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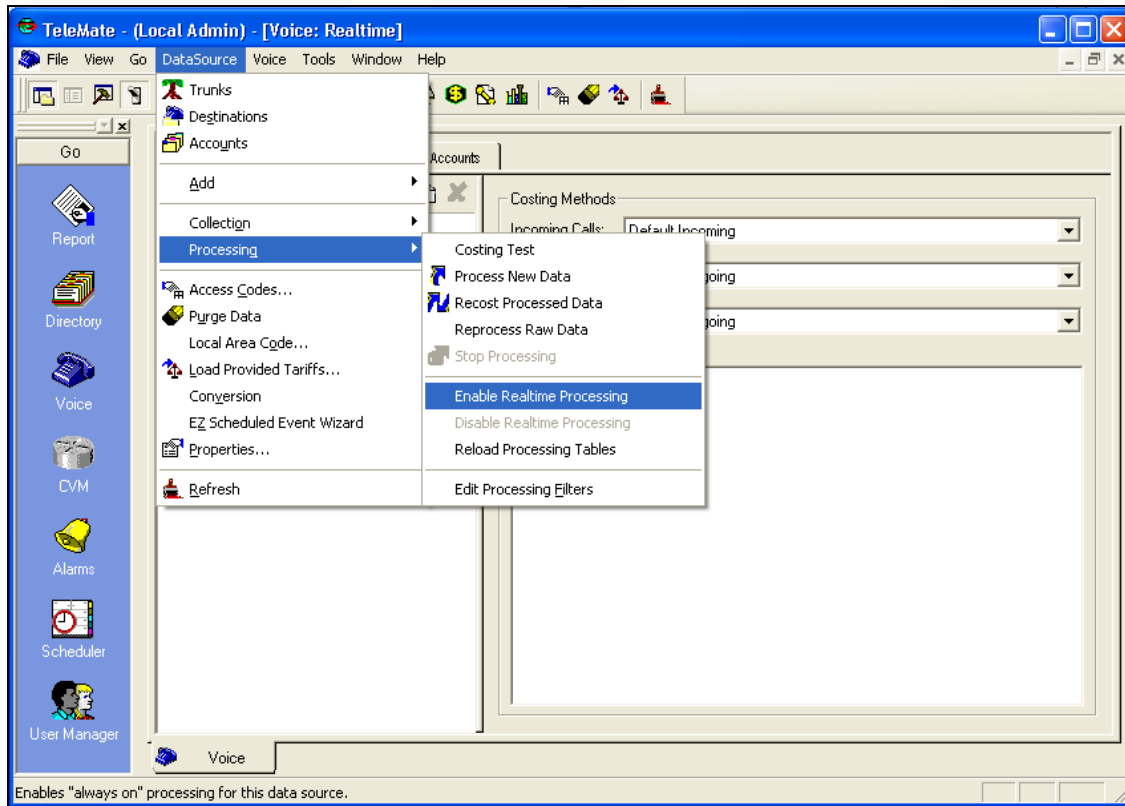
[www.telemate.net](http://www.telemate.net)

## TeleMate Version 5.5 Leads the Market with Real-time Reporting

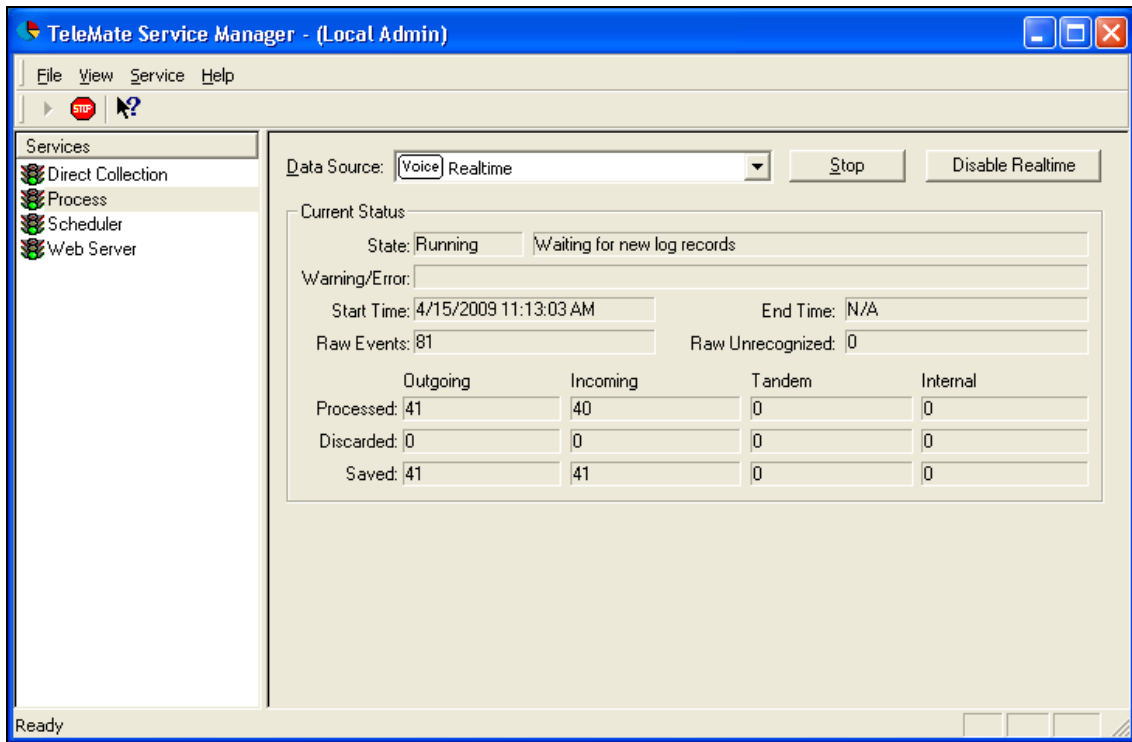
TeleMate.Net Software released TeleMate Unified Call Accounting version 5.5 today. Version 5.5 includes a robust assortment of new features and product enhancements including real-time processing and reporting. Version 5.5 is available to all customers under a current maintenance agreement at no charge. Product updates can be obtained by contacting TeleMate Technical Support or TeleMate Sales. Call or email us to get your copy today.

TeleMate Version 5.5 contains a collection of updates and modifications including expanded operating system support for Windows 2008 Server and Vista plus the ability to attach to Microsoft SQL Server 2008 as well as SQL 2000 and 2005.

- **Real-time Processing** – As PBX manufacturers expand the functionality of streaming CDR across IP networks, TeleMate continues to lead the market by introducing real-time rating, alarming, and reporting. Real-time processing can be enabled per datasource, therefore, eliminating the need for TeleMate Administrators to schedule processing through the scheduler component. Real-time processing is designed to process in new CDR the second records are available. Enabling real-time processing can be performed either through the TeleMate Service Manager or through the 'Datasource' menu in the voice component.



TeleMate Voice Component – Enable Real-time Processing



TeleMate Service Manager – Real-time Processing

- **Real-time Performance Monitors** – Customers who have purchased TeleMate Report Browser will receive unlimited use of the 'Performance Monitors' functionality through TeleMate's web portal. Performance monitors provide end users real-time reporting on CDR attributes.

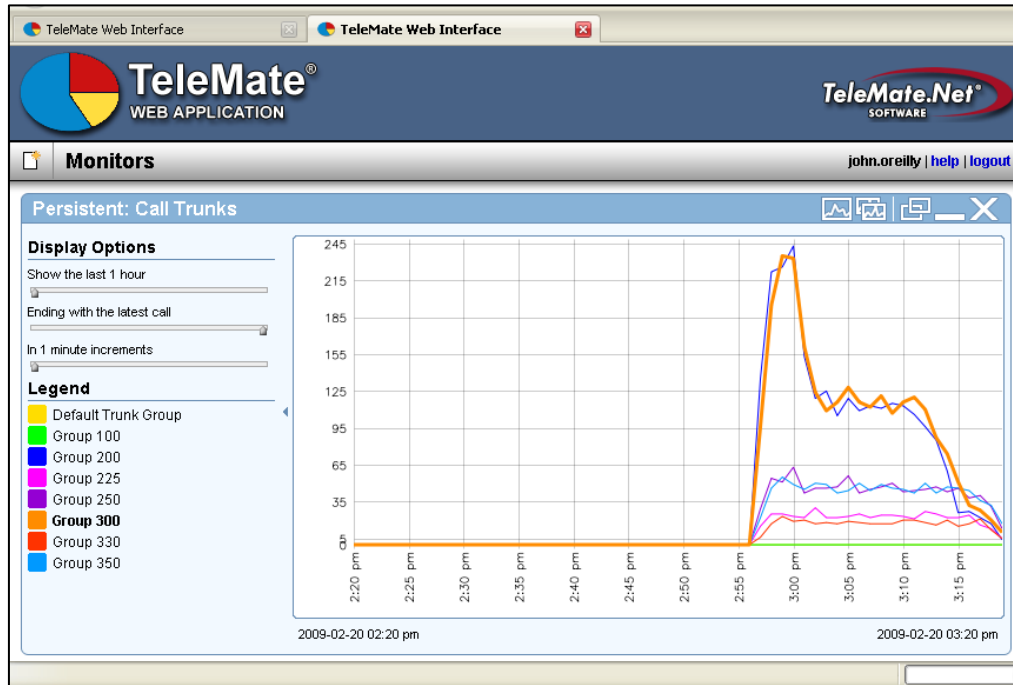
Workgroup and Enterprise Edition customer's that have not purchased the web portal component will be given a 15 day free trial of the web portal and all of it's features. Additional features include scheduled report distribution, directory and expense management, and automated organizational synchronization with LDAP sources and delimited files.



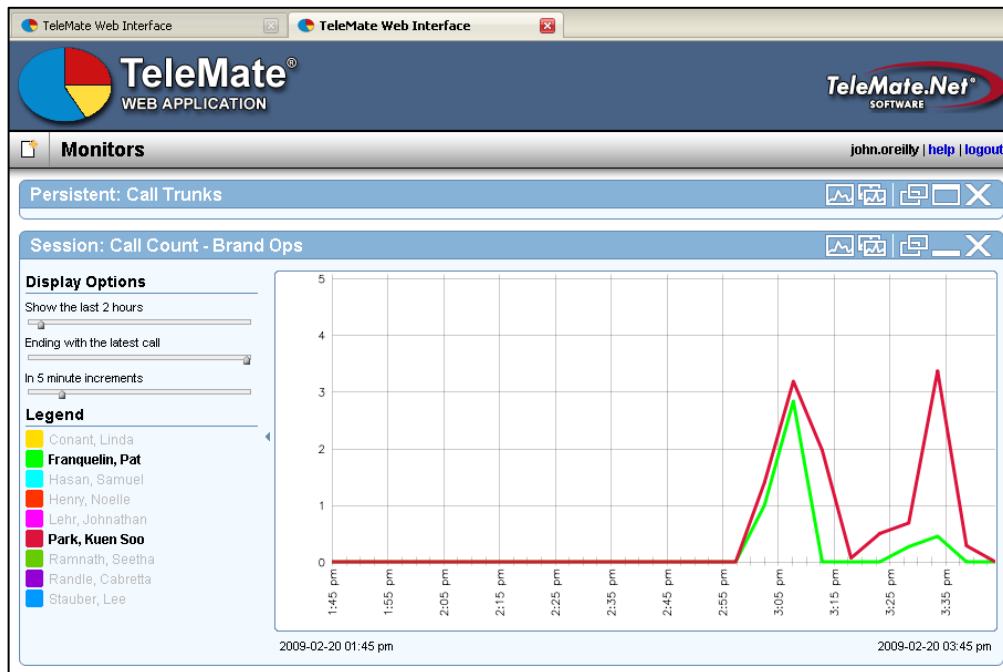
TeleMate Web Portal with Real-time Performance Monitors

Performance Monitors are very flexible and like the reporting component access to TeleMate features is completely controlled by the server side 'User Manager'. The product supports unlimited monitors but consideration should be given to server memory and network bandwidth limitations.

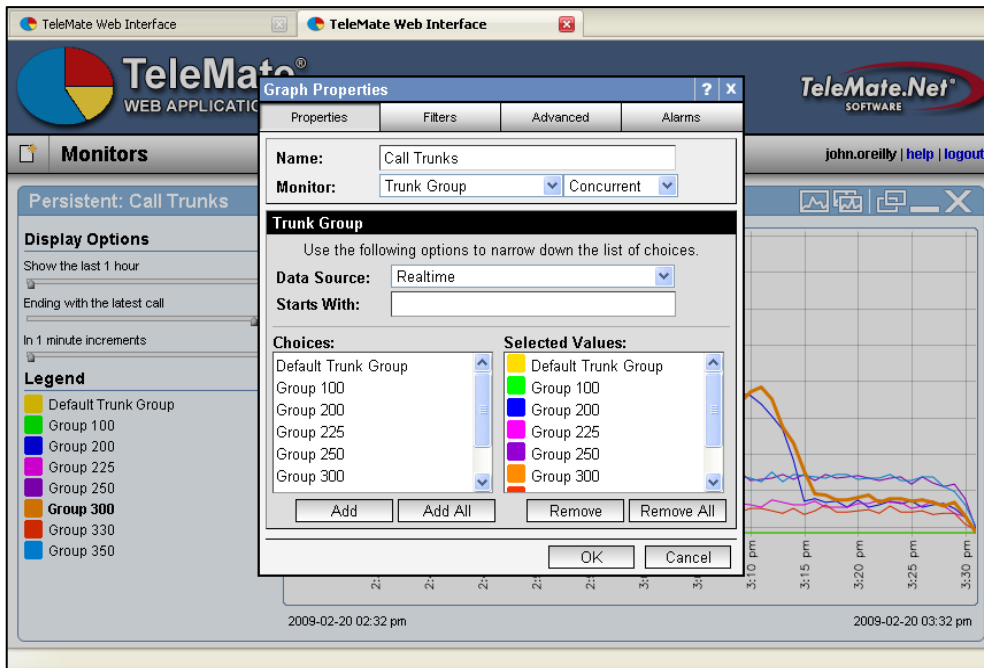
Monitors can be tied to the browser session or be persistent in nature. Persistent monitors will remain running and accessible continuously as long as the TeleMate Server is on. A third option is available called 'Snap shot' where end users can create monitors to look at historical call activity.



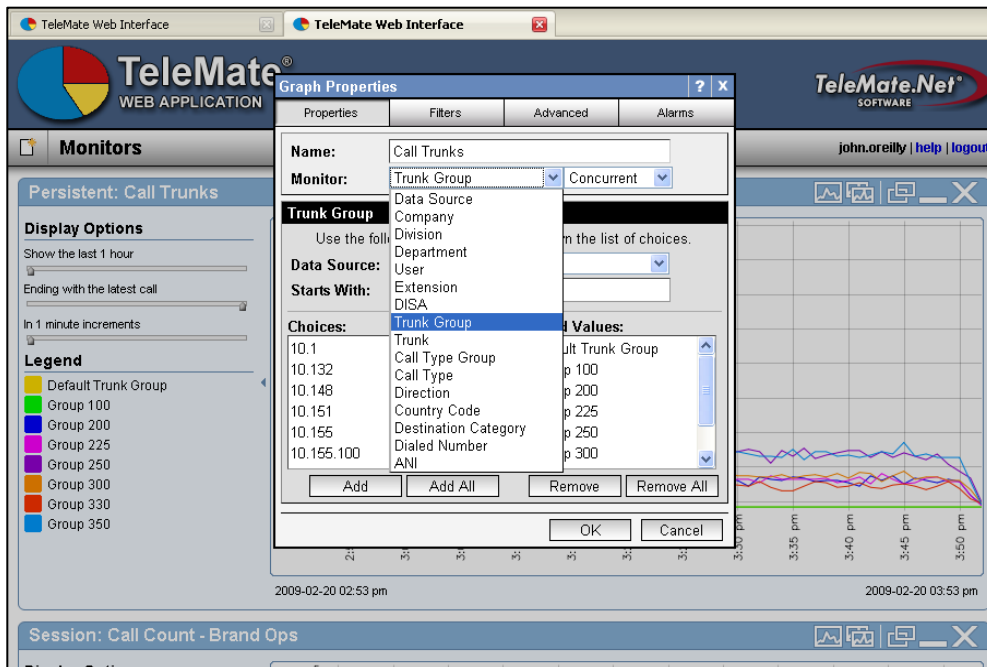
Plot call attributes with flexible slider controls



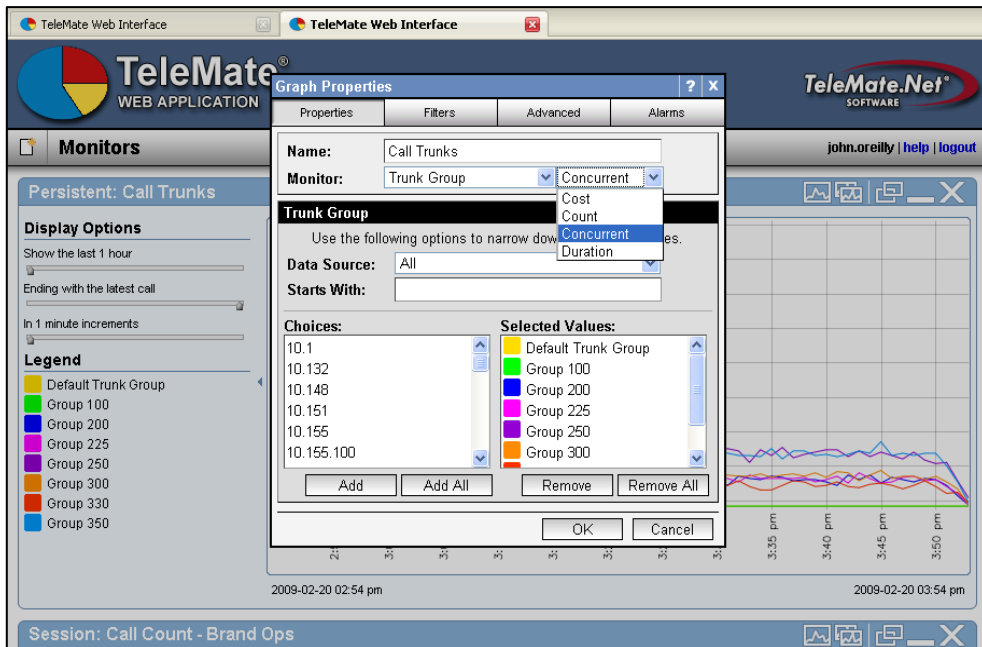
Selectively hide and show plotted elements



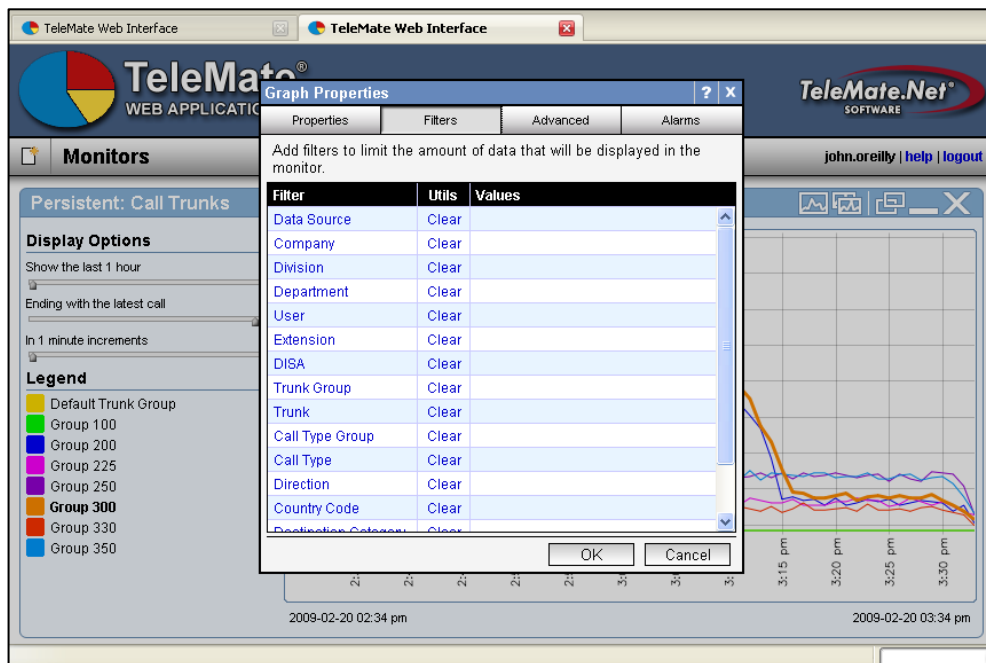
Simple user interface for maximum control and flexibility



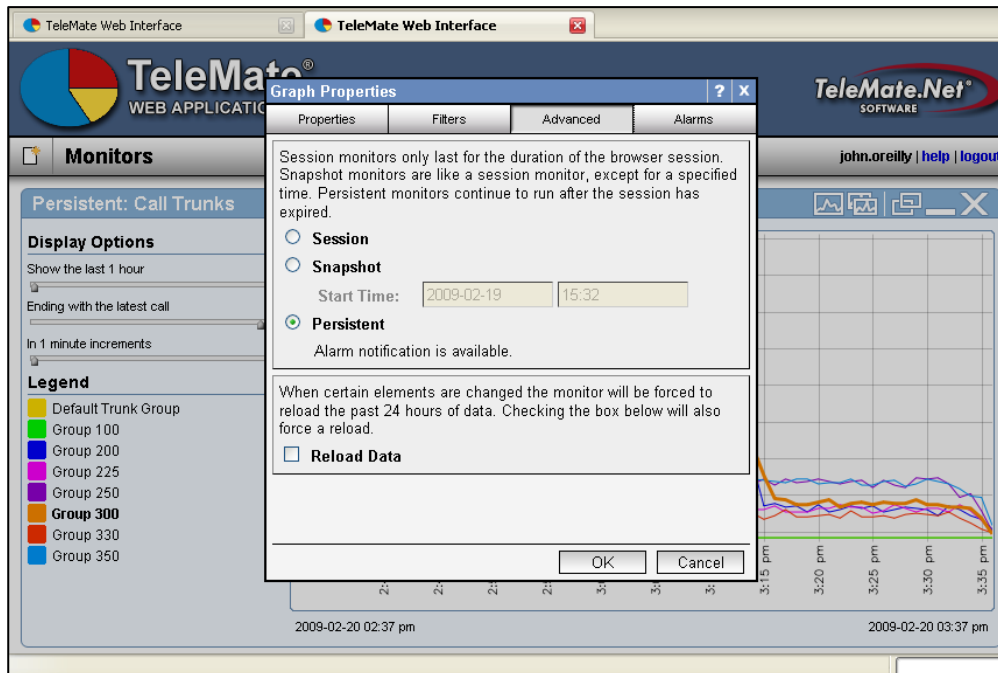
Plot call attributes available in standard report templates for enhanced visibility



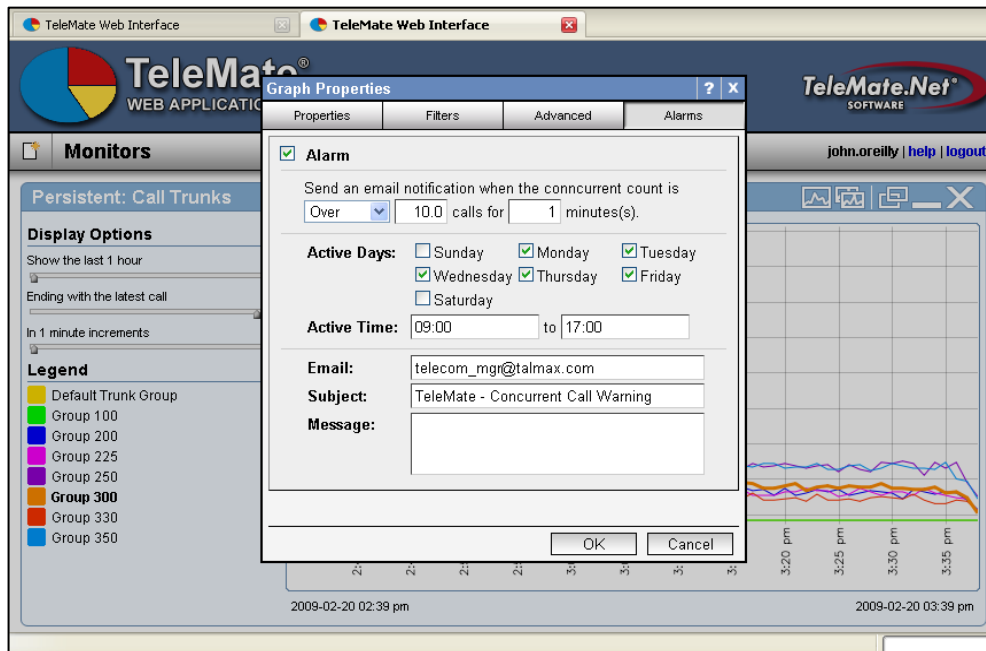
Graph by duration, concurrent calls, cost, or call count



Selectively apply filters to maximize end-users ability to mine call detail records



Monitor modes of operation include session based, persistent, and snap shot



Persistent monitors have built in alarming and real-time email notification when over & under criteria is met. Monitor notification expands server side alarming functionality used by many customers.

TeleMate Web Interface

TeleMate®

Details

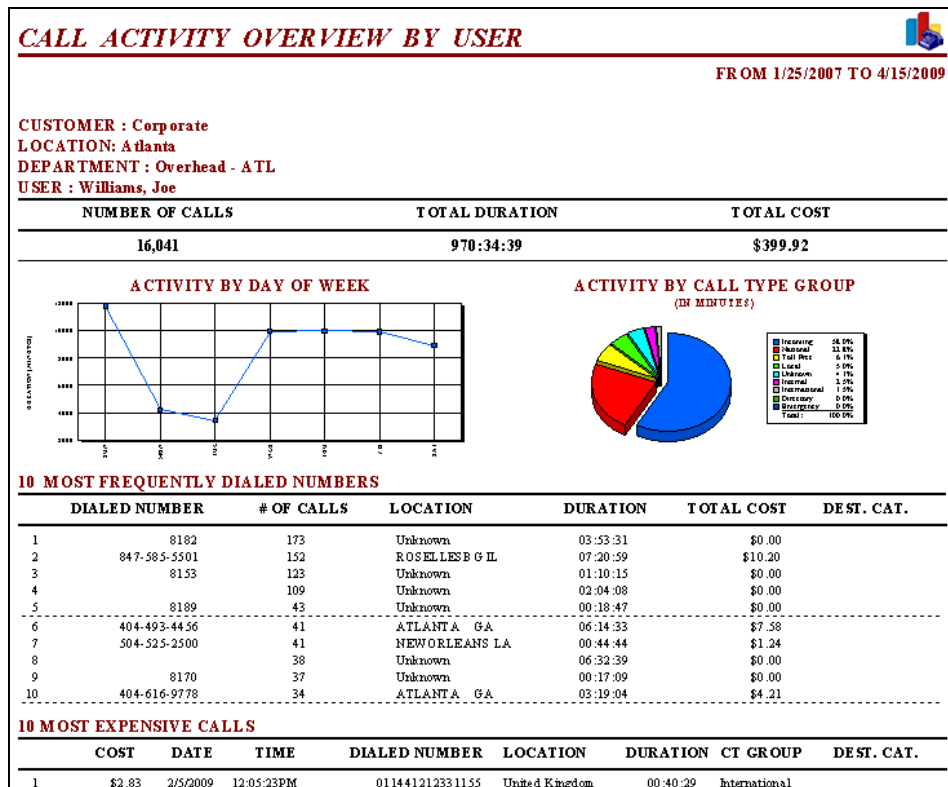
\* The times reflected in the details will be the local times of the switch. Rows: 1000 End Time: 0 Minutes Ago

Date	Time	Cost	Duration	Dialed Number	ANI	Country Code	Direction	Call Type	Call Type Group	Trunk	Trunk Group
2009-02-20	15:47	0.00	00:00:04	Incoming	3148564166	1	Incoming	Incoming	Incoming	208	Group 200
2009-02-20	15:47	0.00	00:00:02	Incoming	4186799682	1	Incoming	Incoming	Incoming	209	Group 200
2009-02-20	15:46	0.00	00:00:19	Incoming	6283260297	1	Incoming	Incoming	Incoming	222	Group 200
2009-02-20	15:46	0.00	00:00:13	Incoming	2057611328	1	Incoming	Incoming	Incoming	203	Group 200
2009-02-20	15:46	0.07	00:00:12	0117233779		7	Outgoing	International	International	209	Group 200
2009-02-20	15:46	0.00	00:00:11	Incoming	8256031889	1	Incoming	Incoming	Incoming	205	Group 200
2009-02-20	15:46	0.00	00:00:02	Incoming	3253560299	1	Incoming	Incoming	Incoming	203	Group 200
2009-02-20	15:46	0.00	00:00:35	Incoming	3085523147	1	Incoming	Incoming	Incoming	200	Group 200
2009-02-20	15:46	0.02	00:00:30	2024921055		1	Outgoing	Interstate	National	210	Group 200
2009-02-20	15:46	0.07	00:00:02	0112183220		218	Outgoing	International	International	215	Group 200
2009-02-20	15:46	0.00	00:00:03	Incoming	2296708192	1	Incoming	Incoming	Incoming	214	Group 200
2009-02-20	15:46	0.00	00:00:18	Incoming	5264365000	1	Incoming	Incoming	Incoming	217	Group 200
2009-02-20	15:46	0.00	00:00:46	Incoming	3002356759	1	Incoming	Incoming	Incoming	220	Group 200
2009-02-20	15:46	0.00	00:00:53	Incoming	6268214378	1	Incoming	Incoming	Incoming	213	Group 200
2009-02-20	15:46	0.00	00:00:09	Incoming	4037447264	1	Incoming	Incoming	Incoming	203	Group 200
2009-02-20	15:46	0.02	00:00:14	6006600		1	Outgoing	Interstate	National	214	Group 200
2009-02-20	15:46	0.02	00:00:39	5223776		1	Outgoing	Interstate	National	222	Group 200
2009-02-20	15:45	0.02	00:00:26	8016595962		1	Outgoing	Interstate	National	220	Group 200

Reload Close

Access to the call detail for each plotted element can be easily accessed and searched as needed

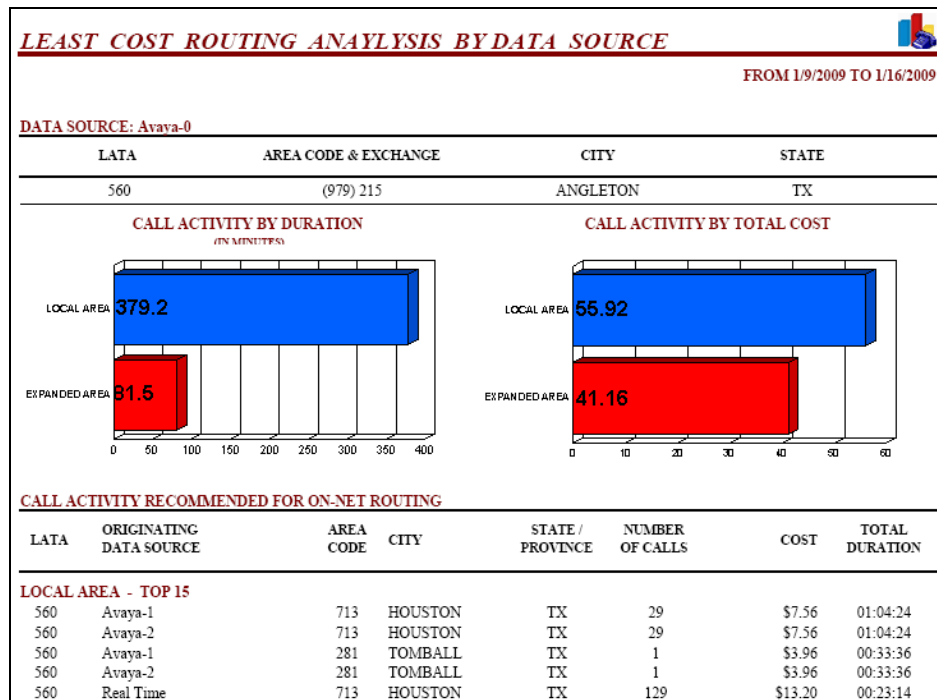
- **Report Template Style Sheet Changes** – Provided report templates for all editions of TeleMate have been changed to update the look and feel to a cleaner less congested format. Customers with custom reports requesting consistency amongst all of their reports can request TeleMate to update the style sheet at no additional cost.



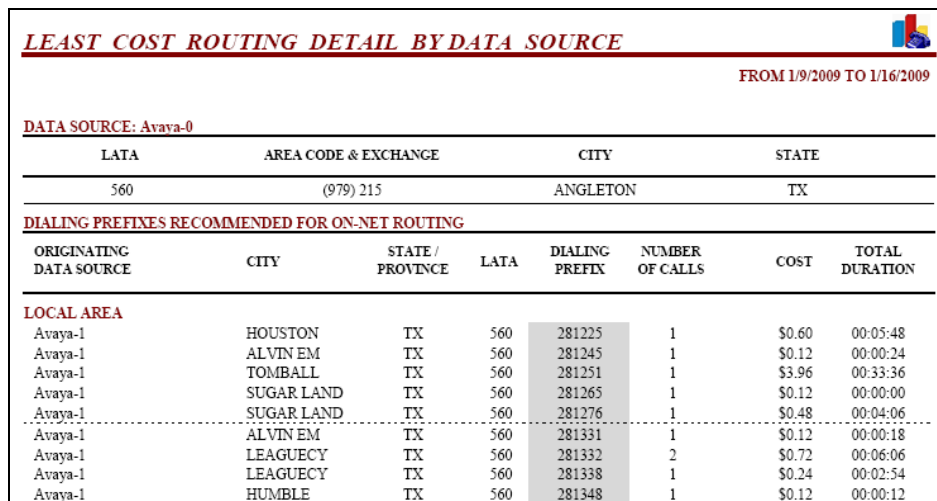
New report template style sheet

- **Least Cost Routing Analysis and Routing Prefix Management** – Enterprise Edition customers will receive additional reports that focus on identifying significant financial saving as well as time required to maximize the benefit of Least Cost Routing within distributed voice networks.

By analyzing datasource call activity against other datasources TeleMate can easily identify and recommend routing changes to stream calls across an internal IP network to perform toll bypass.



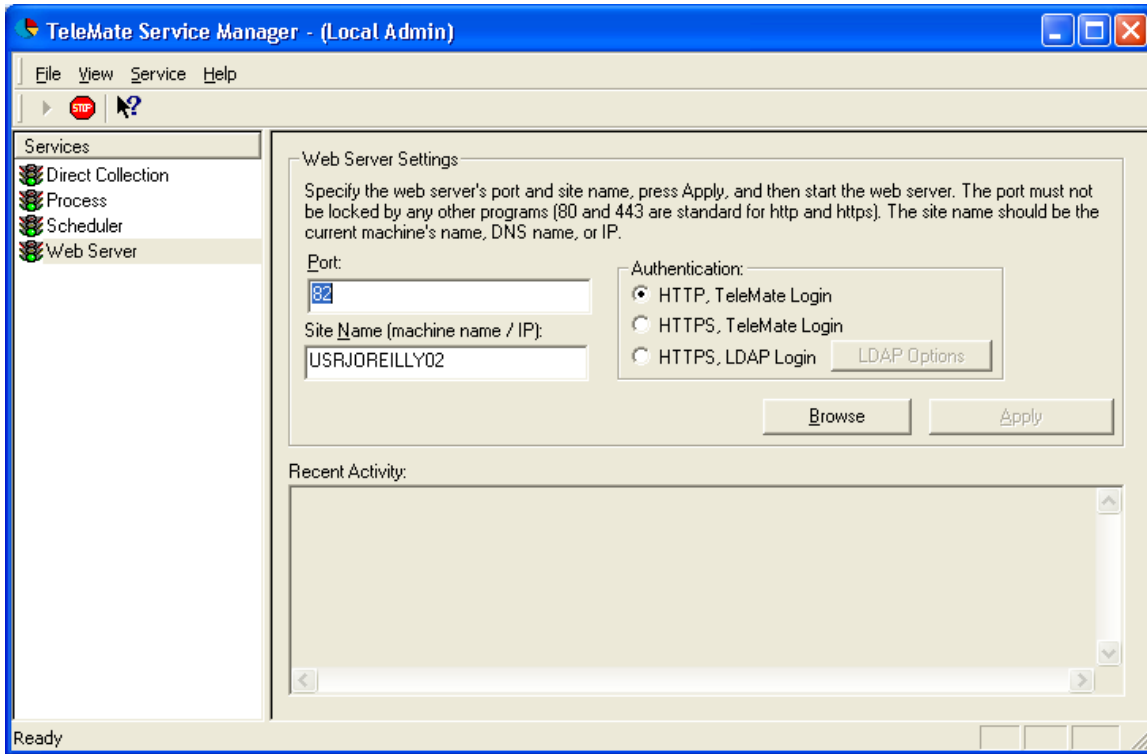
Datasource by datasource comparison of CDR shows savings by cost and duration if routed internally



Analysis even provides dialing prefixes needed to capitalize on the routing recommendation

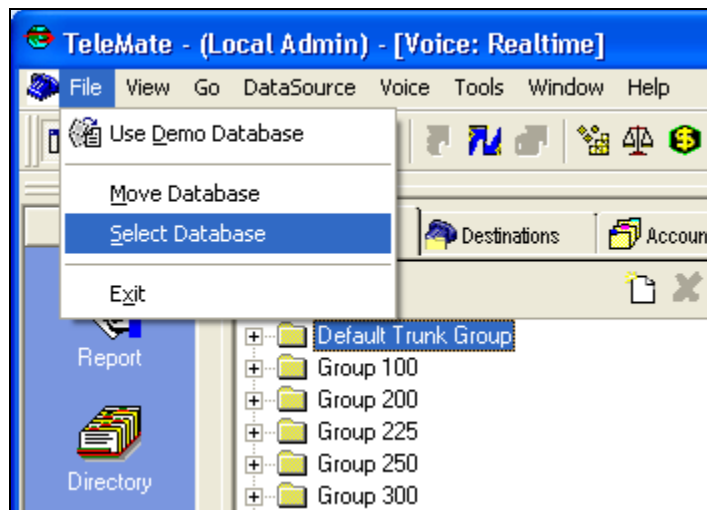


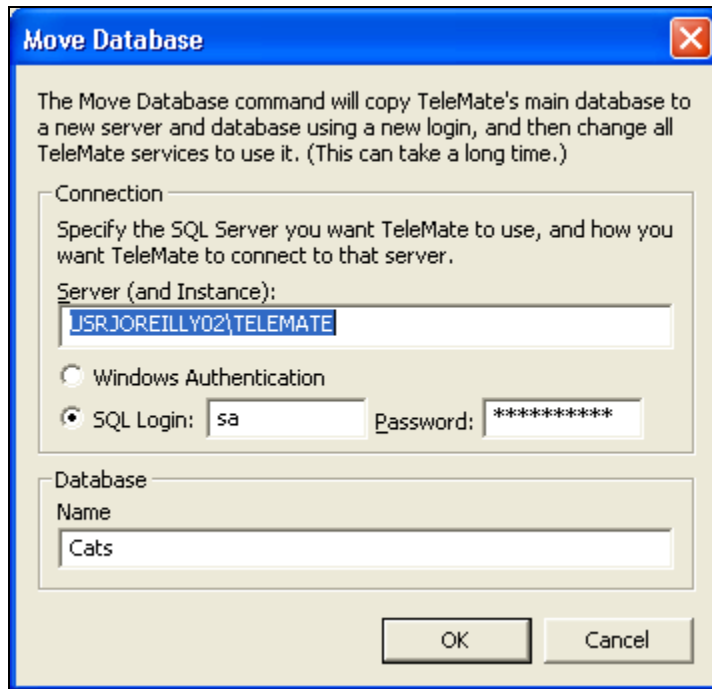
- Enhance Web Browser Security HTTPS and LDAP Authentication



Web Portal authentication has been expanded to reduce hands on management of users by supporting HTTPS & LDAP logins

Additional enhancements include visibility into the real-time operations through the TeleMate Service Manager. Second the ability to MOVE or SELECT the active TeleMate database by copying the TeleMate database from one server to another as server requirements change. Operations like these allow TeleMate Administrators to maximize their time without contacting Technical Support for assistance.





If an additional explanation is required please contact TeleMate.Net Software Technical Support at +1(678) 589-7100 or <mailto:TeleMateSupport@telemate.net> or by accessing our web site at <http://www.telemate.net/support>.

Thank you for allowing us to serve your call reporting needs. The best is yet to come.

John O'Reilly  
President  
TeleMate.Net Software