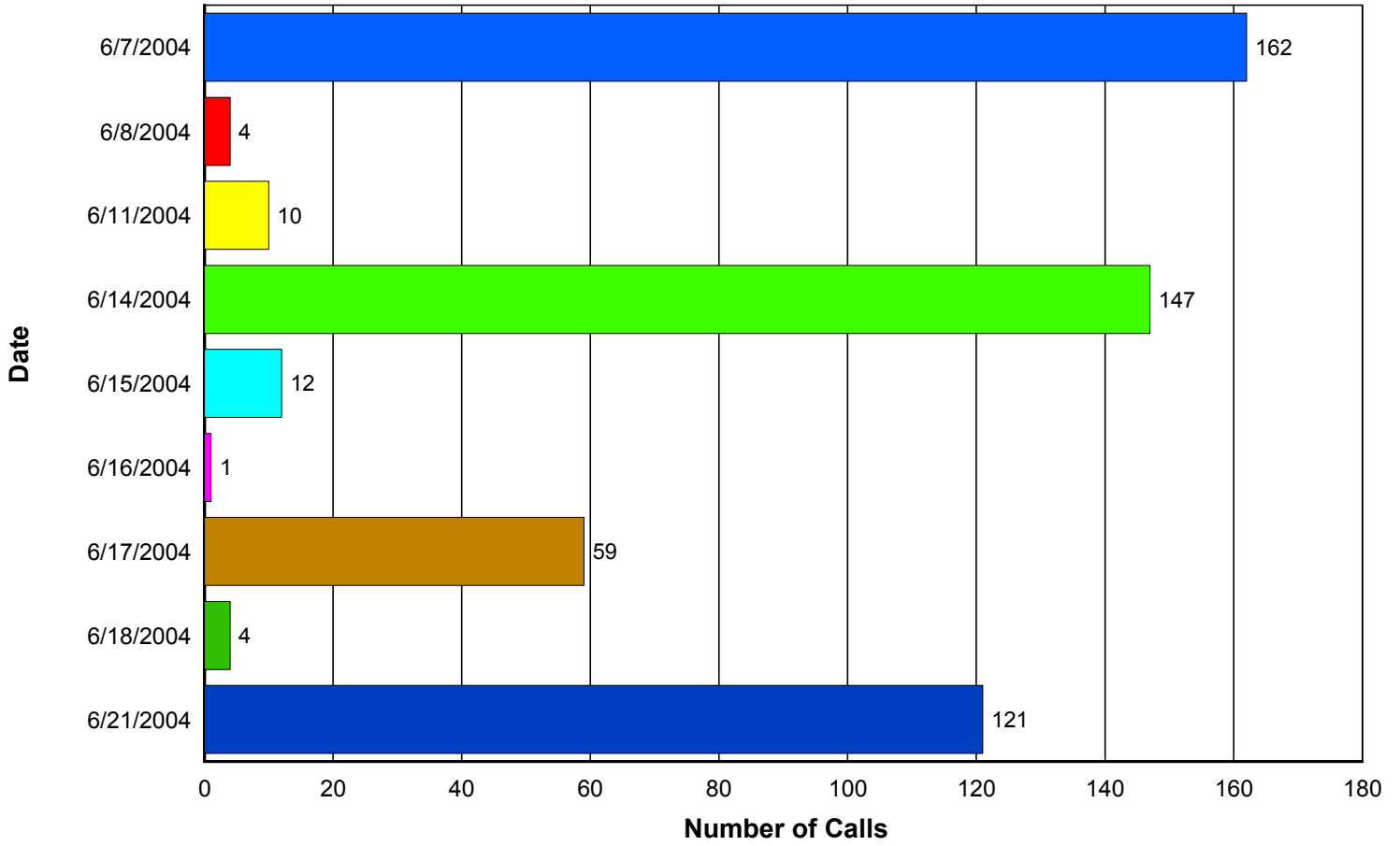


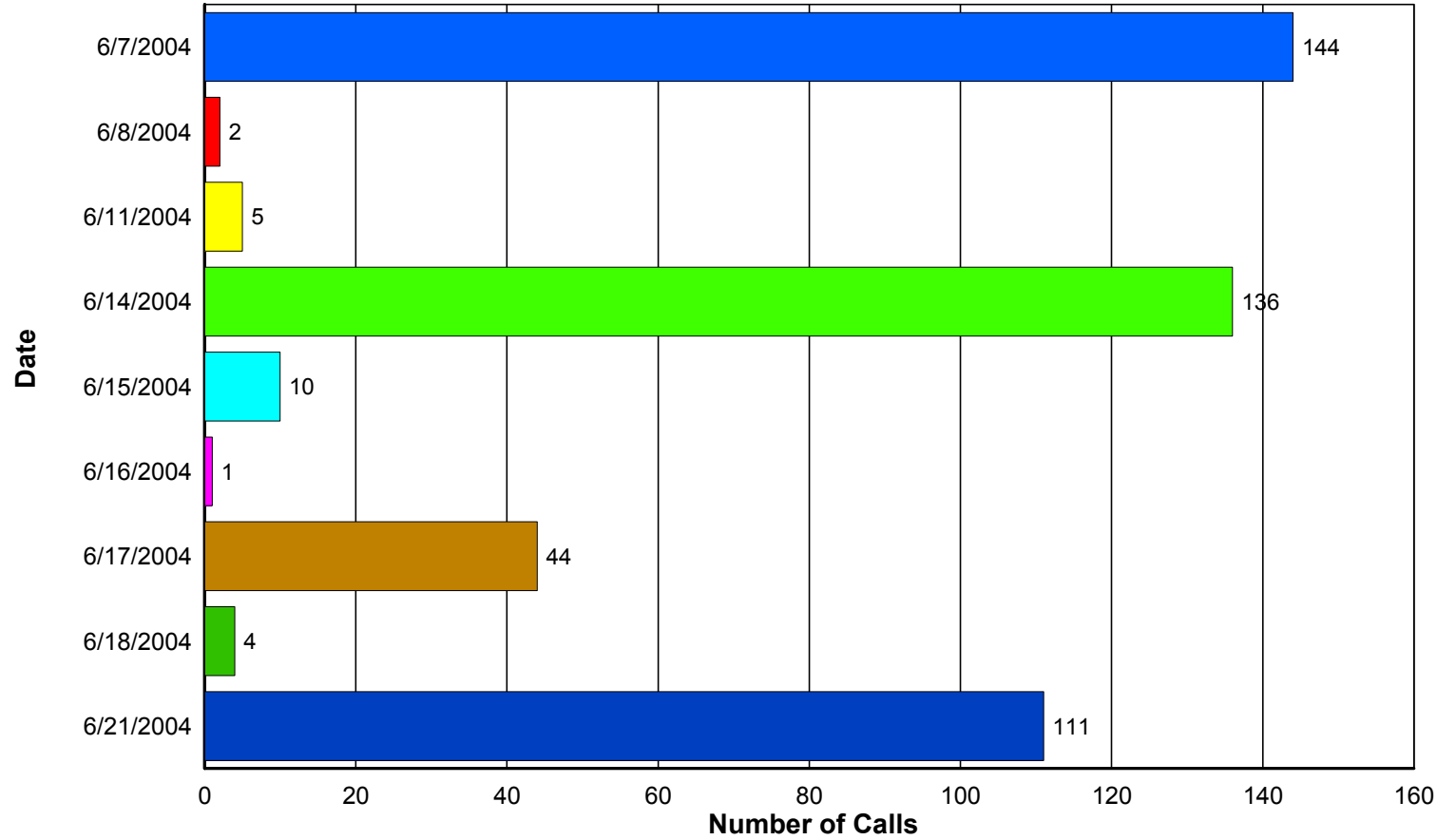
Total Incoming Calls by Date

Start Date Selected - End Date Selected



Peak Calls* by Date

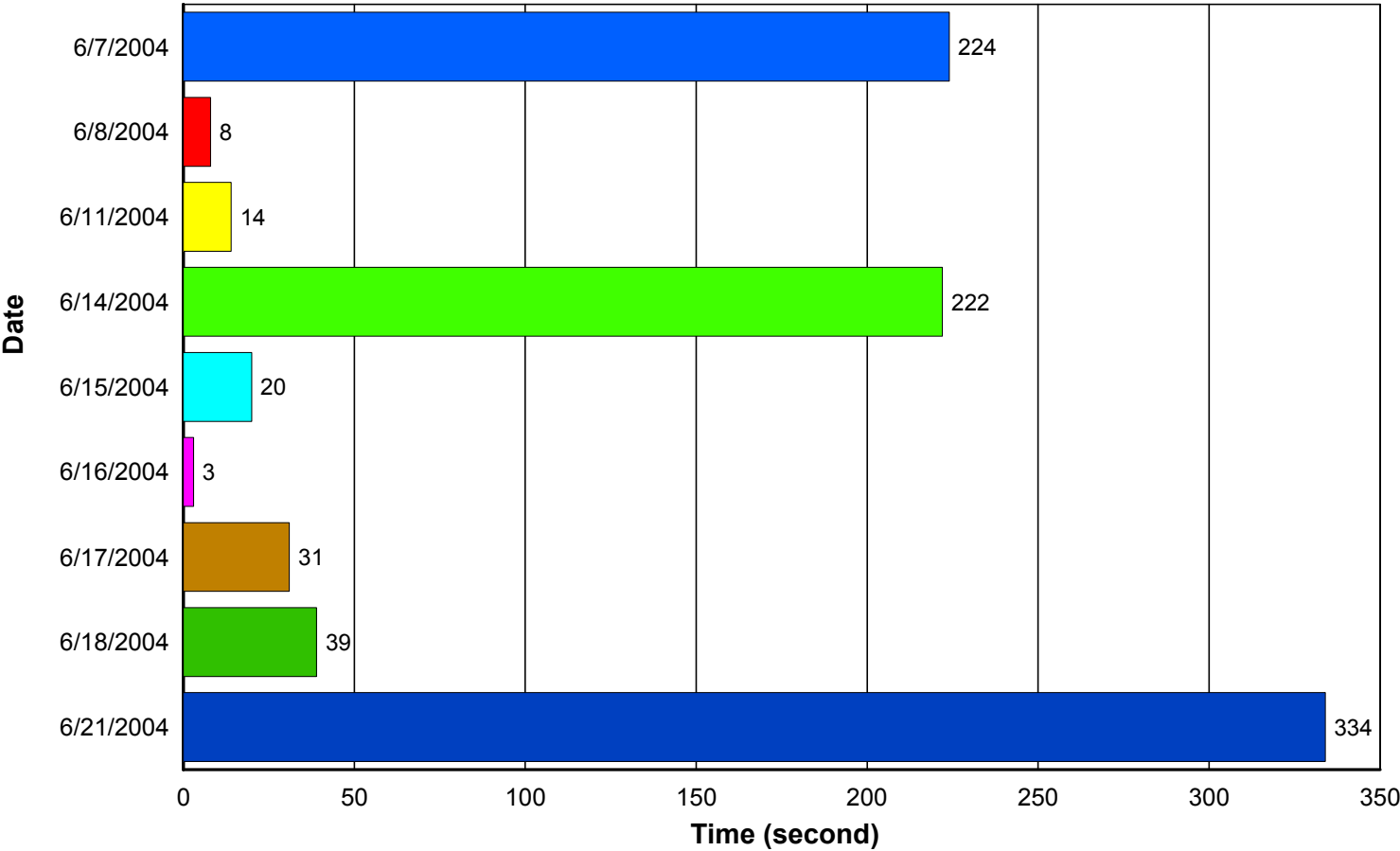
Start Date Selected - End Date Selected



* Peak calls are calculated by hour.

Average Call Duration by Date

Start Date Selected - End Date Selected



Traffic Analysis

+ Summary values are calculated
for the entire report period.

Start Date Selected - End Date Selected

<u>Date</u>	<u>Total</u>	<u>AvgCalls</u>	<u>PeakCalls</u>	<u>Peak Hour</u>		<u>Call Duration</u>		
	<u>IncomingCalls</u>	<u>(per hour)</u>	<u>(bv hour)</u>	<u>Start</u>	<u>End</u>	<u>Avg</u>	<u>Min</u>	<u>Max</u>
6/7/2004	162	12.46	144	11:00 am	12:00 pm	0:03:44	0:00:00	0:50:25
6/8/2004	4	0.17	2	7:00 am	8:00 am	0:00:08	0:00:03	0:00:21
6/11/2004	10	0.42	5	4:00 pm	5:00 pm	0:00:14	0:00:02	0:00:45
6/14/2004	147	6.13	136	11:00 am	12:00 pm	0:03:42	0:00:00	01:10:26
6/15/2004	12	0.50	10	4:00 pm	5:00 pm	0:00:20	0:00:04	0:01:06
6/16/2004	1	0.04	1	9:00 am	10:00 am	0:00:03	0:00:03	0:00:03
6/17/2004	59	2.46	44	11:00 am	12:00 pm	0:00:31	0:00:00	0:03:27
6/18/2004	4	0.17	4	2:00 pm	3:00 pm	0:00:39	0:00:04	0:01:18
6/21/2004	121	9.31	111	11:00 am	12:00 pm	0:05:34	0:00:01	0:46:30
Summary+	520	1.54	144			0:03:35	0:00:00	01:10:26