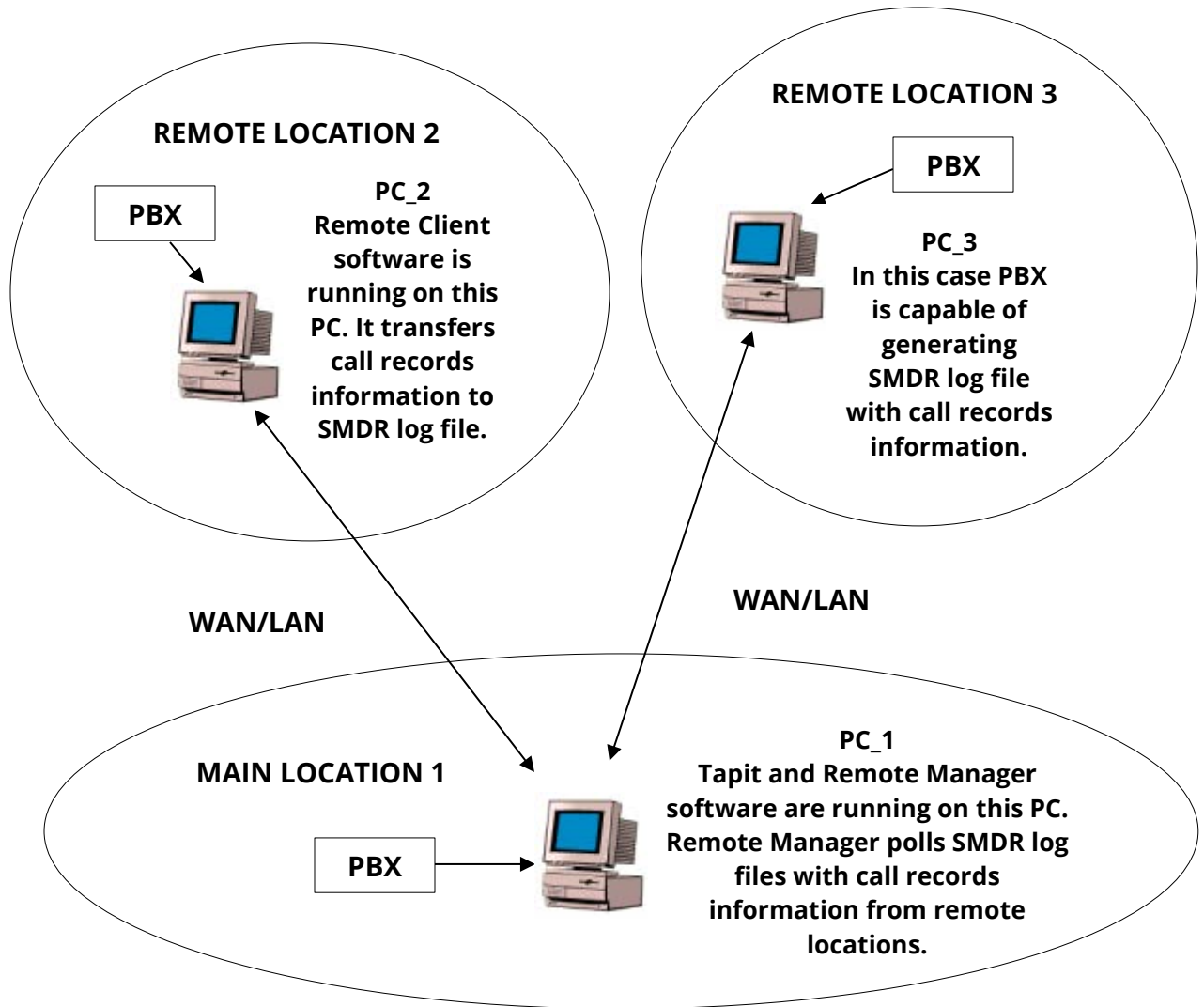


Scenario: Remote Manager uses Remote Client via WAN/LAN



How Call Records are Collected:

Remote Location 2 has a computer (**PC₂**) with Tapit Remote Client installed. **PC₂** is connected to the PBX. PBX generates call records information in SMDR format. Tapit Remote Client then transfers call records into SMDR log file. The log file is saved on **PC₂** and contains call records ready to be polled.

Remote Location 3 has a computer (**PC₃**) connected to PBX. The PBX at **Remote Location 3** has the ability to generate SMDR log file. The log file is saved on **PC₃** and contains call records ready to be polled.

Main Location 1 has the computer (**PC₁**) with Tapit and Remote Manager installed. **PC₁** is connected to the PBX. PBX generates call records information in SMDR format. Tapit processes call records and stores them in **Main Location** database.

How Call Records are Polled from Remote Locations:

Tapit Remote Manager (at **Main Location 1**) polls SMDR log files with call records information from both **Remote Location 2** and **Remote Location 3** via WAN/LAN. Call records are then processed and stored in appropriate locations databases on the **Main Location** computer – **PC₁**.



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How Remote Manager Works

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