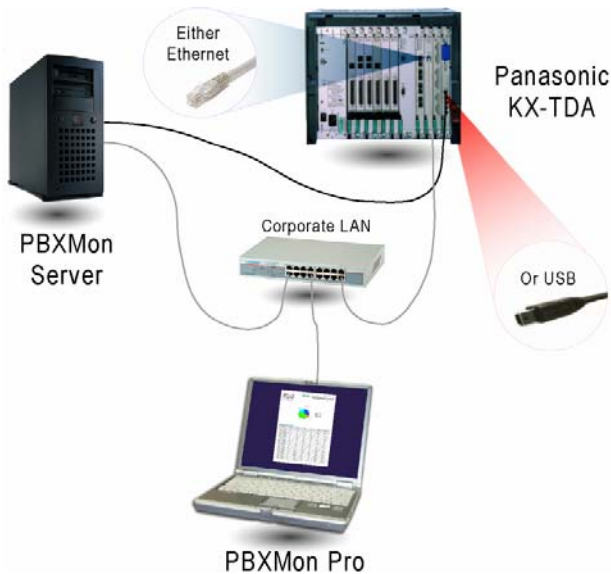


PBXMon Pro



PBXMon Pro (**PBX Monitor Pro**) is a troubleshooting tool that provides:

- Real-time monitoring of telephony system
- Comprehensive Extension and Trunk reporting
- Extensive Call logging

PBXMon Pro inherits and enhances the features of PBXMon Standard product. PBXMon Pro supports CRecord add-on.

Key Features

- Real-time Extension status monitoring
- Real-time counter threshold alarms
- Different colors for each extension status (Idle, Busy, Break, Wrap-up, Log-out, Out of Service)
- Detailed Call Log with full details: time and date, Caller ID, DDI/DID/MSN
- Filter Wizard for Call Log
- Print or export Call Log information
- Custom Extension and Trunk reports
- View, print, email, and export reports
- CRecord ready

- Speed up problem detection and help resolve problems before users notice and service levels degrade
- Quick identification of telephony configuration issues
- Proactive decisions based on real-time system activity
- Cut Mean-Time-to-Repair and deliver more consistent, reliable telephony environment
- Help isolate and avoid past problems



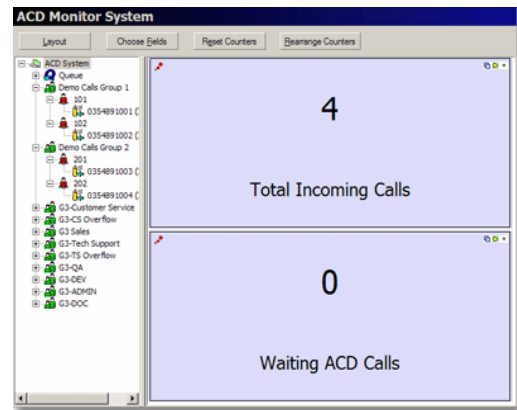
Target Customers

- Any Dealer technician responsible with telephony solution deployments and maintenance
- Any IT Manager in charge with monitoring and improving the telephony environment

System Requirements

PBXMon Pro consists of software components that are installed on the users hardware described below:

- **KX-TDA PBX** with Firmware Versions - 2.0080 and up
- **CCServer Host** (minimum) - P4 2 GHz, 512 MB RAM, 2 GB free HDD space
- **CCSupervisor Host** (minimum) – P3 500 MHz, 256 MB RAM, 400 MB free HDD space
- **Microsoft Windows** 2000 Professional (Service Pack 4 and later), Windows XP Professional (Service Pack 1 or Service Pack 2), Microsoft Win2003 Server (Service Pack 1 and Service Pack 4) Domain Controller and Workgroup



DATE / TIME	TRUNK	STATUS	RRG TIME	WRT TIME	CALLER ID	CALLER NAME
15:2007 8:39:13PM	18	ACD	0:07	0:08	902402	Ben-402
15:2007 8:39:24PM	18	ACD	0:03	0:03	902402	Ben-402
15:2007 8:39:43PM	18	Leav ACD	0:18	0:18	902402	Ben-402
15:2007 8:31:03PM	18	ACD	0:03	0:03	902402	Ben-402
15:2007 8:32:23PM	18	ACD	0:03	0:03	902402	Ben-402
15:2007 8:32:33PM	18	ACD	0:03	0:03	902402	Ben-402
15:2007 8:37:33PM	18	ACD	0:21	0:21	902402	Ben-402
15:2007 8:38:24PM	18	ACD	0:10	0:10	902402	Ben-402
15:2007 8:39:07PM	18	ACD	0:04	0:04	902402	Ben-402
15:2007 8:39:23PM	18	ACD	0:04	0:04	902402	Ben-402
15:2007 8:39:43PM	18	ACD	0:04	0:04	902402	Ben-402
15:2007 8:40:16PM	18	ACD	0:04	0:04	902402	Ben-402
15:2007 8:41:23PM	18	ACD	0:02	0:02	902402	Ben-402
15:2007 8:41:33PM	18	ACD	0:03	0:03	902402	Ben-402
15:2007 8:42:17PM	18	ACD	0:04	0:04	902402	Ben-402
15:2007 8:49:03PM	18	ACD	0:02	0:03	902402	Ben-402

DATE / TIME	TRUNK	STATUS	RRG TIME	WRT TIME	CALLER ID	CALLER NAME
16:2007 11:28:13AM	18	Out	0:00	0:00	35A	35A
16:2007 12:10:59PM	18	ACD	0:02	0:02	902402	Ben-402
16:2007 1:31:43PM	18	Out	0:00	0:00	35A	35A
16:2007 1:44:47PM	18	Out	0:00	0:00	35A	35A
16:2007 1:44:53PM	18	Out	0:00	0:00	35A	35A
16:2007 1:48:04PM	18	Out	0:00	0:00	35A	35A
16:2007 1:48:13PM	18	Out	0:00	0:00	35A	35A
16:2007 1:48:43PM	18	Out	0:00	0:00	35A	35A
16:2007 1:48:43PM	18	Abnormal	0:02	0:00	902402	Ben-402
16:2007 1:48:43PM	18	Out	0:00	0:00	35A	35A

DATE / TIME	TRUNK	STATUS	RRG TIME	WRT TIME	CALLER ID	CALLER NAME
19:2007 11:01:03AM	18	Out	0:00	0:00	35A	35A
19:2007 11:01:27AM	15	Out	0:00	0:00	35A	35A
19:2007 11:04:08AM	18	Leav ACD	0:12	0:12	902402	Ben-402
19:2007 11:04:16AM	18	Leav ACD	0:15	0:15	902402	Ben-402
19:2007 11:04:34AM	18	Leav ACD	0:22	0:22	902402	Ben-402
19:2007 11:12:18AM	18	Out	0:00	0:00	35A	35A
19:2007 11:12:47AM	15	Out	0:00	0:00	35A	35A
19:2007 11:13:13AM	18	Out	0:00	0:00	35A	35A
19:2007 11:14:04AM	18	Out	0:00	0:00	35A	35A
19:2007 11:16:26AM	18	Out	0:00	0:00	35A	35A

The screenshot shows the 'Call Log CO Based' interface. It features a menu bar with 'File', 'Field Chooser', 'Print', 'Clear', 'Export', and 'Play Voice Record'. Below the menu is a table of call records with columns for Call ID, Date/Time, Completion Time, Customer, Caller, Incoming/Outgoing, Status, and DCS/EN. An 'Advanced Filter' dialog box is open, showing various filter options like Agents, ACD Group, Extensions, Ring Time, Wait Time, Talk Time, Hold Time, Call Status, Call Result, Start Date/Time, and End Date/Time. The dialog has 'OK', 'Next', 'Cancel', and 'Help' buttons.

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