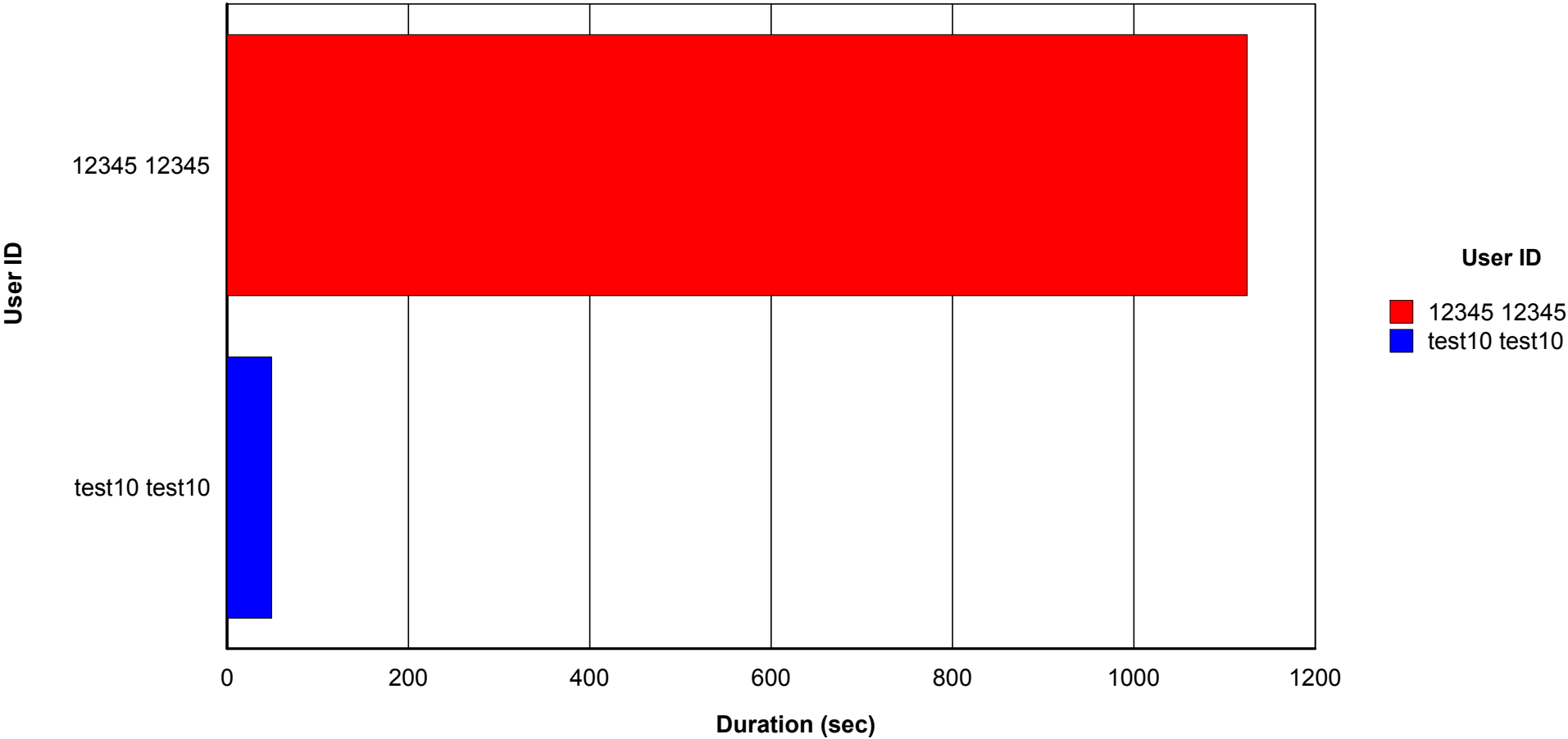


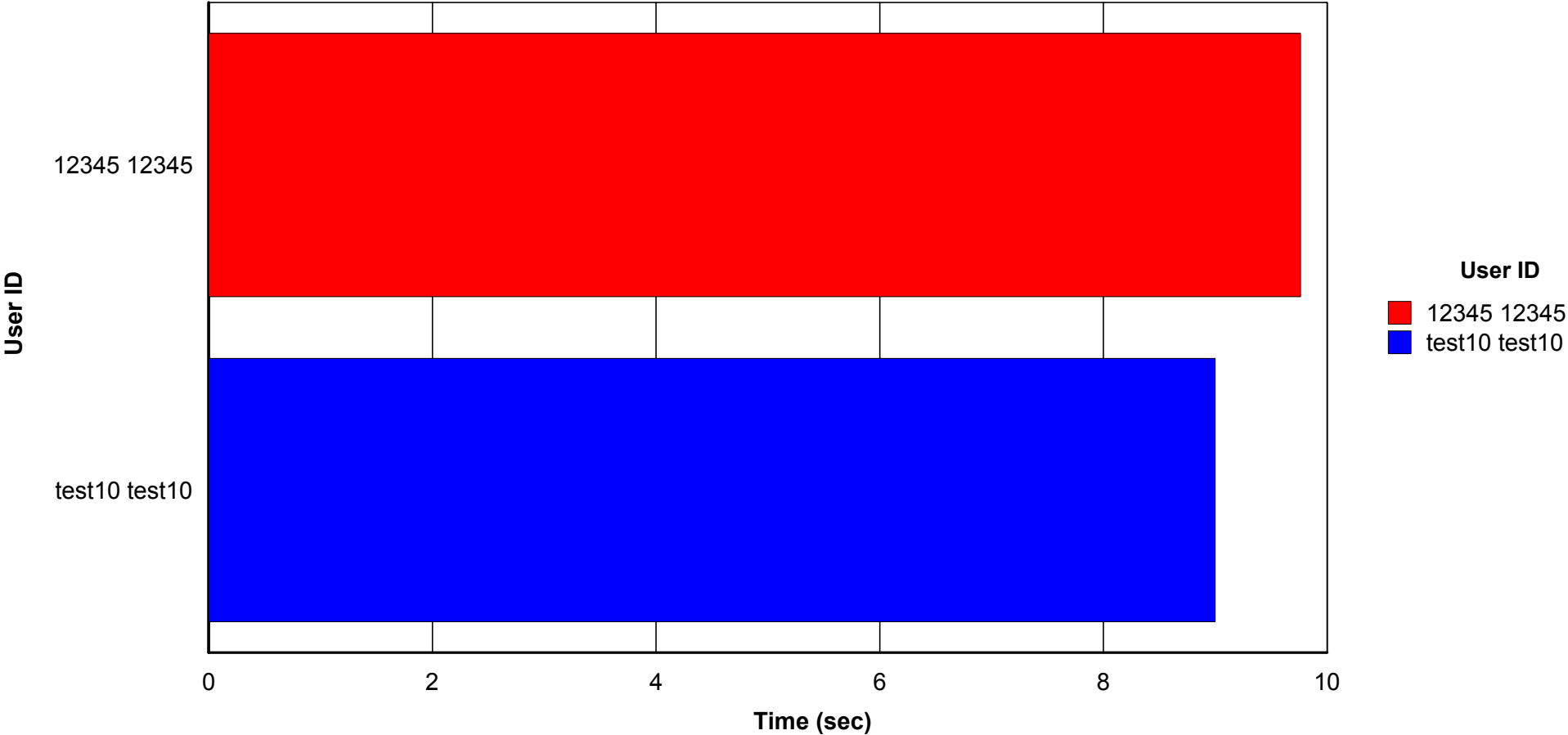
Total Duration by User ID

Start Date Selected - End Date Selected



Average Wait Time by User ID

Start Date Selected - End Date Selected



* -1 indicates no valid user ID is configured
through the workflow script.

Remote Monitoring Detail Report

Start Date Selected - End Date Selected

<u>User ID*</u>	<u>Start Time</u>	<u>Original Monitored Party</u>	<u>Monitored Extension(s)</u>	<u>Duration</u>	<u>Wait Time</u>	<u>Status</u>
12345 12345	7/14/2004 5:49:35PM	1001	1001	0:00:27	0:00:01	Normal - Monitored
12345 12345	7/14/2004 5:54:04PM	1001	1001	0:00:09	0:00:00	Normal - Monitored
12345 12345	7/14/2004 5:57:16PM	1001	1001	0:00:09	0:00:00	Normal - Monitored
test10 test10	7/15/2004 8:27:08AM	1001	1001	0:00:49	0:00:09	Normal - Monitored
12345 12345	7/16/2004 10:41:11AM	1001	1001	0:01:01	0:00:52	Normal - Monitored
12345 12345	7/16/2004 2:20:43PM	1350	1350	0:00:47	0:00:01	Normal - Monitored
12345 12345	7/16/2004 2:22:10PM	31343		0:00:00	0:00:00	Error - Invalid Input
12345 12345	7/16/2004 3:06:01PM	1294	1294	0:02:18	0:00:23	Normal - Monitored
12345 12345	7/16/2004 4:05:49PM	CSQ1	1312	0:00:27	0:00:09	Normal - Monitored
12345 12345	7/21/2004 9:54:50AM	1295	1295	0:03:25	0:01:31	Normal - Monitored
12345 12345	7/21/2004 3:05:09PM	1295	1295	0:01:02	0:00:26	Normal - Monitored
12345 12345	7/21/2004 3:06:31PM	1001	1001	0:00:31	0:00:20	Normal - Monitored
12345 12345	7/21/2004 3:07:54PM	1295	1295	0:00:44	0:00:02	Normal - Monitored
12345 12345	7/21/2004 3:15:25PM	1298	1298	0:01:11	0:00:15	Normal - Monitored
12345 12345	7/21/2004 3:18:19PM	1298	1298	0:00:14	0:00:11	Normal - Monitored
12345 12345	7/21/2004 3:19:13PM	1001	1001	0:00:08	0:00:04	Normal - Monitored
12345 12345	7/21/2004 3:19:58PM	1295	1295	0:00:10	0:00:06	Normal - Monitored
12345 12345	7/21/2004 3:20:30PM	1295	1295	0:00:03	0:00:01	Normal - Monitored
12345 12345	7/21/2004 3:29:17PM	1295	1295	0:00:19	0:00:03	Normal - Monitored
12345 12345	7/21/2004 3:34:27PM	2500	2500	0:00:26	0:00:05	Normal - Monitored
12345 12345	7/21/2004 3:36:04PM	2500	2500	0:00:13	0:00:05	Normal - Monitored
12345 12345	7/21/2004 3:45:15PM	2500	2500	0:00:28	0:00:13	Normal - Monitored
12345 12345	7/21/2004 3:46:12PM	2500	2500	0:00:24	0:00:07	Normal - Monitored
12345 12345	7/21/2004 3:47:40PM	1295	1295	0:00:24	0:00:02	Normal - Monitored
12345 12345	7/22/2004 9:10:49AM	2500	2500	0:00:17	0:00:02	Normal - Monitored
12345 12345	7/22/2004 9:14:02AM	2500	2500	0:00:17	0:00:02	Normal - Monitored
12345 12345	7/22/2004 9:14:44AM	1295	1295	0:00:25	0:00:09	Normal - Monitored
12345 12345	7/22/2004 9:15:36AM	2500	2500	0:00:11	0:00:03	Normal - Monitored
12345 12345	7/22/2004 9:16:34AM	2500	2500	0:00:15	0:00:03	Normal - Monitored
12345 12345	7/22/2004 9:17:16AM	2500	2500	0:00:15	0:00:04	Normal - Monitored
12345 12345	7/22/2004 9:18:05AM	1295	1295	0:00:23	0:00:03	Normal - Monitored
12345 12345	7/22/2004 9:20:29AM	1295	1295	0:00:15	0:00:03	Normal - Monitored
12345 12345	7/22/2004 9:23:35AM	1295	1295	0:00:23	0:00:05	Normal - Monitored
12345 12345	7/22/2004 9:25:33AM	1295	1295	0:00:12	0:00:06	Normal - Monitored
12345 12345	7/29/2004 9:37:17AM	1001		0:00:03	0:00:03	Error - VOIP Server Unable to Communicate
12345 12345	7/29/2004 9:37:57AM	1001		0:00:04	0:00:04	Error - VOIP Server Unable to Communicate
12345 12345	7/29/2004 9:54:04AM	1001	1001	0:00:13	0:00:06	Normal - Monitored
12345 12345	7/29/2004 9:56:55AM	1001	1001	0:00:14	0:00:08	Normal - Monitored

All times are server time.

Report generated: 2/24/2009 5:08:04PM

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Remote Monitoring Detail Report

Start Date Selected - End Date Selected

<u>User ID*</u>	<u>Start Time</u>	<u>Original Monitored Party</u>	<u>Monitored Extension(s)</u>	<u>Duration</u>	<u>Wait Time</u>	<u>Status</u>
12345 12345	7/29/2004 10:01:22AM	1001	1001	0:00:18	0:00:13	Normal - Monitored