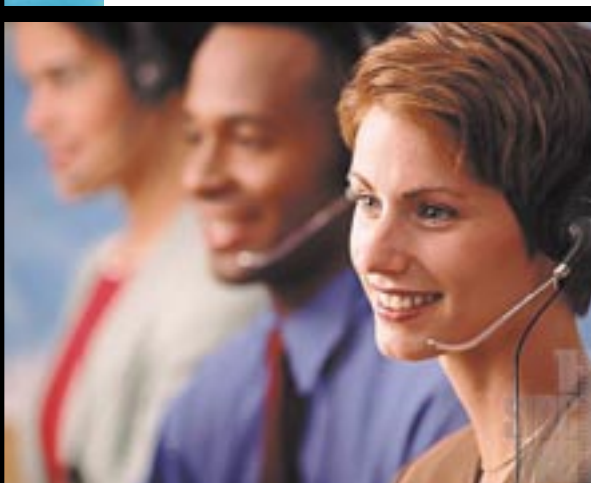


## SPRINT CSM WEB



### MANAGE YOUR TOLL-FREE NETWORK ANYTIME, ANYWHERE

Sprint Web-Enabled Circuit Switched Manager (CSM Web) puts you in control of your call center network, with a state-of-the-art system accessible from any PC.

Optimize network administration and control costs through monitoring your network, anticipating and routing around problems, and maintaining a balanced call load. Managing your network becomes easier — because your network control center is wherever *you* are.

#### CSM Web helps you:

- ▶ Improve network performance through fast access to data and controls
- ▶ Save time and money through streamlining processes
- ▶ Speed customer service by routing calls more efficiently
- ▶ Raise agent productivity by distributing calls based on traffic data
- ▶ Increase profits through higher efficiency



## SPRINT CSM WEB

### WEB-BASED NETWORK MANAGEMENT PUTS YOU IN CONTROL

Your call center activity changes continually; you need a solution that gives you continuous control. CSM Web is an Internet-based customer network management system allowing you to optimize your toll-free connections. The Sprint intelligent network technology allows you to monitor your network and make changes anytime — from any PC, anywhere.

CSM Web, an enhancement of Sprint Toll-Free<sup>SM</sup> services, ensures you get the most performance from your network. Perform traffic analysis, call up records and make network control changes using sophisticated tools.



You can access **Circuit Switched Manager** over the Web from any PC.

#### Features

Whether you have a single call center base or multiple locations across the U.S., CSM Web gives you the functions you need to optimize your network.

- ▶ Reconfiguration — reconfigure terminating locations to reroute traffic whenever your business needs or network conditions change
- ▶ Account activity and reporting — view account activity anytime through detailed transaction logs. Export data to your office spreadsheet program to create ad hoc reports
- ▶ Call detail records (CDRs) — pull up detailed activity reports and non-rated call detail information for your toll-free numbers. View CDRs as fast as 15 minutes from call completion
- ▶ Operational measurements — monitor network resource use in near real-time, and rapidly detect any performance degradation
- ▶ Electronic notification — receive automatic alerts whenever service-affecting conditions occur
- ▶ Alarm surveillance — monitor service-affecting conditions on your network. CSM Web allows you to detect exact fault locations and severity



## Value-added support

Sprint will install and configure CSM Web for your network using the customizable tools and features you select. Sprint will provide training, as well as ongoing 24-hour technical assistance and support. Every step of the way, we'll make sure you get the resources you need — when you need them.

## Options

CSM Web can be used with other intelligent routing tools such as:

- ▶ Sprint Dynamic Network Routing<sup>SM</sup> — allows you to accommodate and route more calls without the cost and effort of installing your own CPE-based solution
- ▶ Site RP<sup>®</sup> — allows you to route calls based on caller-provided information and input, using the capabilities of an on-site routing processor

## Business advantages

Efficient systems enhance profits. That's why Sprint has developed a fully integrated customer network management platform, to keep your business moving ahead.

We can not only maximize your call center operations, but ensure they interact smoothly with other business functions. Sprint can provide and integrate all components of your e-business, with one point of contact for everything you need to manage your network.

## Increase uptime

CSM Web helps you keep your business lines open. Detect and correct problems faster,

and perform ongoing analysis for peak performance. Learn about situations before they affect call center flow, and implement disaster recovery measures for any situation that does occur.

## Improve customer service

Enhance customer satisfaction through decreasing call wait time and network downtime. You'll also be able to react quickly to changing network, weather, personnel or business conditions before they affect customer service.

## Cut costs

Balancing your call load allows you to save work hours and lower business expenses. Calls can be routed based on criteria such as area code, agent experience and traffic level. Rerouting calls for absent agents lets you avoid the time and expense of hiring temporary workers. And CSM Web gives you these capabilities without requiring an investment in additional equipment or software.

## Sharpen your competitive edge

Since CSM Web helps you accomplish more using less resources, you can increase your competitive advantage. Sprint provides you with the latest Internet-based technology and toll-free network performance, so you can be confident you're getting the tools and performance you need to keep your business growing.

## Toll-free tools

Here are some of the CSM Web tools designed to give you total control:

- ▶ Administration tool — assign each user a group, scope and specific management privileges. Grant and restrict access to network areas and control a user's view of the network
- ▶ Dial plan editor — build new route sets, dynamically change routing sets, activate pre-built route sets and schedule changes (DINA platform only)
- ▶ Performance monitor — monitor network traffic and performance trends, customize performance data and view use of your dedicated trunks. Receive alerts on under-utilized trunks and traffic overflow
- ▶ Near real-time CDR tool — design filters for retrieving call detail records, including detailed activity logs and non-rated billing information
- ▶ Configuration tool — change configurations for network elements including toll-free command routing, authorization codes and Sprint FÖNCARD<sup>SM</sup>
- ▶ Transaction log — track network configurations, near real-time monitoring requests and security violations

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**For more information, talk to  
your Sprint representative or  
call 1-800-XXX-XXXX.**

**Visit Sprint on the Internet:  
[www.sprintbiz.com](http://www.sprintbiz.com)**

