

## PULSE Real-Time, Single-Screen Display of Key Business Metrics



### The Heart of Your Business On One Screen

NAVIS Pulse consolidates numerous key business metrics onto one screen and displays that information real time for at-a-glance monitoring of the health of your vacation rental or resort business. Knowing what's going on with your business is essential for effective management. NAVIS Pulse gives you actionable data that can mean the difference between success and failure.

Key metrics in NAVIS Pulse include:

#### Inbound Calls

List of all inbound calls

Types of inbound calls: new caller, previous caller, previous guest

Caller name, phone, address

Marketing campaign source

#### Agent Status

Daily closing percentage

Monthly closing percentage

#### Business Statistics for Today and Month

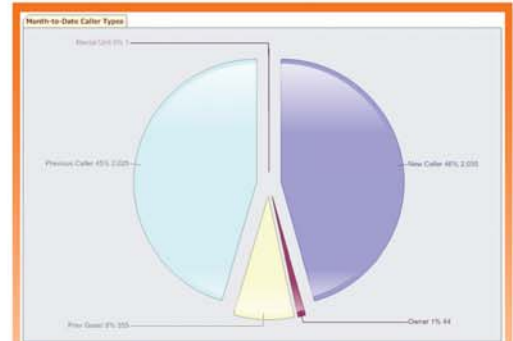
Number of total calls

Number of reservation calls

Number of bookings

Closing percentage average

Abandon percentage



A rotating series of pie charts, bar charts (below) and other data provide added emphasis on key criteria such as caller type, call volume, agent conversion percentage ranking, and more.

Coming to a screen near you, NAVIS Pulse will give you visibility into your business like never before.

### NAVIS PULSE

- Single-screen summary of over 20 key business metrics
- Information on calls, agents and business
- Real-time updates with actionable information
- Auto-rotating graphs
- Easy-to-read format

**Calls (2)**

Caller Type	Time	Phone #	Campaign	Name	Agent	Address	City	State	Zip	Call Date	Em
New Caller	00:00:38	3011294-1808	18702 PTF Ltd Strategic		Darcy Paine					1/17/2007 1:40:42 PM	
New Caller	00:00:12	7705785-1112	no-link reservation needs agent help	CARSSPORTE.COM	Steve Merrill	3991 Cloud Springs Rd	Ringgold	GA	30735-5467	7/17/2007 1:47:08 PM	

**Agents (11)**

Agent	Status	Elapsed	Daily %	Monthly %
Silvia Merritt	Busy	00:00:00	33.3% (0)	41.0% (168)
Clancy Pannish	Busy	00:00:37	31.3% (16)	32.1% (237)
Donna Ball	Ready	00:00:08	26.7% (15)	23.4% (184)
Tia Cutts	Ready	00:00:37	0.0% (6)	19.4% (165)
Jon Lovett	Busy	00:00:38	0.0% (0)	18.8% (80)
Aafoyia Wade	Ready	00:00:01	40.0% (5)	17.4% (219)
Thelma Jean Lowers	Ready	00:00:36	0.0% (0)	3.0% (26)
Karen Beaugh	Ready	00:00:36	0.0% (1)	0.0% (1)
Sharon Sparks	Ready	00:00:36	0.0% (0)	0.0% (0)
Thom	Out	00:00:36	0.0% (0)	0.0% (0)
NCMonitor	Ready	00:00:36	0.0% (0)	0.0% (0)

**Statistics**

Statistic	Value	Mon. Value	Mon. %
Daily Rez/All Calls	63 / 241	Mon. Rez/All Calls	1,800 / 5,451
Daily Bookings	16	Mon. Bookings	398
Daily Close %	25.4%	Mon. Close %	22.1%
Daily Abandon %	27.4%	Mon. Abandon %	16.2%

**Call Volume**

Date	Calls	Abandon
July 10	350	50
July 11	300	50
July 12	320	50
July 13	280	50
July 14	200	50
July 15	220	50
July 16	320	50
July 17	250	50