



Instant notification of critical Key Performance Indicators (KPI's)

An old saying goes:

"You can't manage what you can't measure"

Features:

Get instant customizable snapshots of your contact center business that will help you make fast, informed decisions.

One product, many capabilities

- Reporting
- Analysis
- Score carding
- Dashboards
- Event Notification Alerts
- Charts, graphs, gauges and tables

Complete Performance Management

- Analyze the past
- Monitor the present
- Manage the future

Simple to use and web based

Featuring a customizable web-based interface that is flexible, scalable, and easy to use and integrate with your existing infrastructure.

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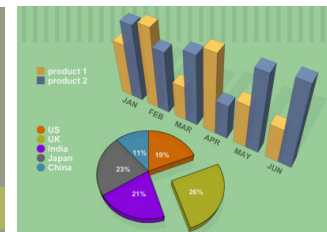
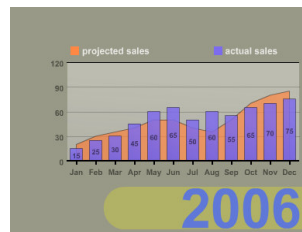
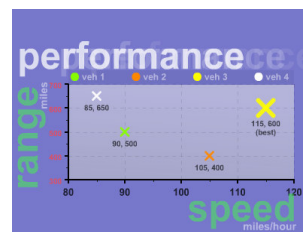
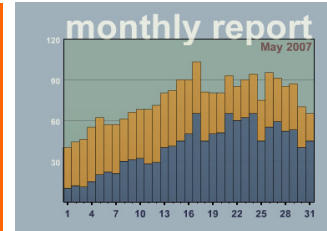
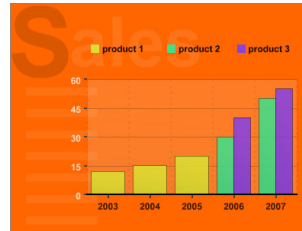
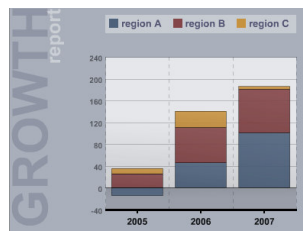
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Or visit us at

www.FullReachInc.com

Web based • Simple to use • Access from any PC



We provide proven contact center analytics that allow you to manage your center proactively vs. looking into a rear view mirror.

The internet has changed the face of business. It has also altered the business analytics landscape as a result of constant change that creates new intelligence requirements and difficult technical challenges. Full Reach, Inc. offers the industry's first solution specifically designed to address the business intelligence challenges inherent to doing business on the internet. Specifically designed to deliver analytics in dynamic environments like today's contact centers, The Visibility analytical platform removes the technical hurdles that arise from fast-moving, mobile workforce, complex data and constantly changing business conditions.

Our software helps companies leverage their information assets through visually rich, responsive, and personalized business intelligence geared to the front Line Managers and Sr. Executives, to analyze, track, and drill-down through a wealth of information that is needed to manage the daily activities of a dynamic contact center. We provide real-time and historic business activity of Key Performance Indicators (KPI's) through an anytime anyplace web application. We also provide real-time alerts via email, SMS to your cell phone and desktop.

Our mission is to enhance contact center analytics through giving management the right tools to make intelligent decisions, real-time. This mission translates into a mandate to develop truly cutting edge data visualization tools that are simple to use. Effective visualization can make the difference between information overload and information insight.

