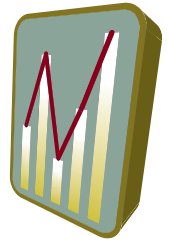




*Manage your collaboration network
resources, quickly, easily, and automatically
with CONTEX Report™*



CONTEX Report™

You are constantly challenged with managing multiple CONTEX systems in single or dispersed locations. With distributed resources you need immediate, centralized, and real-time reporting. Compunetix has answered this challenge with CONTEX Report™, a Relational Database Management System (RDBMS) reporting tool that is easily configured to deliver custom, detailed reports – utilizing almost any bridge statistic – right to your in-box.

Centralize
Resource
Reporting Across
Your Conferencing
Network

Easily Define and
Generate Custom
Reports

Schedule
Automatic Report
Generation and
Delivery

On-demand
Reporting

Manage Your Resources

Use CONTEX Report to automatically manage your data: determine the formats, systems, and date ranges you want information on. This enables you to effectively track and manage your resources by measuring operational metrics such as system traffic, port utilization, operator statistics, and conference details. These reports can mine historical data for network trend and traffic analysis. If you need additional formats, use Crystal Reports® to design custom reports from any system statistic. CONTEX Report also enables you to send usage reports to predefined lists of email recipients.

Standard and Custom Reports

CONTEX Report comes standard with a set of comprehensive reports that can be run on a user-defined schedule or ad hoc, all depending on your needs. These include:

Attended Statistics

This report contains information related to operator assisted conferences.

Attended Traffic

Contains information about each participant who entered the Answer Queue and participants who disconnect prior to joining a conference.

Agent Detail

Details agent activities for a specific date or date range. Every action executed by an agent is listed with a time and date stamp. Details specific to the conference and line being accessed are also shown.

Agent Statistics

Contains statistics for a specific agent for a specified date or date range. Statistics include: number of outgoing calls, bells answered, signals attended, conferences started (super joined); total time spent on out-going calls, signals, bells, and total agent active time.

Operator Statistics

Details the time to answer and join participants to conferences for a specific operator ID.

Operator Statistics by Operator Name

Similar to the Operator Statistics report, but is specified by an operator name.

Operator All Actions

Shows all actions that occur for a particular operator on a specific system.

Operator Actions

Shows all operator actions for a particular conference.

Conference Operator Actions

Shows all operator actions for a specific operator during a specific conference.

Operator Chat

Shows all operator chat messages for a specific bridge.

Individual Signal

Shows the details for each signal event that occurs.

Bridge Detail

Contains details on all activities for all systems or one system for a specified date or range of dates. Every action executed on the bridge is listed with a time and date stamp and an agent name. Conference details and the line being accessed are also shown in this report.

Bridge Statistics

Provides statistics for all systems or a specific system for a specified date to range of dates. Statistics include number of outgoing calls, bells offered, bells answered, signals offered, signals attended, and conferences started; maximum wait time for bells and signals; total time spent on outgoing calls, signals, bells, and total agent active time.

Port Utilization All

Generates a graphic representation of the port utilization of all systems.

Port Utilization One

Generates a graphic representation of the port utilization of one system.

Centralized Reporting

CONTEX Reports is designed to work with multiple operation centers, multiple physical or virtual bridge resources, multiple networks, and multiple operators, all from a single collection and reporting tool.

Increase Your Network's Value

CONTEX Report increases the value you can drive from your collaboration network. As a centralized, and optionally redundant, reporting database, it enables you to collect data automatically. This data can be, in turn, analyzed for a comprehensive understanding of your collaboration systems' utilization, leading to improved customer service, management, and resource allocation.

This information can be leveraged to reduce operational costs, maximize resource usage, and maintain operational metrics. In turn CONTEX Reports will give you a better understanding of your business and will assist you in planning for future growth.

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Specifications

Server Requirements

- PC Server or workstation
- Windows XP Pro or Windows 2003 Server
- Intel Xeon/Dual Core (3 GHz, 40 GB HD (min.), 4 GB Ram)

Firebird ODBC/Relational Database System (Provided with CONTEX Report)

Crystal Reports Runtime software to generate included standard reports

Crystal Reports Client Software, Ver 11, Professional Edition to create custom reports (Must be purchased separately)

CONTEX System Requirements

- One CONTEX Conferencing Platform
- TCP/IP Connectivity to CONTEX (via LAN/WAN)
- Email account on mail server

Attended Traffic

| Date | Time | Status | Call Type |
|------------|------------|----------|-----------------------|
| 05/03/2006 | 10:26:46AM | Answered | 05/03/2006 10:26:46AM |
| 05/03/2006 | 10:26:54AM | | 05/03/2006 10:26:54AM |
| 05/03/2006 | 10:27:02AM | | 05/03/2006 10:27:02AM |
| 05/03/2006 | 10:27:10AM | | 05/03/2006 10:27:10AM |
| 05/03/2006 | 10:27:18AM | | 05/03/2006 10:27:18AM |
| 05/03/2006 | 10:27:26AM | | 05/03/2006 10:27:26AM |
| 05/03/2006 | 10:27:34AM | | 05/03/2006 10:27:34AM |
| 05/03/2006 | 10:27:42AM | | 05/03/2006 10:27:42AM |
| 05/03/2006 | 10:27:50AM | | 05/03/2006 10:27:50AM |
| 05/03/2006 | 10:27:58AM | | 05/03/2006 10:27:58AM |
| 05/03/2006 | 10:28:06AM | | 05/03/2006 10:28:06AM |
| 05/03/2006 | 10:28:14AM | | 05/03/2006 10:28:14AM |
| 05/03/2006 | 10:28:22AM | | 05/03/2006 10:28:22AM |
| 05/03/2006 | 10:28:30AM | | 05/03/2006 10:28:30AM |
| 05/03/2006 | 10:28:38AM | | 05/03/2006 10:28:38AM |
| 05/03/2006 | 10:28:46AM | | 05/03/2006 10:28:46AM |
| 05/03/2006 | 10:28:54AM | | 05/03/2006 10:28:54AM |
| 05/03/2006 | 10:29:02AM | | 05/03/2006 10:29:02AM |
| 05/03/2006 | 10:29:10AM | | 05/03/2006 10:29:10AM |
| 05/03/2006 | 10:29:18AM | | 05/03/2006 10:29:18AM |
| 05/03/2006 | 10:29:26AM | | 05/03/2006 10:29:26AM |
| 05/03/2006 | 10:29:34AM | | 05/03/2006 10:29:34AM |
| 05/03/2006 | 10:29:42AM | | 05/03/2006 10:29:42AM |
| 05/03/2006 | 10:29:50AM | | 05/03/2006 10:29:50AM |
| 05/03/2006 | 10:29:58AM | | 05/03/2006 10:29:58AM |
| 05/03/2006 | 10:30:06AM | | 05/03/2006 10:30:06AM |
| 05/03/2006 | 10:30:14AM | | 05/03/2006 10:30:14AM |
| 05/03/2006 | 10:30:22AM | | 05/03/2006 10:30:22AM |
| 05/03/2006 | 10:30:30AM | | 05/03/2006 10:30:30AM |

CONTEX Report - Sample Report

Report Selection Window

Name: [Name of report]

Desc: Report to show statistics for a given time period

Report File: C:\Documents and Settings\ICRA\I\FOF

Parameters: Parameters are set.

Run at: 2:00:00 AM

Occur: None Daily Weekly Monthly

Start: 6/2/2005 End: 6/2/2006

Every: [] day(s)

CONTEX Report - Report Selection Window