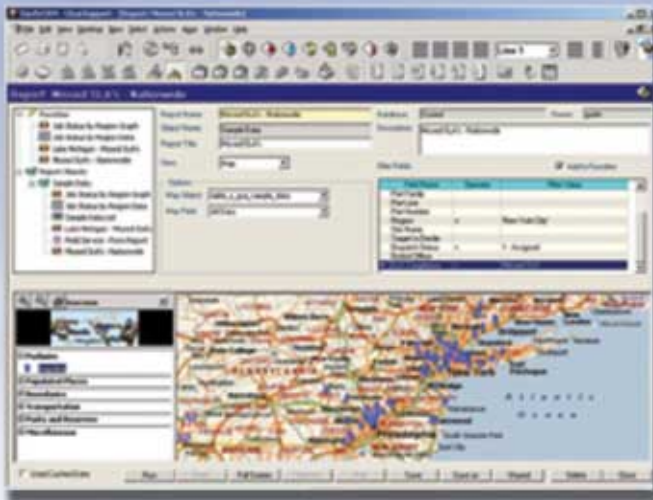


What's your Missing Piece?

If **powerful** and **easy to use** reporting is missing from your Clarify implementation – we have it!

Gold Analysis and Reporting Advisor™



New!

Full-featured reporting INSIDE ClarifyCRM™

- Seamlessly integrated with ClarifyCRM™
- Ability to define complex queries with a point and click graphical query builder
- Report on any table or view in the Clarify database
- Report on the live database or an offline copy
- Local data caching for optimal performance
- Reports can be restricted to specific users
- Five views of data: Graph, Cross-tab, Data, Form and Map
- Supports drilldown, filtering and sorting
- Completely replaces Actuate™, Broadbase™, Crystal™ and Microsoft Access™
- Automatically distributes reports without having to copy files or update software
- Easily save reports to Microsoft Excel™, Adobe Acrobat™ and HTML
- Optional Web Reporting Portal for distribution of reports over the internet

Gold Analysis and Reporting Advisor™ is a powerful and easy to use reporting engine for Amdocs ClarifyCRM™. Now you can achieve the perfect balance of control and flexibility that is essential for meeting your real-time Reporting and Business Analysis needs. With five views of data (Graph, Cross-tab, Data, Form and Map), your users can view and manipulate data the way they want to. Additional functionality enabling embedded geographic analysis using Microsoft MapPoint 2004™ is also available. Contact GoldCRM at 1-800-950-GCRM or online at www.goldcrm.com for more information and to arrange a demo.

Gold Analysis and Reporting Advisor™ is the answer to all your reporting needs.

GoldCRM – Field Service Products

Dispatch Advisor™



- Skills based field service scheduling
- Integrated SLA management
- Integrated mapping and route optimization
- Outlook schedule integration
- Proactive notification of “Jeopardy” assignments

Wireless Advisor™



- Complete field service functionality (Accept, Reject, Log Notes, Log Time & Expenses, Log Parts Used, Order Parts etc.)
- Always-On, “Push” based, secure, online & offline architecture

Field Advisor™ / Partner Portal



- Complete field service functionality
- Edit personal schedule, skills and timesheet information
- Search case history
- Management resource reports
- Partner integration portal

Billing Advisor™



- Creates outgoing invoices and payables for time, expenses, parts and contract charges
- Supports consolidated invoicing
- Flexible setup and configuration
- Integrates with any financial system

GoldCRM – Mobile Sales Products

Call Planning & Appointment Scheduling



- Appointment planning based on zones
- Plot route for scheduled appointments and get turn-by-turn driving directions
- Appointment dashboard provides a comprehensive view of customer information necessary for effective pre-call planning

PIM Synchronization



- Synchronize ANY Clarify data with remote devices and databases
- Powerful synchronization engine is configurable to meet your individual needs
- Works with all versions of Clarify Thick or Thin

Gold Sales Advisor™



- PC-Based Clarify Remote Sales tool
- Manage Contacts, Accounts, Leads, Opportunities Tasks and Appointments
- Works disconnected from the network
- Synchronizes with the central Clarify Database

Pocket Sales Advisor™



- Pocket PC-Based Clarify Remote Sales tool
- Manage Contacts, Accounts, Leads, Opportunities, Tasks and Appointments
- Works disconnected from the network
- Synchronizes with the central Clarify Database