

ETAdirect Reporting and Dashboards

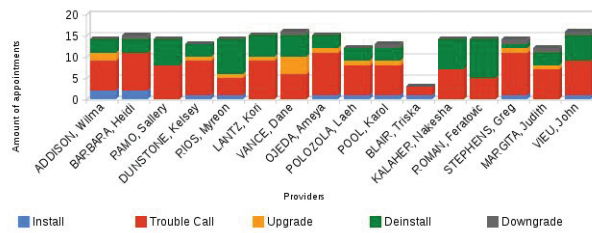
The Analytics You Want, The Insight You Need

For effective management of a mobile workforce you need a complete real-time and historical view of your organization's efforts. Mobile workforce managers require a mix of real-time and trending analysis, to manage both their daily quota and to plan for future needs. Moreover they need to understand how effectively individuals and teams are performing their tasks and how certain types of jobs are being performed compared to plan. ETAdirect Reporting and Dashboard gives you the up-to-the-minute information needed to make decisions quickly and react to both short-term conditions and long-term trends.

Customizable reports

Perspective is vital to economically managing the resources you have to complete your workload, meet quotas and achieve results. Whether you want a 35,000 ft. view or a microscopic one, the ETAdirect dashboard will help you see how your business

is performing today and how that compares to yesterday and before. Altogether, ETAdirect offers 16 Dashboard views and 30+ packaged reports as standard for use by dispatchers, managers and CSRs. For example, a dispatcher can view completion progress per hour, while managers can track productivity for each employee or overall work accomplished per day. The interface is easy to use and requires no special workstation software so it's easily deployed wherever you need it.

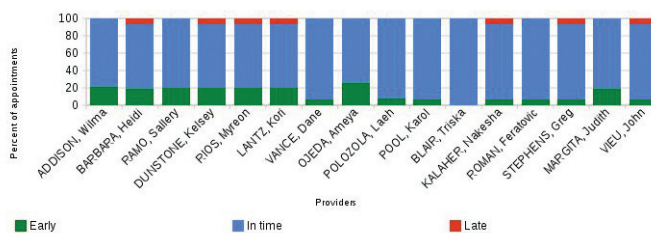


Sample Chart: Comparing Providers By Numbers of Appointments

Easy to Manage

Managers and dispatchers have never been able to get this kind of complete view of their organization, until now. By continuously compiling statistical data on individual workers and

tasks, ETAdirect can provide an up-to-the-minute view along with how that view has changed over time. Plus, if your organization has its own Business Intelligence software, all the raw data for these reports is readily available in a standard data warehouse format to easily feed those systems.



Sample Chart: Customer Expectations Met

Better Vision Means Better Management

In a business where minutes count and money matters, having a better view of how your business is running gives you a competitive advantage. ETAdirect was designed from the ground up to help better manage your mobile workforce and to provide your customers with outstanding service. ETAdirect Reporting and Dashboard will help you do just that.

Dashboard Report List

1. Completion progress, per hour
2. Capacity by work type
3. Amount of work by work type per day
4. Productivity, by work type
5. Productivity Comparison
6. Auto-Routing results
7. Average Job Completion Time
8. Percent of Appointments Met
9. Percent of Customer Expectations Met
10. Survey Responses
11. Appointments by Status
12. Providers by Status

ETAdirect Reporting Features

- Real time data reporting
- Dashboard configuration
- Create move / edit / delete charts
- Control parameters specific to each report
- Multiple chart types (Pie, Column, Line, Area, Gauge)
- Configurable access by the system administrator
- Daily data warehouse downloads available

Contact Us

TOA Technologies - US
TOA Technologies, Inc.
3333 Richmond Road
Suite 420
Beachwood OH 44122
Tel: +1.216.925.5950
Email: marketing@toatech.com

