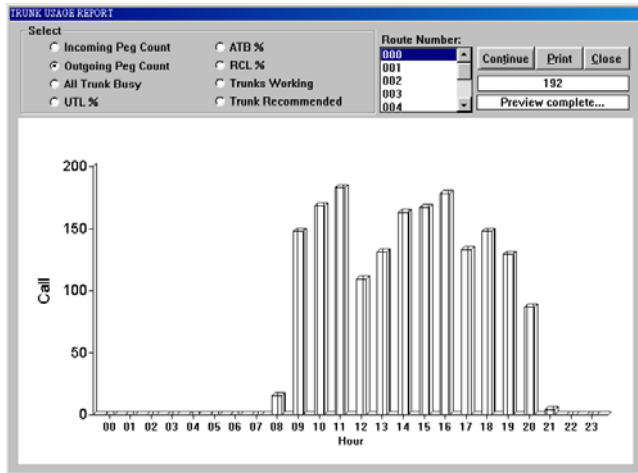
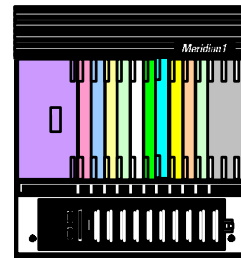


TFC 2000

Traffic Customer



Provides a customer to analyze their trunk usage, treatment of calls in customer queue and attendant performance



TFC - Traffic Customer

TFC 2000 for Windows interfaces with the NORTEL PBX traffic port via RS-232. The information is processed by the TFC 2000, which outputs the *Network Report*, *Trunk Usage Report*, *Customer Console Measurements Report* and *Individual Console Measurements Report*. TFC 2000 describes traffic details for each customer group, trunk usage and examines the treatment of calls in customer queues; speed of response, number of call delayed, number of calls abandoned, average wait time of delayed calls, and average wait of abandoned calls.

Report Scheduling

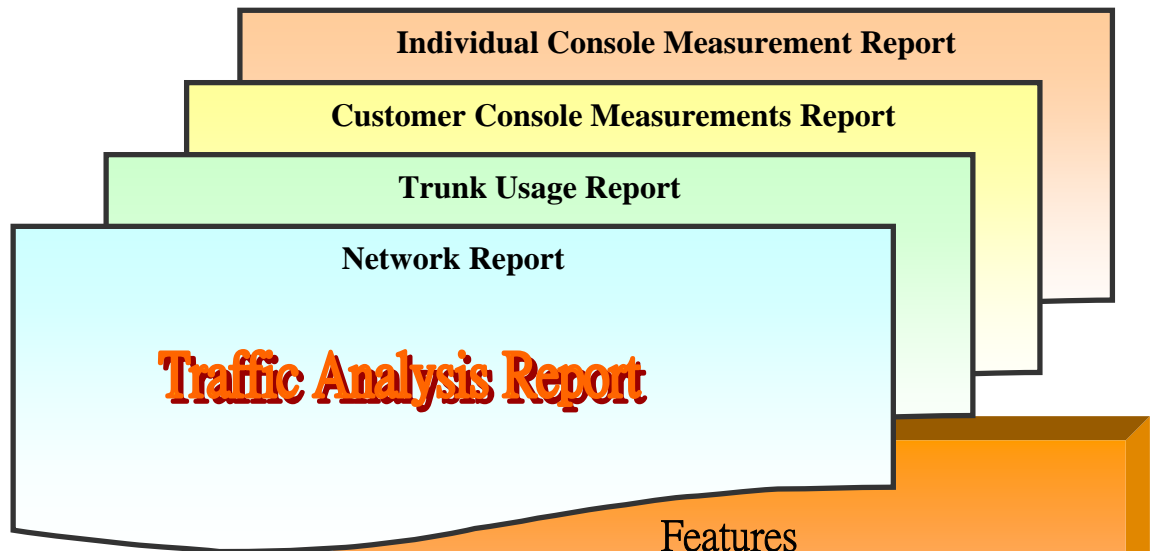
Scheduling and batch printing are the best tool to improve productivity. With a easy setup, any monthly, weekly or daily report can be automatically printed at your specified time.

Multiple Languages

Multi-language capability is one of the important features in TFC 2000. User can switch between languages with only a mouse click, providing system portability across different countries.

TFC 2000 for Windows

TFC 2000, a Y2K compliant product, is a technologically advanced, proven and reliable computerized software that captures on-line or off-line data directly from a PBX system or a file. TFC 2000 utilizes the latest RDBMS technology and is carefully designed to contain all the functionality that you will ever want for a traffic analysis tool. Performance, data security, network compatibility together with a comprehensive array of easy-to-use reports will certainly make TFC 2000 one of the best products on the market.



Features

- Multiple languages in one single product
- Provides daily, weekly and monthly report
- Report output to printer, screen, graph or file that can be supported in MS Excel
- Scheduling and batch printing
- Low on disk space alarm
- TFC Off-line detect and alarm

Hard disk space requirement

30MB per 100,000 records

PC Specification

- Microsoft Windows 95/98/2000 or NT 4.0
- Pentium 200 w/ 32MB RAM or up
- one 3.5 in floppy drive w/ 300Mb hard disk or up
- 600x800 SVGA monitor
- one printer port (for report printing)
- two RS-232 serial ports
- one mouse port



AMS International Limited

12F-7, 1 Baoshen Road, Yungho, Taipei Hsien, 234, Taiwan
 Tel: (8862)2923-7599 Fax: (8862)2923-8399
 Rm. 1205 Sino Plaza, 255 Gloucester Rd. Causeway Bay, HK
 Tel: (852)2778-1766 Fax: (8862)2776-2513

AMS International Limited
 NETWORK REPORT
 09/30/99 - 09/30/99

Date: 5/18/2000
 Time: 12:02:21
 Page: 1

Hour	Incoming Peg Count	Incoming FTM	Incoming FTM(%)	Outgoing Peg Count	Outgoing FTM	Outgoing FTM(%)	Intracustomer FTM(%)
Suggestion:			< 1%			< 1%	< 4%
00:00 - 01:00	0	0	0	0	0	0	0
01:00 - 02:00	0	0	0	0	0	0	0
02:00 - 03:00	0	0	0	0	0	0	0
03:00 - 04:00	0	0	0	0	0	0	0
04:00 - 05:00	0	0	0	0	0	0	0
05:00 - 06:00	0	0	0	0	0	0	0
06:00 - 07:00	0	0	0	0	0	0	0
07:00 - 08:00	0	0	p0	0	0	0	0
08:00 - 09:00	2210	15	0.68	1252	12	0.96	0.15
09:00 - 10:00	2377	18	0.76	3199	28	0.88	5.98
10:00 - 11:00	2512	21	0.84	3399	30	0.88	5.3
11:00 - 12:00	2612	18	0.69	3199	25	0.78	4.61
12:00 - 13:00	2092	0	0	2499	0	0	0
13:00 - 14:00	2192	12	0.55	2899	11	0.38	2.34
14:00 - 15:00	2852	20	0.7	3879	12	0.31	2.25
15:00 - 16:00	2352	5	0.21	3479	10	0.29	2.61
16:00 - 17:00	4953	2	0.04	4641	2	0.04	0.41
17:00 - 18:00	2601	0	0	1562	0	0	0
18:00 - 19:00	0	0	0	0	0	0	0
19:00 - 20:00	0	0	0	0	0	0	0
20:00 - 21:00	0	0	0	0	0	0	0
21:00 - 22:00	0	0	0	0	0	0	0
22:00 - 23:00	0	0	0	0	0	0	0
23:00 - 00:00	0	0	0	0	0	0	0
Total	26753	111	0.41	30008	130	0.43	0.02

AMS International Limited
 TRUNK USAGE REPORT
 12/02/99 - 12/02/99

Date: 5/18/2000
 Time: 12:02:21
 Page: 1

000 CO 25791382

Hour	Incoming Peg Count	Outgoing Peg Count	All Trunk Busy	UTL % (> 55%)	ATB % (< 5%)	RCL % The less the better	Trunk Working	Trunk Recommend
Suggestion:								
00:00 - 01:00	0	0	0	0	0	0	0	0
01:00 - 02:00	0	0	0	0	0	0	0	0
02:00 - 03:00	0	0	0	0	0	0	0	0
03:00 - 04:00	0	0	0	0	0	0	0	0
04:00 - 05:00	0	0	0	0	0	0	0	0
05:00 - 06:00	0	0	0	0	0	0	0	0
06:00 - 07:00	0	0	0	0	0	0	0	0
07:00 - 08:00	0	0	0	0	0	0	0	0
08:00 - 09:00	49	28	0	5.85	0	0	30	7
09:00 - 10:00	280	220	23	61.76	4.6	1.82	30	30
10:00 - 11:00	343	294	200	74.81	31.4	25.51	30	35
11:00 - 12:00	294	207	0	58.33	0	0	30	29
12:00 - 13:00	66	98	0	21.57	0	0	30	14
13:00 - 14:00	90	60	0	20.28	0	0	30	14
14:00 - 15:00	184	112	0	40.09	0	0	30	22
15:00 - 16:00	181	131	0	37.78	0	0	30	21
16:00 - 17:00	174	160	0	44.07	0	0	30	23
17:00 - 18:00	57	75	0	15.74	0	0	30	12
18:00 - 19:00	0	0	0	0	0	0	0	0
19:00 - 20:00	0	0	0	0	0	0	0	0
20:00 - 21:00	0	0	0	0	0	0	0	0
21:00 - 22:00	0	0	0	0	0	0	0	0
22:00 - 23:00	0	0	0	0	0	0	0	0
23:00 - 00:00	0	0	0	0	0	0	0	0
Total	1718	1385	223					

AMS International Limited
Customer Console Measurements Report
09/30/99 - 09/30/99

Date: 5/18/2000
Time: 12:02:22
Page: 1

Interval	Avg Speed of Ans (Sec)	Avg Attn. Response (Sec)	Call Delayed Peg Count	Avg Time in Queue (Sec)	Abnd Calls Peg Count	Avg WT of abnd Calls (Sec)
00:00 - 01:00	0	0	0	0	0	0
01:00 - 02:00	0	0	0	0	0	0
02:00 - 03:00	0	0	0	0	0	0
03:00 - 04:00	0	0	0	0	0	0
04:00 - 05:00	0	0	0	0	0	0
05:00 - 06:00	0	0	0	0	0	0
06:00 - 07:00	0	0	0	0	0	0
07:00 - 08:00	0	0	0	0	0	0
08:00 - 09:00	4.2	3.2	32	4.6	2	9
09:00 - 10:00	4.5	3.4	62	8.6	6	8
10:00 - 11:00	4.2	3.3	102	8.5	10	7.8
11:00 - 12:00	5.9	3.2	96	9.5	8	8.9
12:00 - 13:00	4.9	3.5	86	8.1	2	9.2
13:00 - 14:00	4	2.6	55	8	6	9
14:00 - 15:00	4.1	2.4	43	7.5	3	8.2
15:00 - 16:00	4.2	2.2	45	8.1	2	8.5
16:00 - 17:00	4.8	2.7	42	9.3	5	9
17:00 - 18:00	4.4	2.6	39	9.1	3	8.6
18:00 - 19:00	0	0	0	0	0	0
19:00 - 20:00	0	0	0	0	0	0
20:00 - 21:00	0	0	0	0	0	0
21:00 - 22:00	0	0	0	0	0	0
22:00 - 23:00	0	0	0	0	0	0
23:00 - 00:00	0	0	0	0	0	0
Total:	4.52	2.91	602	8.13	47	8.62

AMS International Limited
 Individual Console Measurements Report
 09/30/99 - 09/30/99

Date: 5/18/2000
 Time: 12:02:22
 Page: 1

001

Interval	Internal Calls	Internal Calls	External Calls	External	Total Manned	Total Serv.	Avg Work
	Peg Count	Ser. Time	Peg Count	Calls Ser.			
		(Sec)		(Sec)	(Sec)	(Sec)	(Sec)
00:00 - 01:00	0	0	0	0	0	0	0
01:00 - 02:00	0	0	0	0	0	0	0
02:00 - 03:00	0	0	0	0	0	0	0
03:00 - 04:00	0	0	0	0	0	0	0
04:00 - 05:00	0	0	0	0	0	0	0
05:00 - 06:00	0	0	0	0	0	0	0
06:00 - 07:00	0	0	0	0	0	0	0
07:00 - 08:00	0	0	0	0	0	0	0
08:00 - 09:00	7	900	82	1900	3200	2800	31.46
09:00 - 10:00	6	800	89	2000	3200	2800	29.47
10:00 - 11:00	8	900	109	2600	3600	3500	29.91
11:00 - 12:00	11	900	125	2600	3200	3500	25.74
12:00 - 13:00	10	1000	102	2400	3000	3400	30.36
13:00 - 14:00	9	1100	98	2200	3000	3300	30.84
14:00 - 15:00	11	1200	95	2100	3000	3300	31.13
15:00 - 16:00	12	1500	102	1200	3000	2700	23.68
16:00 - 17:00	18	2000	113	1600	3200	3600	27.48
17:00 - 18:00	2	300	65	900	3200	1200	17.91
18:00 - 19:00	0	0	0	0	0	0	0
19:00 - 20:00	0	0	0	0	0	0	0
20:00 - 21:00	0	0	0	0	0	0	0
21:00 - 22:00	0	0	0	0	0	0	0
22:00 - 23:00	0	0	0	0	0	0	0
23:00 - 00:00	0	0	0	0	0	0	0
Total:	94	02:56:40	980	05:25:00	08:46:40	08:21:40	27.8