compl call dur (sec): All answered traffic. Average duration in seconds/per call
 No answer: Non-answered traffic. The *Uncompleted call detail* section reflects the applied release code(s)
 Total calls: Total of All Answered and Non-answered traffic
 Total elapsed time (sec): Total of all accumulated answered seconds
 Short calls: All answered traffic where the duration was limited to 12 seconds or less
 Individual households: The number of individual callers based on the calling party number
 One time callers answered: The number of unique single time callers, where their call was answered
 One time callers not answered: The number of unique single time callers, where their call was not answered
 Unique final incomplete: The number of unique multiple time callers, where their final call was not answered

EXTRACT RANGE: 20100221 0000-0730 PACIFIC

Executive Summary sections

- 1) Report Parameters
- 2) Traffic Summary
- 3) Uncompleted & Short Call Results**
- 4) Completed Call Results
- 5) Report/Summary Definitions

Uncompleted/Short Calls Detail Reports

TSI EXECUTIVE SUMMARY -CALL DETAIL

Report date: 20100221
 Reporting on: [Full day]
 Reporting on: 8882356666
 Reporting customer: **MEDIA_INSIGHTS**
(ACCOUNTING_DEPT)

CloseWindow

UNCOMPLETED CALLS

TOLLFREE NUMBER	CALL DATE	CALL TIME	ORIG NUMBER	REL CODE	0=ANS	ROB	DUR-1/10SEC	CLOCK
8882356666	20100221	00:02:34.3 PST	6166399920	16	1	1	0	0000
8882356666	20100221	00:09:27.6 PST	2032174672	17	1	1	0	0005
8882356666	20100221	00:09:30.0 PST	5660881271	16	1	1	0	0005
8882356666	20100221	00:14:07.3 PST	5660881271	16	1	1	0	0010
8882356666	20100221	00:16:02.4 PST	5171713039	16	1	1	0	0015
8882356666	20100221	00:17:27.5 PST	8517874883	16	1	1	0	0015
8882356666	20100221	00:23:32.1 PST	4027048826	16	1	1	0	0020
8882356666	20100221	00:52:01.1 PST	6581980027	16	1	1	0	0050
8882356666	20100221	01:03:59.4 PST	7095196246	16	1	1	0	0100
8882356666	20100221	01:13:44.1 PST	2065070630	16	1	1	0	0110
8882356666	20100221	01:18:08.5 PST	2063759995	16	1	1	0	0115
8882356666	20100221	01:18:14.7 PST	3135034048	16	1	1	0	0115
8882356666	20100221	01:35:27.4 PST	5402676143	16	1	1	0	0135
8882356666	20100221	01:58:40.5 PST	8048120570	16	1	1	0	0155
8882356666	20100221	03:38:35.7 PST	5705152065	16	1	1	0	0335
8882356666	20100221	03:44:52.3 PST	6517479029	16	1	1	0	0340
8882356666	20100221	03:52:50.2 PST	92744	16	1	1	0	0350
8882356666	20100221	03:55:55.3 PST	2002687693	16	1	1	0	0355

Reviewing Call Details

Click **UNCOMPLETED/SHORT CALL DETAIL** link to view the individual calls that were made and were unsuccessful, which include ring/no-answer, busy, calls with duration –less than 12 seconds duration plus other reasons for a non answer result.

SHORT CALLS

TOLLFREE NUMBER	CALL DATE	CALL TIME	ORIG NUMBER	REL CODE	0=ANS	ROB	DUR-1/10SEC	CLOCK
8882356666	20100221	00:02:43.3 PST	6166399920	16	0	1	10.2	0000
8882356666	20100221	00:03:49.7 PST	5822783040	16	0	1	8.5	0000
8882356666	20100221	00:05:31.0 PST	6531279076	16	0	1	7.2	0005
8882356666	20100221	00:07:30.2 PST	3120814097	16	0	1	10.9	0005
8882356666	20100221	00:11:22.2 PST	5211053086	16	0	1	5	0010
8882356666	20100221	00:12:30.7 PST	5554443333	127	0	1	7.8	0010
8882356666	20100221	00:26:36.9 PST	8016803835	38	0	1	10.2	0025
8882356666	20100221	00:27:26.3 PST	8016803835	38	0	1	9.8	0025
8882356666	20100221	00:35:46.0 PST	8016803835	38	0	1	9.5	0035
8882356666	20100221	00:41:32.8 PST	6589000059	16	0	1	7.9	0040
8882356666	20100221	00:42:42.2 PST	9554371196	16	0	1	11.9	0040
8882356666	20100221	00:46:03.3 PST	8071268833	16	0	1	4.5	0045
8882356666	20100221	00:49:39.9 PST	9109044699	16	0	1	7.3	0045
8882356666	20100221	01:08:28.1 PST	7068754377	16	0	1	4.9	0105
8882356666	20100221	01:08:51.5 PST	3831511675	16	0	1	3.5	0105
8882356666	20100221	01:12:15.5 PST	5770068127	16	0	1	11.2	0110
8882356666	20100221	01:46:44.3 PST	2063759995	16	0	1	7.3	0145
8882356666	20100221	02:28:19.9 PST	6369258064	16	0	1	5.5	0225
8882356666	20100221	02:30:06.1 PST	3243200338	16	0	1	6.1	0230
8882356666	20100221	03:05:42.0 PST	8055851931	38	0	1	4.8	0305
8882356666	20100221	03:06:01.7 PST	8055851931	16	0	1	0.3	0305
8882356666	20100221	03:07:21.1 PST	7096578358	16	0	1	9	0305
8882356666	20100221	03:07:47.1 PST	7096578358	16	0	1	9.4	0305
8882356666	20100221	03:39:36.1 PST	6504510058	16	0	1	7.9	0335
8882356666	20100221	03:45:57.4 PST	4194038883	16	0	1	7.3	0345



BUSINESS INTELLIGENCE NETWORK

Click the **COMPLETED CALL DETAIL** link to view the successful call records.

The TSI Executive Summary

TSI EXECUTIVE SUMMARY

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 Reporting: [Full day]
 Reporting on: 8882356666
 Reporting customer: **MEDIA_INSIGHTS**
(ACCOUNTING_DEPT)

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 Report format: [HyperText]
 Report Distribution: [Real-Time Interactive]

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REQUESTED BY: BN2029
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Completed Call Details

TSI EXECUTIVE SUMMARY -CALL DETAIL

Report date: 20100221
 Reporting: [Full day]
 Reporting on: 8882356666
 Reporting customer: **MEDIA_INSIGHTS**
(ACCOUNTING_DEPT)

CloseWindow

COMPLETED CALLS

TOLL FREE NUMBER	CALL DATE	CALL TIME	ORIG NUMBER	REL CODE	0=ANS	ROB	DUR-1/10SEC	CLOCK
8882356666	20100221	02:52:52.1 PST	3184808007	16	0	1	4274.5	0400
8882356666	20100221	03:34:53.4 PST	2000763065	16	0	1	3873.5	0435
8882356666	20100221	03:35:48.5 PST	5191105828	16	0	1	3697.2	0435
8882356666	20100221	03:43:42.4 PST	7707534816	16	0	1	1833.2	0410
8882356666	20100221	03:46:19.0 PST	7089026356	16	0	1	1944.1	0415
8882356666	20100221	03:48:09.2 PST	2041992320	16	0	1	1075.9	0405
8882356666	20100221	03:48:49.3 PST	4039657370	16	0	1	2409.4	0425
8882356666	20100221	03:51:10.4 PST	7154282732	16	0	1	831	0405
8882356666	20100221	03:51:14.1 PST	6180088897	16	0	1	3050	0440
8882356666	20100221	03:52:00.1 PST	7068422709	16	0	1	1382.4	0415
8882356666	20100221	03:55:36.2 PST	3011417176	16	0	1	318.4	0400
8882356666	20100221	03:58:10.1 PST	3815167531	16	0	1	1667.1	0425
8882356666	20100221	03:58:43.5 PST	3174685416	16	0	1	1540.2	0420
8882356666	20100221	03:59:34.5 PST	7321729850	16	0	1	206.3	0400
8882356666	20100221	03:59:51.4 PST	8723708926	16	0	1	447.9	0405
8882356666	20100221	04:00:02.7 PST	2582335606	16	0	1	67.8	0400
8882356666	20100221	04:00:03.0 PST	6503707555	16	0	1	163.2	0400
8882356666	20100221	04:00:14.4 PST	2078669302	16	0	1	137.6	0400
8882356666	20100221	04:02:08.3 PST	7044377124	16	0	2	89.9	0400
8882356666	20100221	04:02:18.6 PST	6571908887	16	0	1	138.2	0400
8882356666	20100221	04:02:18.8 PST	6505105804	16	0	1	28.5	0400
8882356666	20100221	04:02:23.4 PST	9126363739	16	0	1	966.3	0415
8882356666	20100221	04:02:25.9 PST	4103756909	16	0	1	35.7	0400
8882356666	20100221	04:02:51.6 PST	6527805040	16	0	1	797.8	0415
8882356666	20100221	04:03:05.2 PST	6505105804	16	0	1	99.8	0400
8882356666	20100221	04:03:34.5 PST	7321729850	16	0	1	876.3	0415
8882356666	20100221	04:03:51.9 PST	7044377124	16	0	1	397	0410
8882356666	20100221	04:03:52.6 PST	7673856632	16	0	1	819.9	0415
8882356666	20100221	04:04:00.3 PST	2049713201	16	0	1	482.1	0410
8882356666	20100221	04:04:14.9 PST	4143652611	16	0	1	891.6	0415
8882356666	20100221	04:04:15.9 PST	8115682885	16	0	1	59.8	0405
8882356666	20100221	04:04:45.2 PST	6571908887	16	0	1	52.8	0405
8882356666	20100221	04:04:52.9 PST	3184808007	16	0	2	518.9	0410

Completed Calls Reports reflect the date, and the time the call was answered, call duration, the calling party number and other call processing details.

Help screens are available to define Release Code results, reporting details and assist you in navigating the site.

