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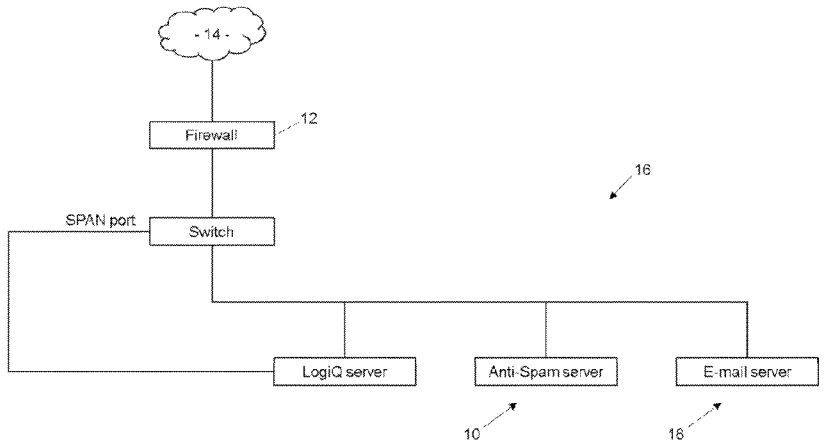


Fig. 1

(57) Abstract: A method and system are disclosed for automatically monitoring electronic communications and producing reports relating to staff activity levels. A predetermined set of customer contacts and electronic addresses associated with said contacts is used to relate the metadata of communications to the identified customer contacts. A report compiling a set of data relating the communications to the identified contacts or organisations, identifying the level of communications activity associated with each of said contacts or organisations, can then be produced.

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