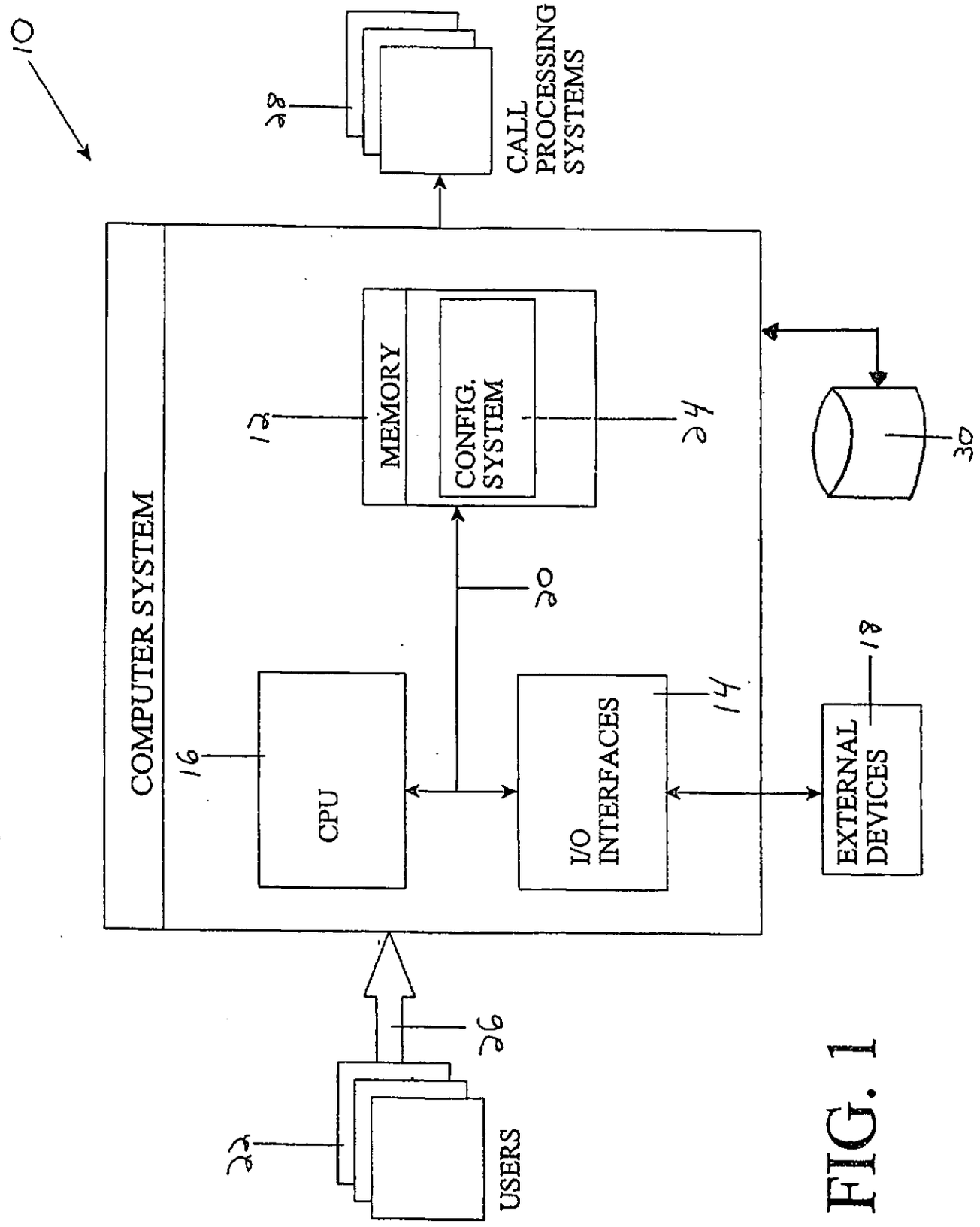

10
28
CALL PROCESSING SYSTEMS
COMPUTER SYSTEM
12
MEMORY
CONFIG. SYSTEM
24
30
20
16
CPU
I/O INTERFACES
14
18
EXTERNAL DEVICES
26
22
USERS

FIG. 1

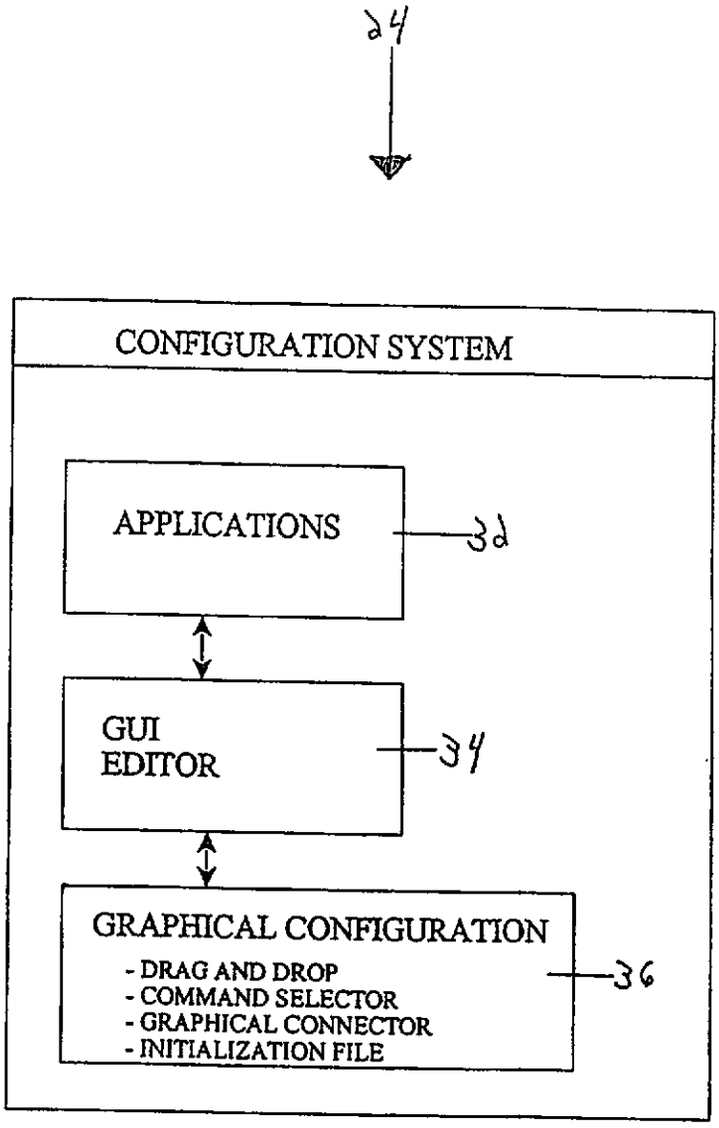

24
CONFIGURATION SYSTEM
APPLICATIONS
32
GUI
EDITOR
34
GRAPHICAL CONFIGURATION
- DRAG AND DROP
- COMMAND SELECTOR
- GRAPHICAL CONNECTOR
- INITIALIZATION FILE
36

FIG. 2

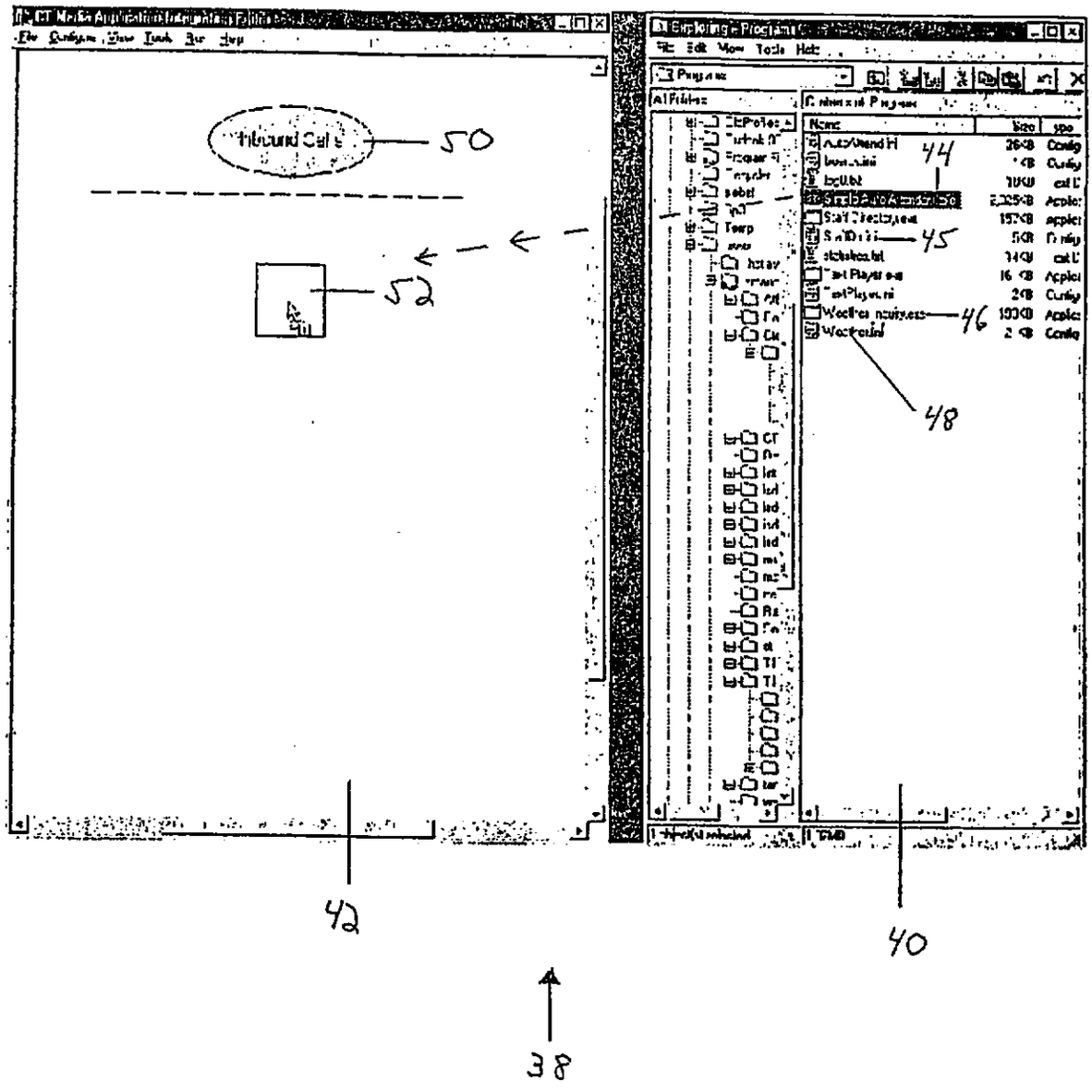


FIG. 3

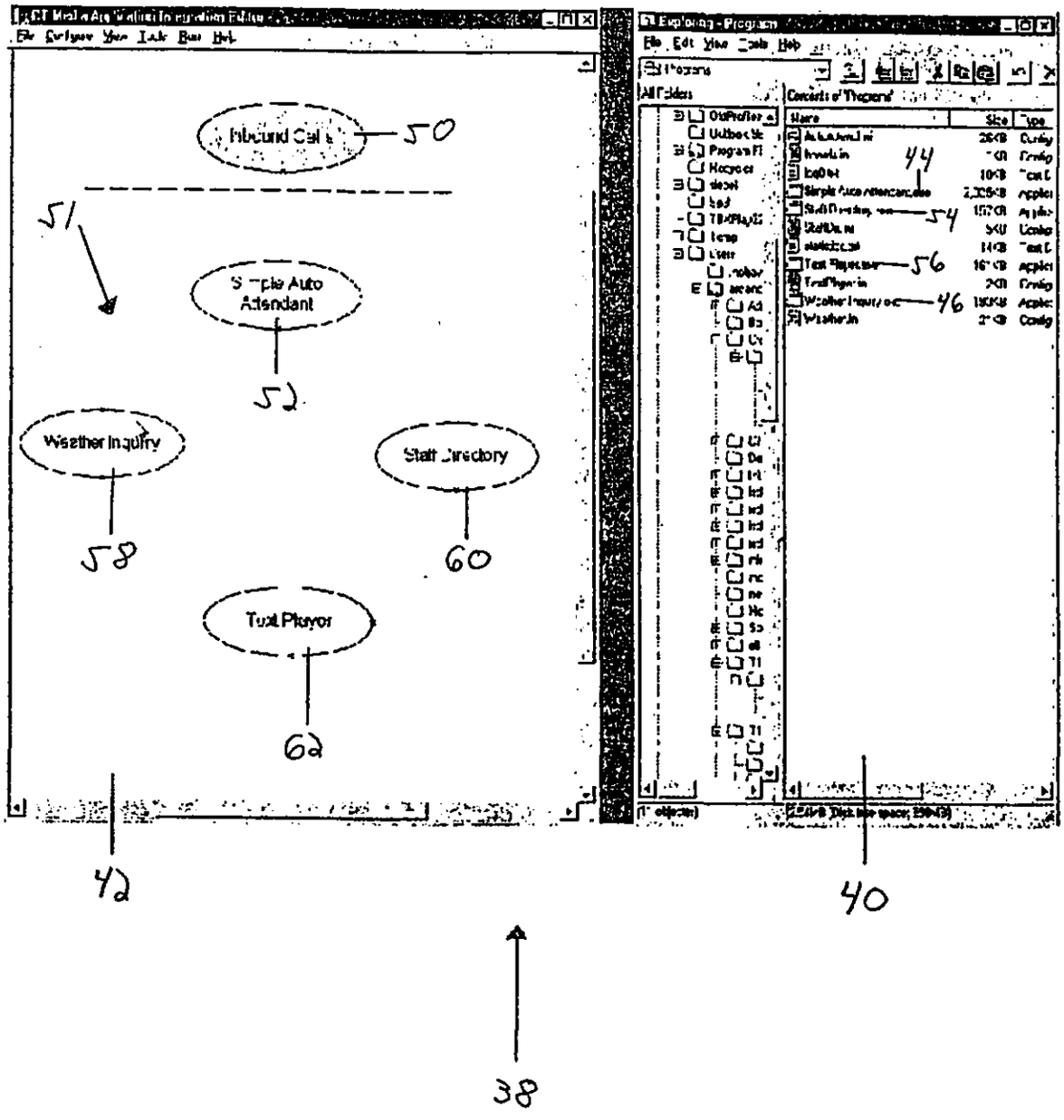

Inbound Call
50
51
Simple Auto Attendant
52
Weather Inquiry
58
Staff Directory
60
Text Player
62
42
40
44
54
56
46
38

FIG. 4

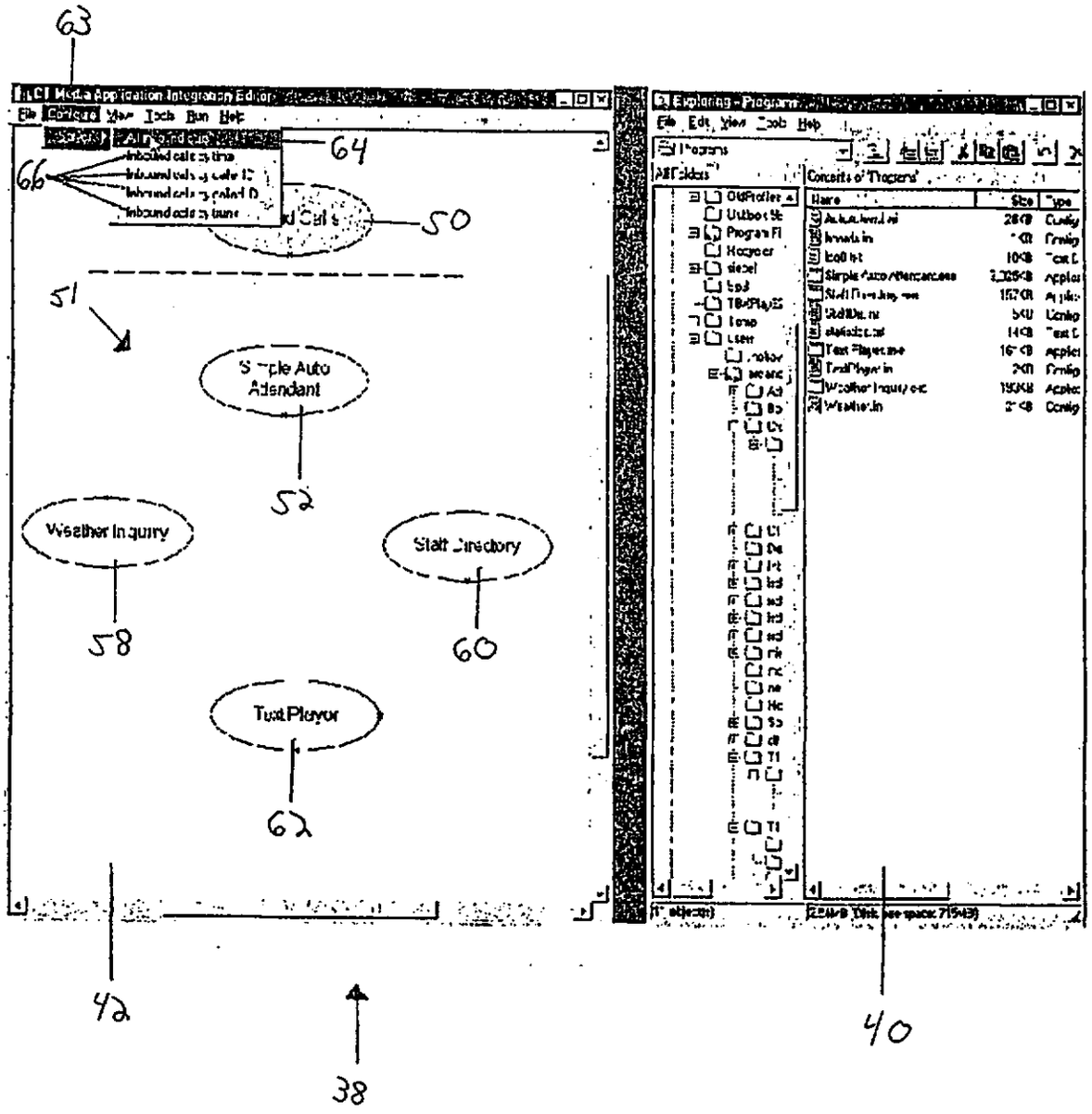

63
64
66
50
51
Simple Auto Attendant
52
Weather Inquiry
58
Staff Directory
60
Text Player
62
42
38
40

FIG. 5

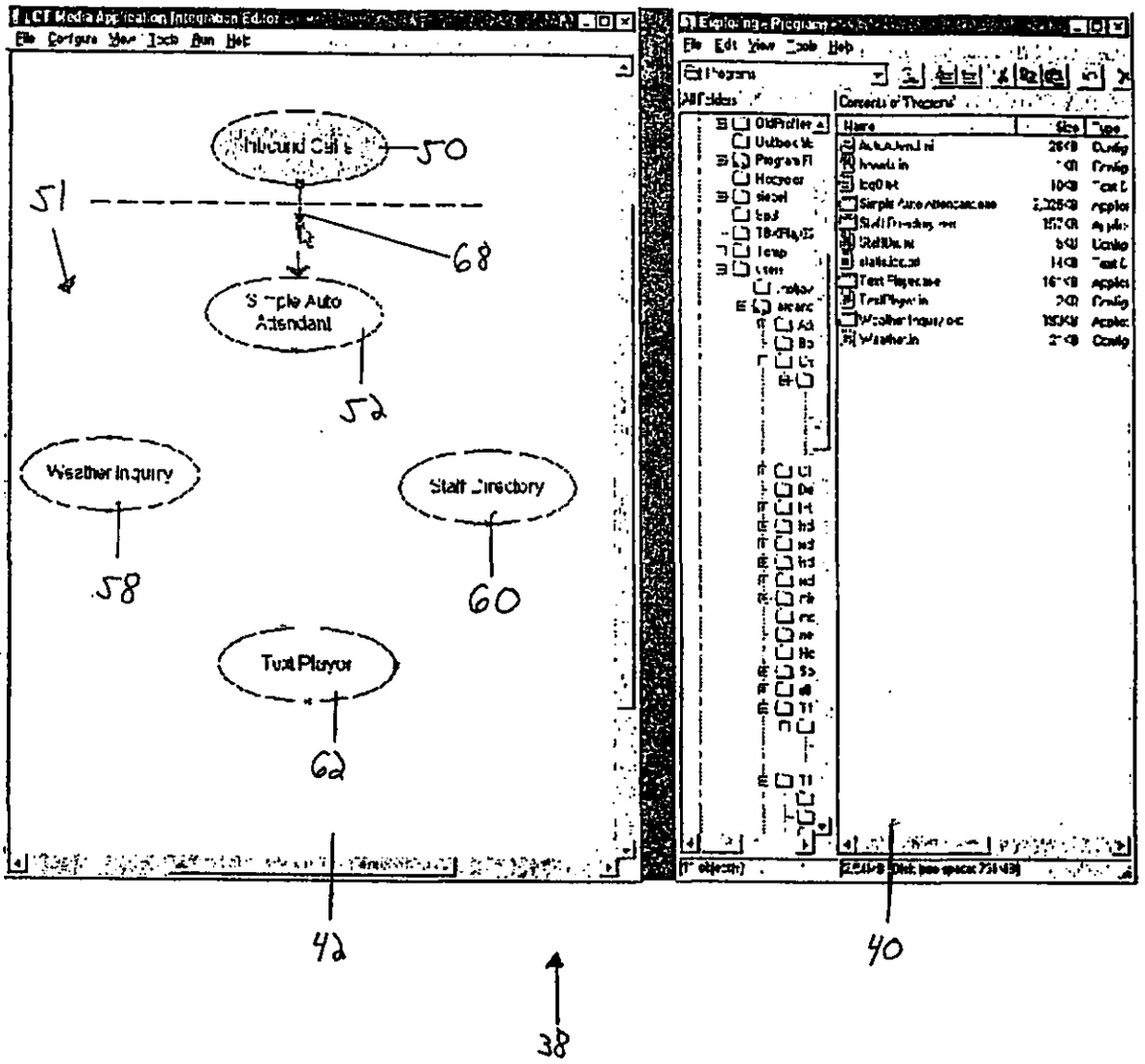

Inbound Calls
50
51
68
Simple Auto Attendant
52
Weather Inquiry
58
Staff Directory
60
Text Player
62
42
40
38

FIG. 6

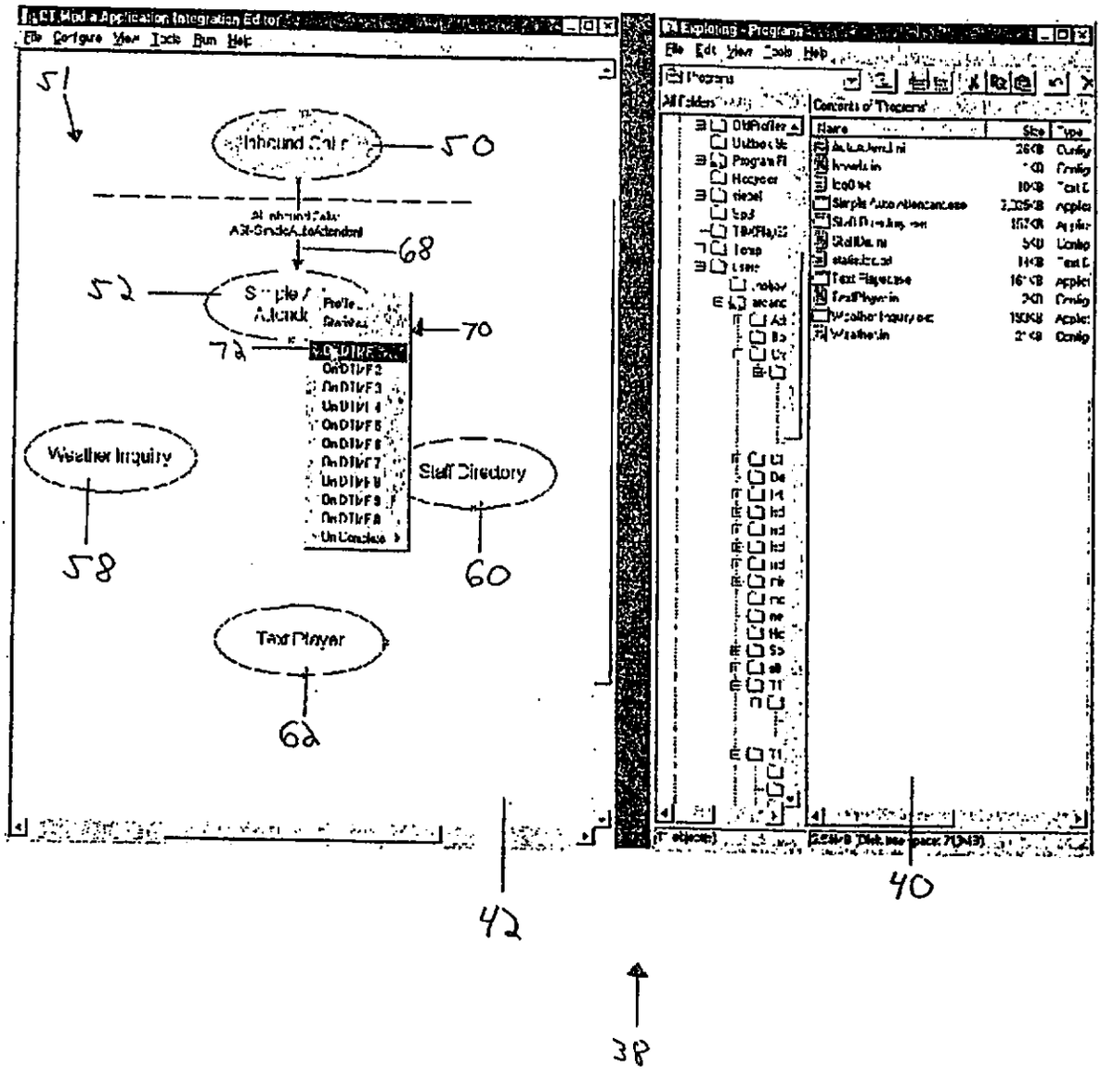

51
50
68
52
70
72
Weather Inquiry
Staff Directory
58
60
Text Player
62
42
40
38

FIG. 7

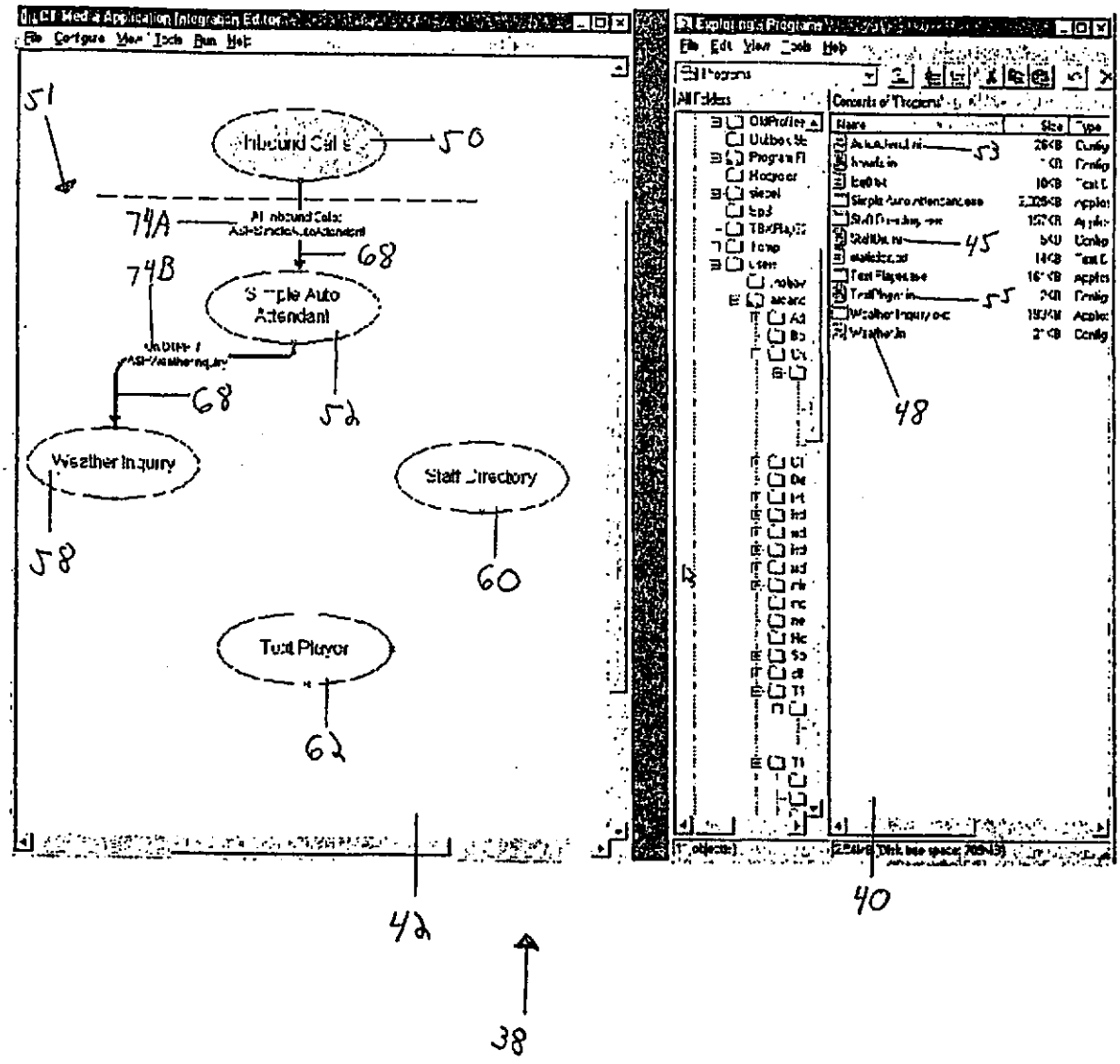

51
Inbound Calls
50
74A
74B
68
Simple Auto Attendant
52
68
Weather Inquiry
58
Staff Directory
60
Test Player
62
42
38
40
53
45
55
48

FIG. 8

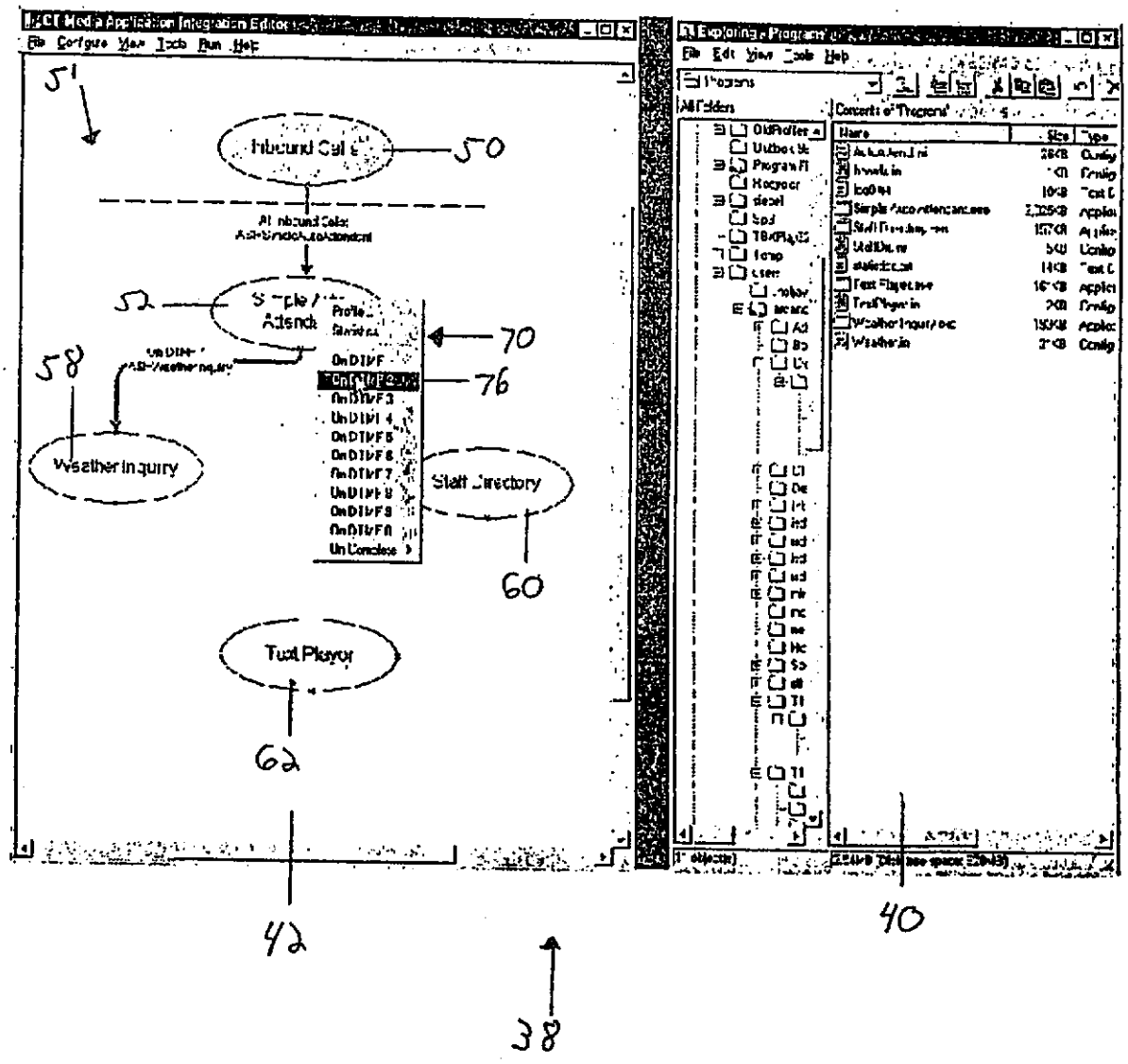

51
50
52
70
76
58
Weather Inquiry
Staff Directory
60
Test Player
62
42
40
38

FIG. 9

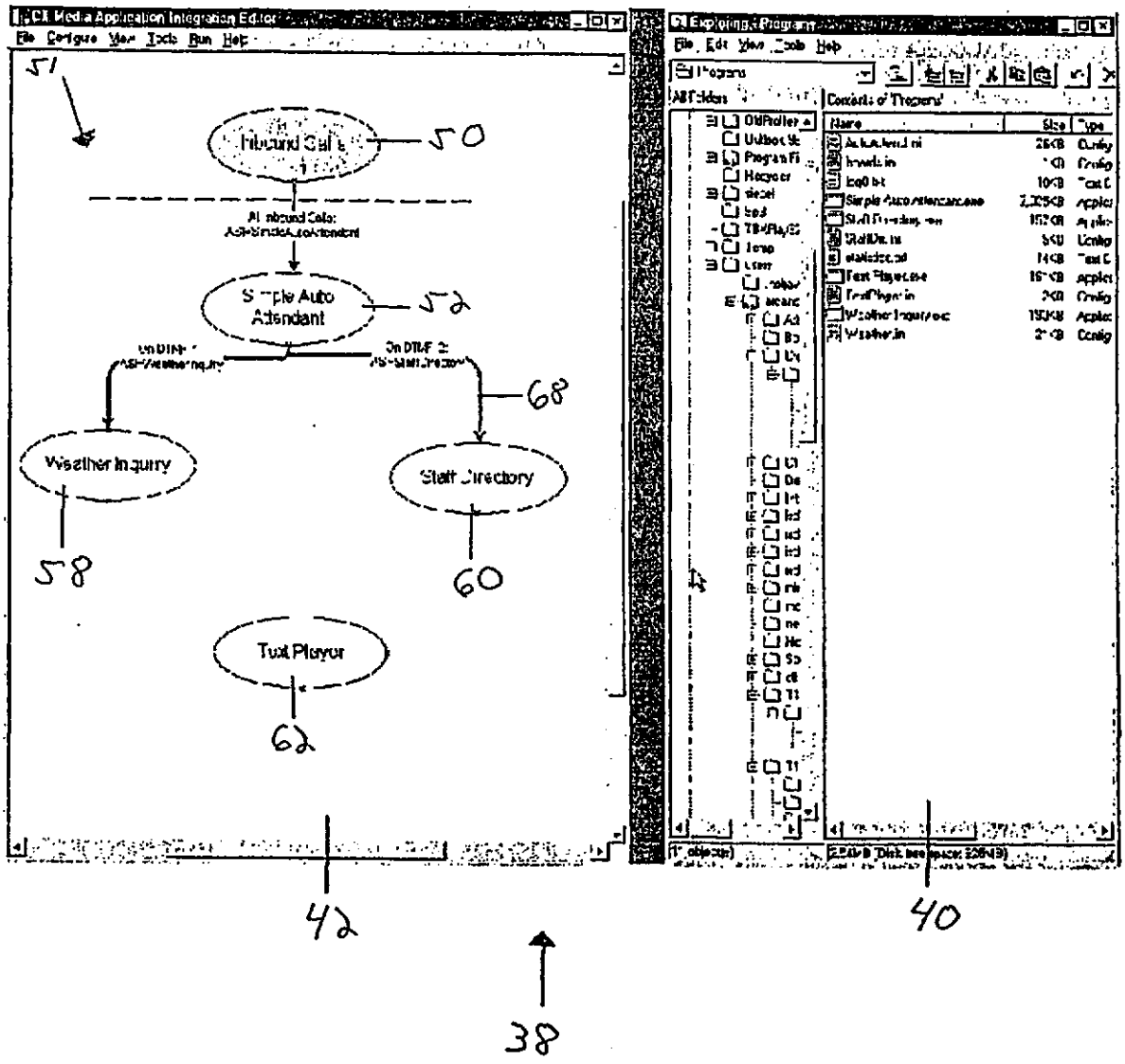

51
Inbound Call
50
Simple Auto Attendant
52
Weather Inquiry
58
Staff Directory
60
68
Text Player
62
42
40
38

FIG. 10

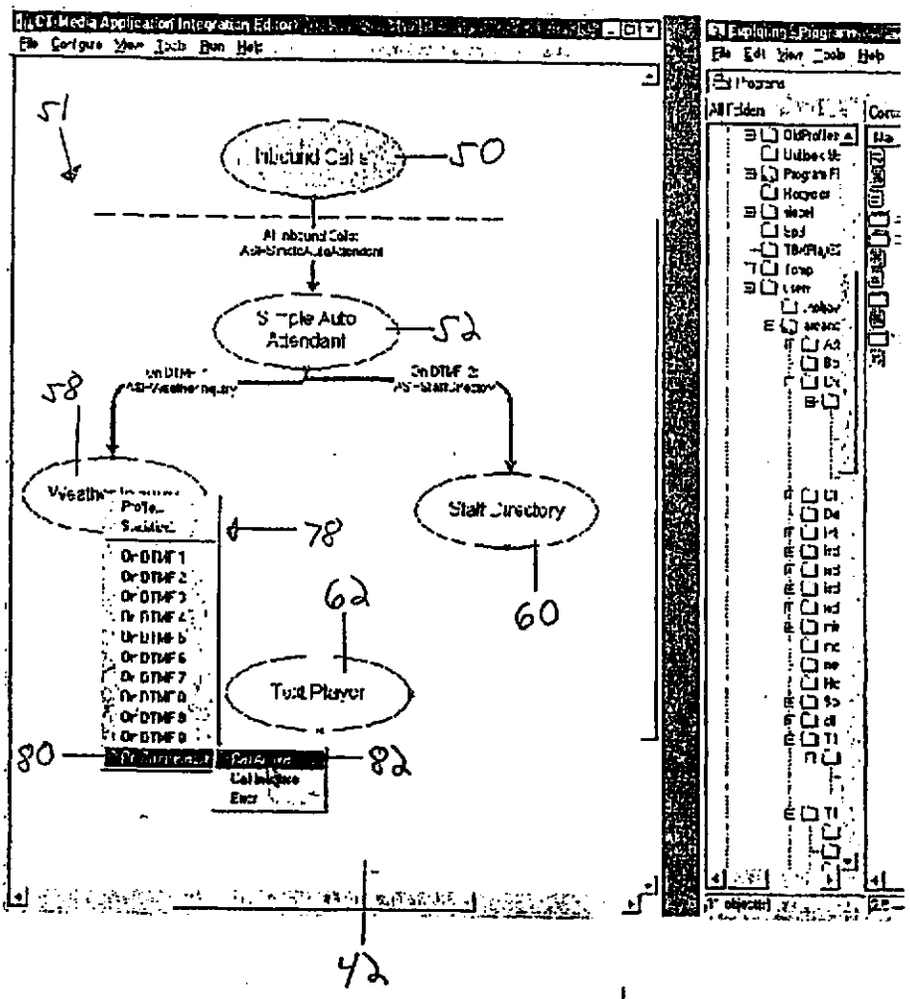

51
Inbound Call
50
Simple Auto Attendant
52
58
Staff Directory
60
78
62
Text Player
80
82
42
38

FIG. 11

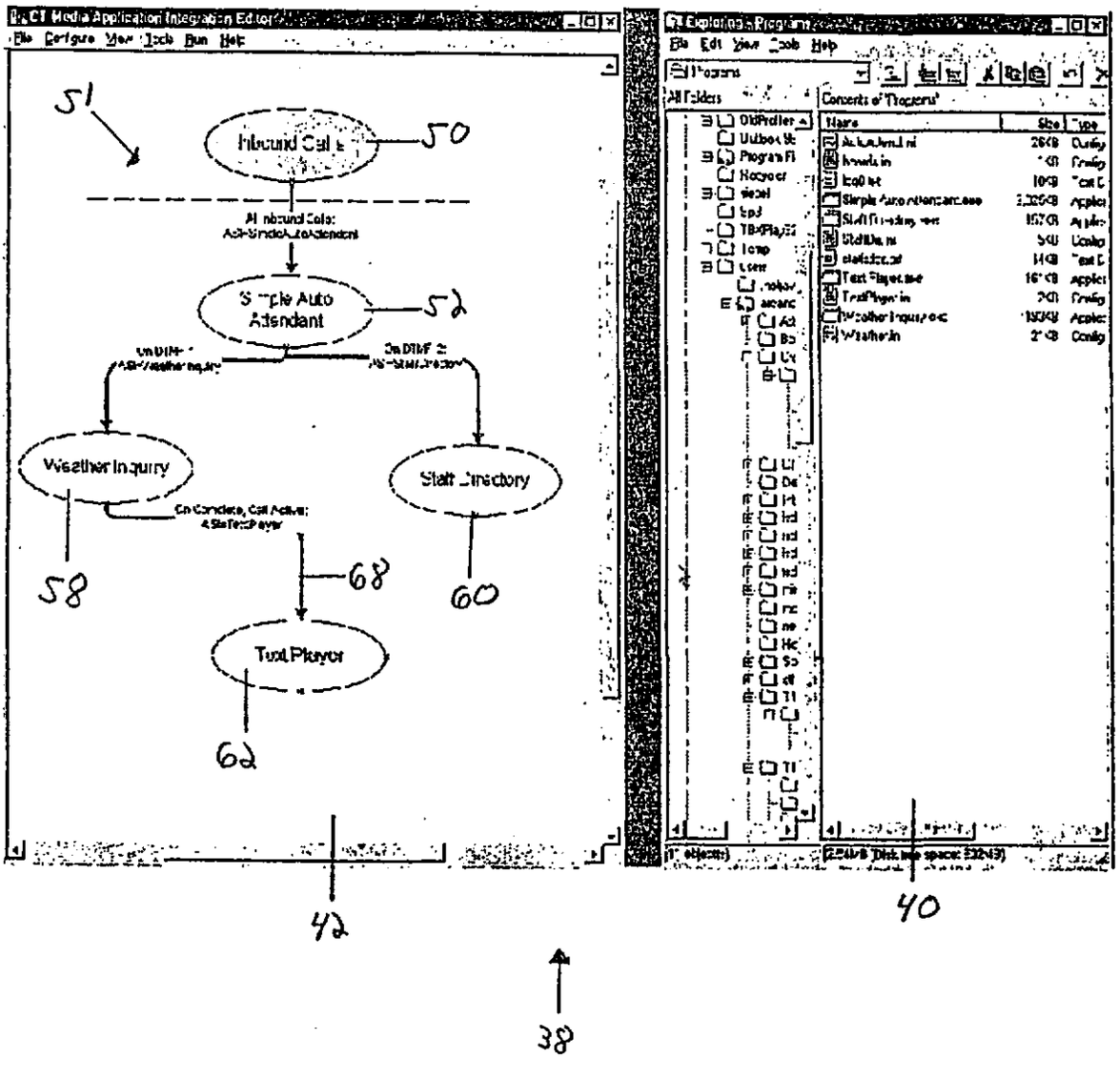

51
Inbound Call
50
Simple Auto Attendant
52
Weather Inquiry
Staff Directory
58
60
68
Text Player
62
42
40
38

FIG. 12

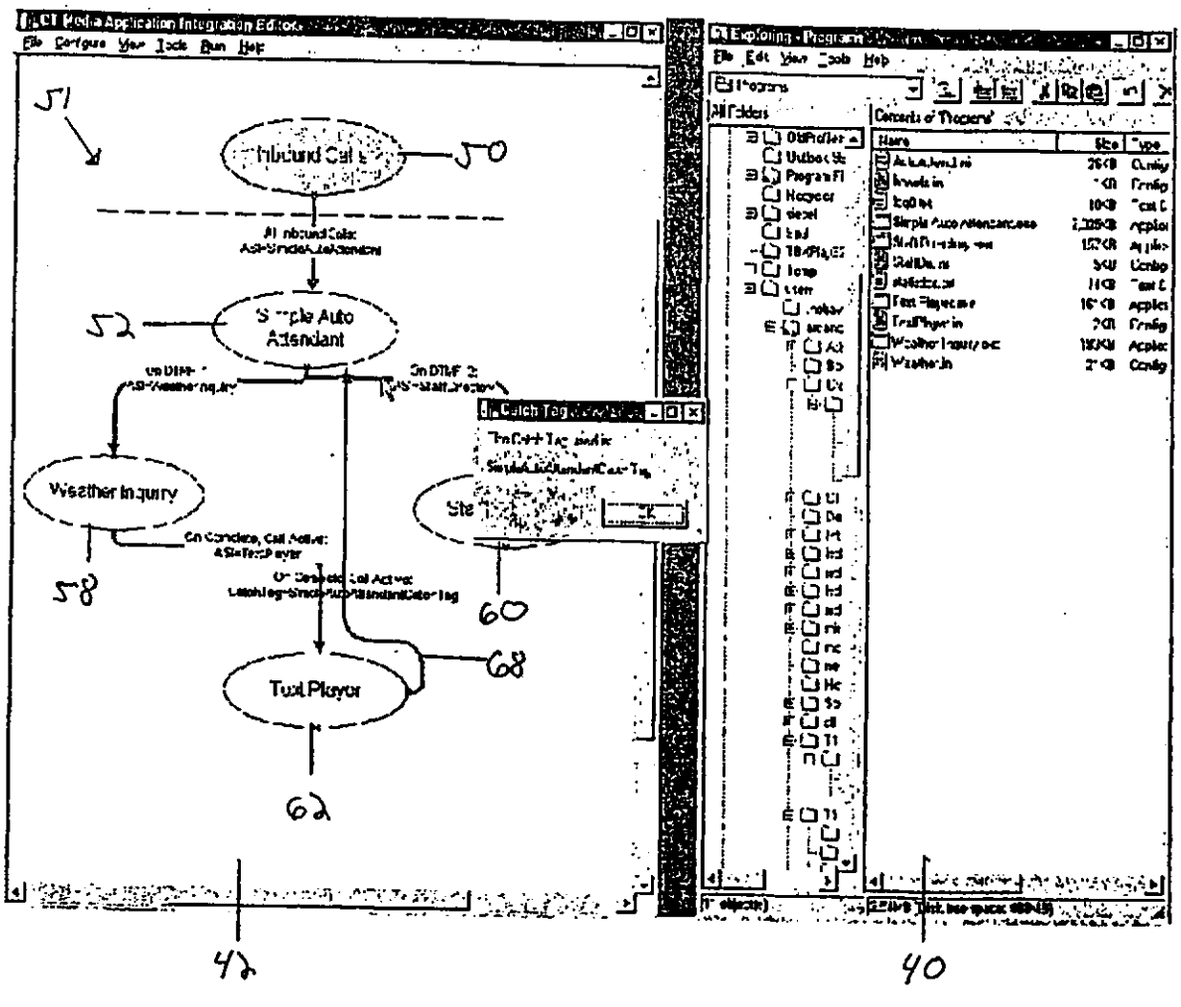

51
Inbound Call
50
Simple Auto Attendant
52
Weather Inquiry
58
Site
60
Text Player
68
62
42
40
38

FIG. 13

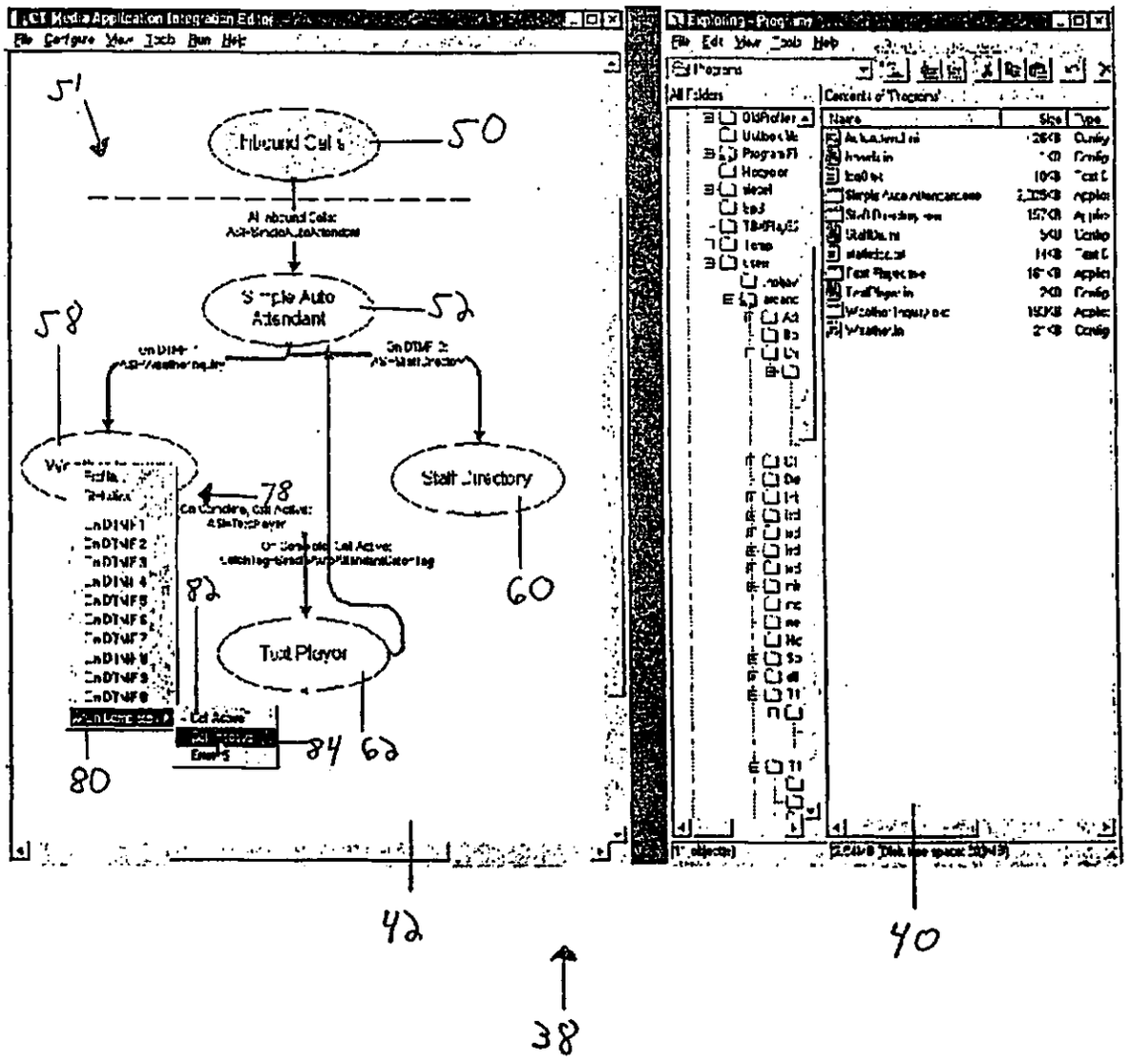

51
Inbound Calls
50
All Inbound Calls:
Simple Auto Attendant
52
58
On DTMF 1
On DTMF 2
Staff Directory
60
78
Test Player
82
84
62
80
42
40
38

FIG. 14

3 MAY 2005

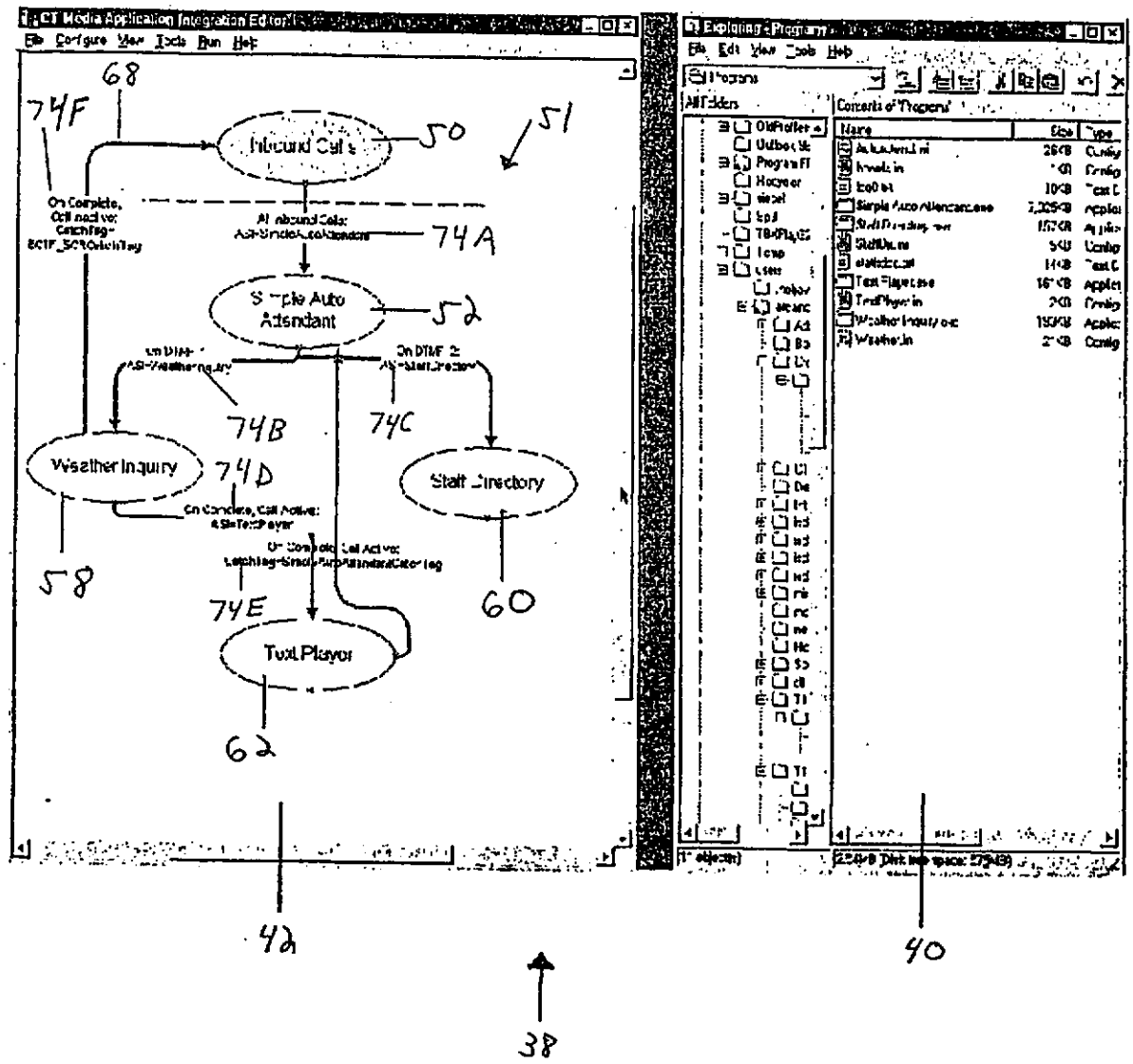


FIG 15

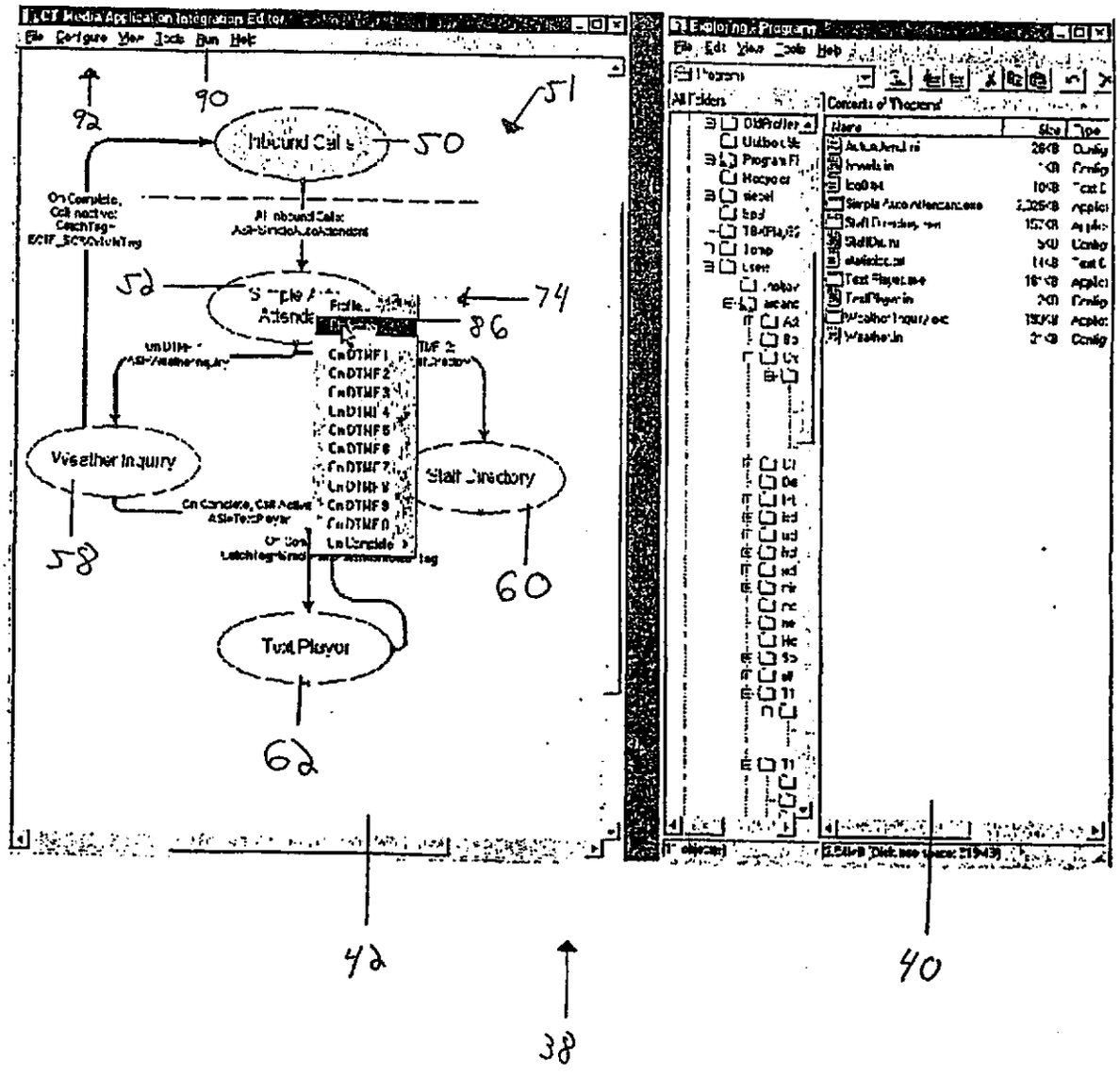

Inbound Call
Weather Inquiry
Staff Directory
Text Player
90
92
50
51
52
74
86
58
60
62
42
40
38

FIG. 16

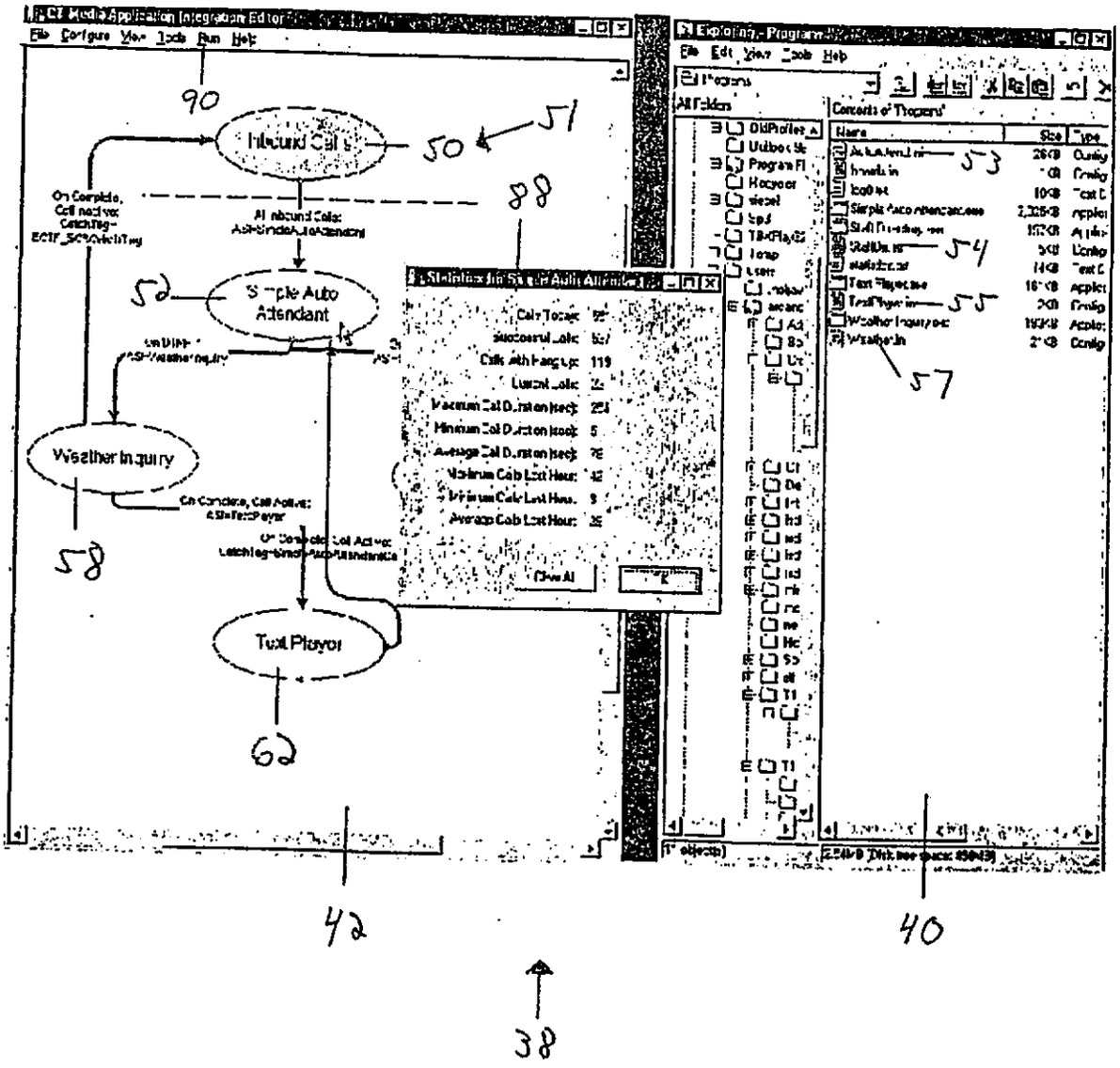

90
Inbound Call
50
51
88
Simple Auto Attendant
52
Weather Inquiry
58
Text Player
62
42
40
38
53
54
55
57

FIG 17