



## Products

### CallAnalyst Enterprise Server 3.0 (CES 3.0)

#### Traffic Analysis Reports

Comprehensive trunk capacity usage and call-traffic analysis reports.

#### CallAlert! & FraudAlert!

Immediate broadcast alerts based on user-defined triggers of unauthorized, fraudulent and emergency calls.

#### Time Billing & Contact Management

Tracks information about each call to generate precise billing reports based on client.

#### Campaign Management

Uses Direct Inbound Dialing (DID) and Dialed Number Identification Service (DNIS) reports to measure the performance and success of marketing and advertisement campaigns.

#### Private Switch / Automatic Location Identification (PS/ALI) Registry

This E9-1-1 registry in CallAnalyst provides customers an interface to maintain accurate details like employee or tenant location information that can help expedite emergency response and save lives.

Backed by over 12 years of customer satisfaction, TriVium is dedicated to our customers. Put our award-winning product to the test by allowing us to design a call management solution to fit the needs of your organization. CallAnalyst ES is the premier call management and reporting solution. It offers the most robust and complete reporting capabilities in its class.

## Product Overview

If you're looking to dramatically optimize your workforce productivity, communication and phone system ROI, TriVium Systems, CallAnalyst and ShoreTel® can bring you there.

TriVium Systems is a ShoreTel certified and recommended, leading vendor of Business Productivity Applications for the Converged Communications marketplace. TriVium's CallAnalyst product suite is an award-winning call accounting solution that allows small to medium sized businesses to easily track calls. The product is a Business Productivity dashboard for organizations that will help them cut cost and increase productivity.

The CallAnalyst product suite includes CallAnalyst Classic Edition, CallAnalyst SX Pro (ideal for small, single-location businesses) and CallAnalyst Enterprise Server (CES). These solutions interoperate with ShoreTel systems to capture actual trunk usage, peak call-traffic times, agent call history, emergency call alerts, campaign successes via Direct Inward Dialing (DID) numbers and client billing reports.

CallAnalyst Enterprise Server (CES) 3.0 allows multi-site and high traffic businesses the data they need to decrease business and telecom expenses while improving their phone system ROI. In addition to that, CES's powerful historical and real-time reports help businesses of all types manage their costs, maximize employee productivity, and optimize their phone system usage.

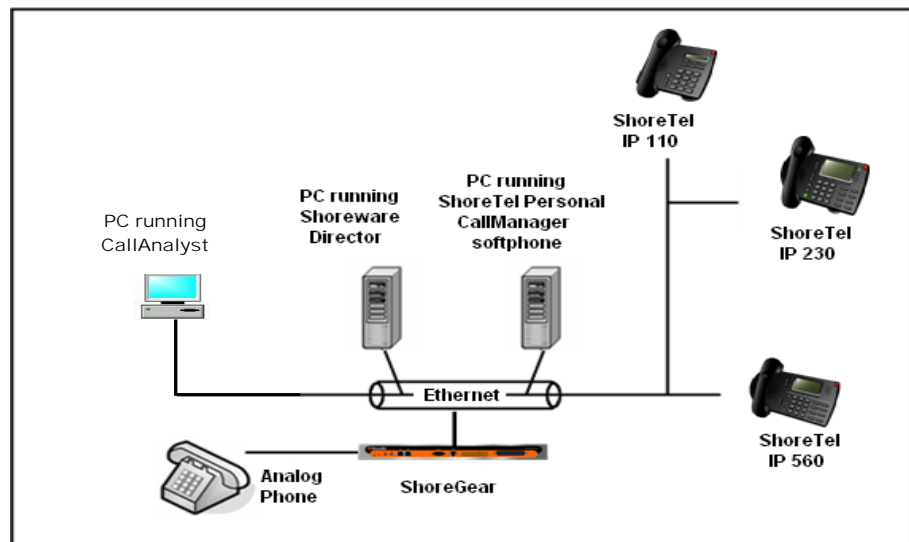
## Solution Overview

### What is CES 3.0?

CallAnalyst Enterprise Server 3.0 provides businesses of all industries a powerful, robust and affordable solution for their call accounting needs. TriVium's award winning CES solution has been implemented by thousands of organizations including school districts, call centers, hotels, auto dealerships, real estate and law firms, banking and finance organizations, and healthcare facilities nationwide. CallAnalyst Enterprise Server 3.0 offers comprehensive, consolidated call reporting for any enterprise from single phone systems to multiple corporate and branch locations across the country. CES 3.0's scalability and centralized server ensures unlimited extension monitoring for those growing and multi-site businesses. Users can access real-time historical call reports on any department or site needed from their location of choice.

### How ShoreTel and CES 3.0 Work For You

CallAnalyst Enterprise Server 3.0 works with ShoreTel PBX systems to analyze and archive call detail records. CES reports this information to the user via centralized server, illustrating organization-wide call patterns, phone usage details and call history. Managers use this information to view their workplace phone usage, understand their company's peak call traffic times, analyze campaign success, and monitor agent calls. CES has helped thousands of businesses worldwide utilize the most efficient trunk space, improve staffing resources, optimize marketing and advertisement budgets, increase security and emergency responses, and maximize employee productivity and customer service. CES 3.0 offers a wide variety of tools and applications to simplify the user experience including Traffic Analysis Module, CallAlert! & FraudAlert!, Time Billing & Contact Management, Campaign Manager and much more.



"The CallAnalyst™ software works very well and is simple to use. We like the fact that CallAnalyst Enterprise Server works well with standard software like Microsoft SQL Server and Crystal Reports, which we have adopted as an organization-wide platform."

"We are very happy with the software and support and were delighted by the ease of TriVium's remote online training through WebEx."

—Jason Browne  
IT Director-  
Killeen Daily Herald

"CES is very simple and easy for us to use. We love the flexibility of the software and the search options available. We utilize the search by number features often. It has helped our location a great deal."

—Jim Teeters  
Systems Administrator-  
Coldwell Banker

"We were impressed with the way CallAnalyst could slice and dice the data from the switch and extract meaningful information about our telephone usage."

—Eric Armstrong  
Vice President-  
Armstrong Financial Group

"Thanks to TriVium and its CallAnalyst™ software, our business has made significant savings."

—Dave Seeley  
Operations Manager-  
RGA Associates



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## Key Features/Benefits

### Cost Management

- Know if you are over-trunked or if you have broken trunks
- Monitor the expensive calls, calls to special numbers, and more
- Bill back departments, locations, clients, etc. on their phone usage

### Resource Utilization

- Optimize your trunk resources
- Optimize your staffing resources based on the call traffic

### Customer Service

- Know if your customer calls are returned in a timely fashion
- Learn how often your customers get a busy tone

### Track your Marketing Effectiveness

- Track which Marketing/Advertising campaign is yielding you the best results
- Track the market demand for each of your product categories or product lines using DID numbers

### Security

- Send out alerts based on certain calling patterns
- Supports E9-1-1 via PS/ALI module

### Customer Value

ShoreTel IP telephony solution infrastructure provides businesses with a secure, cost-effective, and scalable VoIP solution that is easy to manage.

CallAnalyst Enterprise Server 3.0 call accounting solution offers small to medium sized and multi-location businesses an easy to use, centralized, scalable and affordable solution for ShoreTel enterprise phone systems. CES 3.0 enables ShoreTel customers to catapult their sales, customer service and workforce performance in the future as their business grows into new enterprises or locations.

### About TriVium

TriVium Systems is a leading provider of Business Productivity Solutions for the Converged Communications marketplace. TriVium's solutions help organizations maximize the value of voice and data convergence. Our company focuses on building compelling applications, flexible platforms and related services that enhances user experience. The solutions can provide access and insights into business data that help manage costs and boost productivity in innovative ways. TriVium distributes its products through a nationwide network of channel partners.

### About ShoreTel, Inc.

ShoreTel, Inc., (NASDAQ: SHOR) is a leading provider of Pure IP Unified Communications solutions. ShoreTel enables companies of any size to seamlessly integrate all communications - voice, video, messaging and data - with their business processes. Independent of device or location, ShoreTel's distributed software architecture eliminates the traditional costs, complexity and reliability issues typically associated with other solutions. ShoreTel continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. ShoreTel is headquartered in Sunnyvale, California, and has regional offices in the United Kingdom, Sydney, Australia and Munich, Germany. For more information, visit [www.shoretel.com](http://www.shoretel.com) or call 1-877-80SHORE.

### Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



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