

BlueVue II

Interactive reporting and analytics:

- Consolidate information from disparate data sources.
- Drill Down capabilities from both Real Time and Historical reports let you quickly isolate trends.
- BlueVue's zero footprint architecture allows you to build and manage your reports all within the same internet portal, eliminating the need to create reports in one place and publish them to another.
- The Report Scheduler eliminates information time delays caused by the countless work hours spent manually running and emailing reports everyday.
- One Server, One Interface, One Vendor = **One Solution**

Business Intelligence Just Got Smarter

Smarter Reporting

BlueVue II Business Intelligence Suite is an intuitive and interactive portal for data access, reporting, and information delivery that allows you to respond quickly to any reporting or business intelligence need.

Easy to integrate, deploy, and use, BlueVue delivers a simplified Business Intelligence environment that improves user adoption, enables better decision-making, and serves as an enterprise-scale foundation for performance management.

One Converged BI Solution

BlueVue II is the convergence of Business Intelligence, Performance Management, reporting and analytics for the call center, employee management, and Enterprise RSS in a single product, on a single modern architecture.

BlueVue II is the first Business Intelligence portal to integrate an enterprise RSS aggregator and reader to create a converged information portal for employees. Managers and employees can identify the feeds that are applicable and incorporate them into dashboards with reports and charts from other data sources.

Custom reporting

The Report Wizard allows you to quickly and easily customize BlueVue's suite of stock reports, or build your own report from scratch. The report wizard leads you through the process step-by-step, and makes it so easy that even someone without knowledge of databases or programming will be customizing reports like a pro within minutes.

With "one-click" report exporting, you can quickly and easily share your data across your entire organization. Because BlueVue allows you to easily personalize and build reports, each user can save their own customized "Vue" of a standard template.

Database Integration

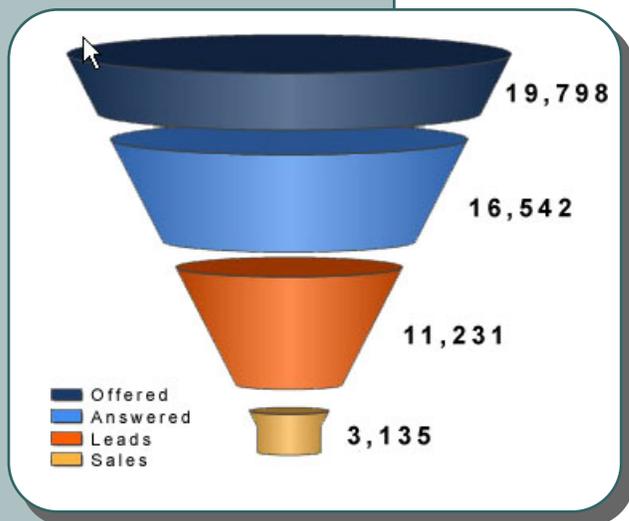
It can often be very manually intensive to collect, normalize, and consolidate information from disparate data sources. This usually involves the age old process of "export, copy, paste". BlueVue eliminates the need to manually extract data from individual silos and provides a common interface to all of your information. This means you no longer have to login to your ACD to see calls in queue, and Workforce Management to see Agent's Schedule Adherence.

Performance Dashboards and Scorecards

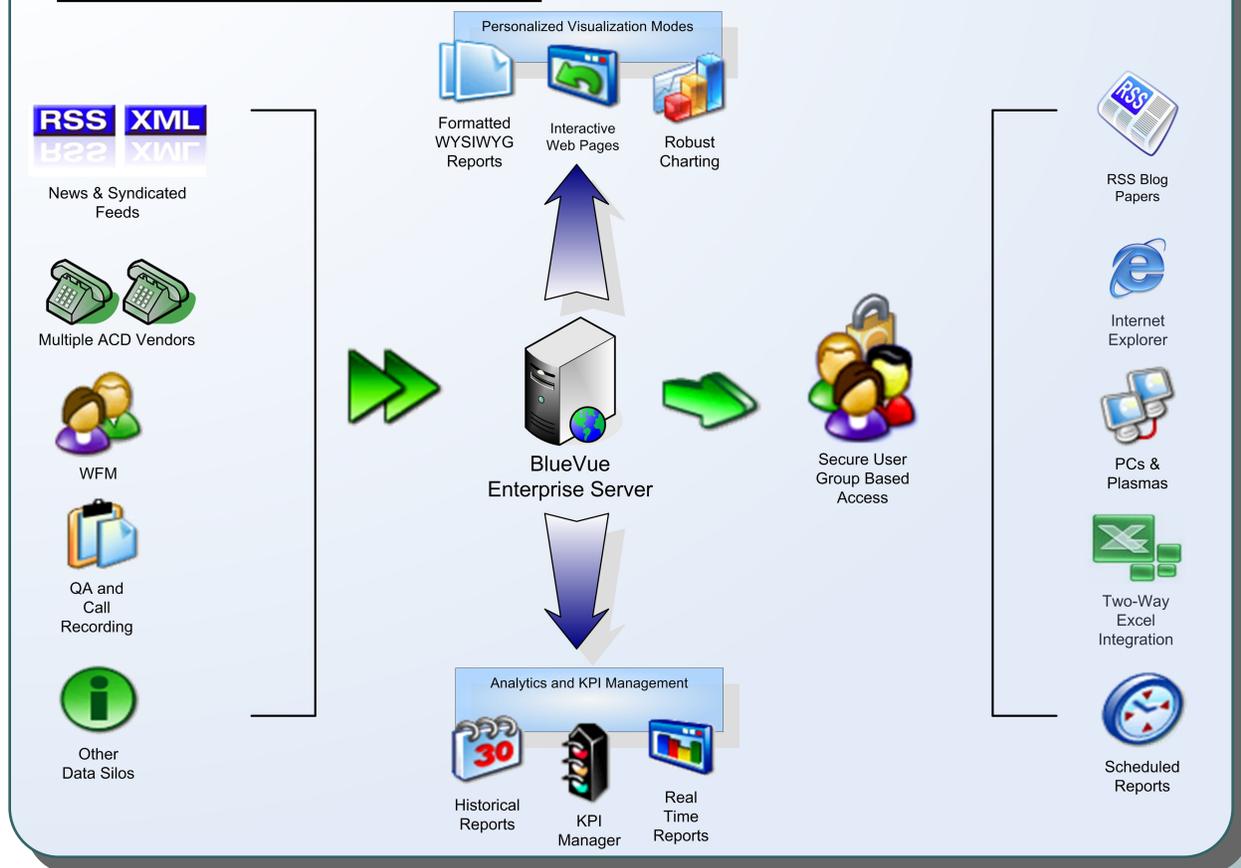
Dashboards and scorecards put critical information at your fingertips without overloading you with unnecessary detail. Key Performance Indicators from across the business can be presented in consolidated views and shared with any user in the organization. This enables quick access to time sensitive data for all levels of employees. BlueVue users can create their own personal dashboards, or generate scorecards that can be shared with specific groups of users.

Drill Downs and Adhoc Pivot Tables

With BlueVue, it's easy to create multi-level visibility into any or all of the performance indicators in a report. One click can present managers with a multitude of options for a more detailed picture of the "behind the scenes" of any given metric. BlueVue allows you to create drill-downs to not only other reports, but even other data sources from any field in your report. Drag and drop grouping let's you build pivot tables on the fly, therefore allowing for more intuitive intelligence and smarter decision-making.



BlueVue Business Intelligence Suite



Advanced Features

BlueVue II offers several features to allow for greater data connectivity and report design flexibility, including:

- Web Service support for building reports on non-premise based data (salesforce.com and googlemaps).
- The capability to apply XSL templates to BlueVue reports giving the report author complete control over the presentation layer.
- The ability to integrate reports directly with 3rd party web-based applications.

In addition, companies can build Business Intelligence (BI) Extranets to allow their customers secure and user-based access to vital information in real-time over the web. This is especially critical for Call Center Outsourcers that need to provide their clients a way to retrieve time sensitive data, such as ACD and CRM information.

Streamline Reporting While Lowering Costs

Now you can view all of your information in one intuitive and easy to use portal and eliminate the need for multiple reporting tools and the resulting costs due to duplicated training, maintenance, administration, servers, support, and lack of timeliness and consistency in the information users need to make decisions.

Expanded Support

BlueVue II offers expanded support and turnkey integration for common call center technology applications, including: Cisco ICM, Cisco IPCC Enterprise, Cisco IPCC Express, Avaya CMS, Avaya BCMS, Aspect Call Center, Nortel Symposium, Aspect eWFM, IEX and Blue Pumpkin.

More Information

For more information, visit the Latigent Web site at <http://www.latigent.com> or call 1 866-LATIGENT.

About Latigent

Latigent LLC, an international provider of Business Intelligence, Enterprise RSS, and Call Center Reporting and Analytics software, delivers software and services that help companies drive, monitor and understand their business better.

Latigent's ability to provide powerful solutions is driven by years of industry experience and unsurpassed technology. Whether our customers choose to apply Latigent software strategically on an enterprise scale, or leverage it as a point solution to address key operational requirements, our customers use us to better monitor, understand, and drive the successful performance of their business. All of the Latigent solutions are available a la carte or as part of a full service solution.

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