



Timeline reports offer a graphical representation of user's desktop activities over time, so you can identify efficient and inefficient activities and see which activities take up the majority the time. In addition, Timeline reports let you drill down to see finer time resolution using criteria such as user, application, and time, so you can fully understand how each process is being completed. You can also create bar charts that display data such as total application usage.

Detailed Log reports provide an assessment of user activity line by line, highlighting areas such as security breaches. With Detailed Log reports, you can see application, file, and web access, as well as pre-defined alerts such as log on/log off time and idle time.

26/04/2007 11:41:46	Deborah Kane	dalldm4110 unspecified	OUTSIDE	0:03:05	OutsideView
26/04/2007 11:44:53	Deborah Kane	dalldm4110 unspecified	Internet Explorer	0:00:05	Cell - Support list
26/04/2007 11:44:56	Deborah Kane	dalldm4110 unspecified	Internet Explorer	0:00:05	Mockit Serial Number Decoder
26/04/2007 11:45:01	Deborah Kane	dalldm4110 unspecified	Internet Explorer	0:00:05	Cell Monitor Serial Number Decoder
26/04/2007 11:45:04	Deborah Kane	dalldm4110 unspecified	OUTSIDE	0:00:10	OutsideView
26/04/2007 11:45:16	Deborah Kane	dalldm4110 unspecified	Internet Explorer	0:00:10	Mockit Serial Number Decoder

All the data that Activity Focus collects is stored in a central relational database, where it can be easily searched, exported to other applications or shared with third-party reporting tools such as Crystal Reports.

About the Focus Software Suite

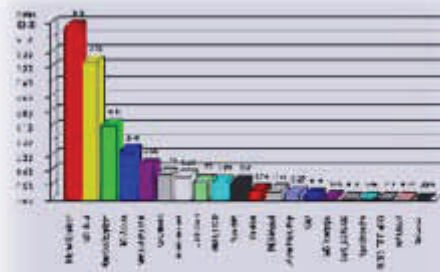
Iontas's Focus suite captures and analyzes detailed information about how users throughout an enterprise interact with their business-critical software applications. Focus gives managers insight into – and the unique ability to act on – users' minute-by-minute actions in order optimize processes and improve use of resources.

This comprehensive information gives companies the knowledge they need to increase revenue, maximize profit, reduce costs, and improve operational efficiency and productivity.

Contact Iontas today to learn more about how Focus can help your business **work smart**.

Additional Activity Focus Features

- **Collect business intelligence from multiple applications with no integration** – gathers data without touching critical corporate systems and requires no integration to user applications
- **Real-time alerts** – real-time notification of pre-defined actions or thresholds exceeded during application use
- **Immediate deployment** – you can deploy Activity Focus on every PC and laptop in an organization without network interruption and without additional programming costs
- **Low bandwidth requirements** – the encrypted messages regularly sent to a central server require the bandwidth of a single email
- **Highly scalable** – proven to work with tens of thousands of users in enterprise environments
- **Broad support** – works with almost all desktop applications, including terminal emulators and virtual environments such as Citrix. Works with web- and server-based applications and supports Windows 98\ME\NT\2000\XP.



For example understanding application usage can increase productivity, highlight training requirements and save on license and maintenance costs.

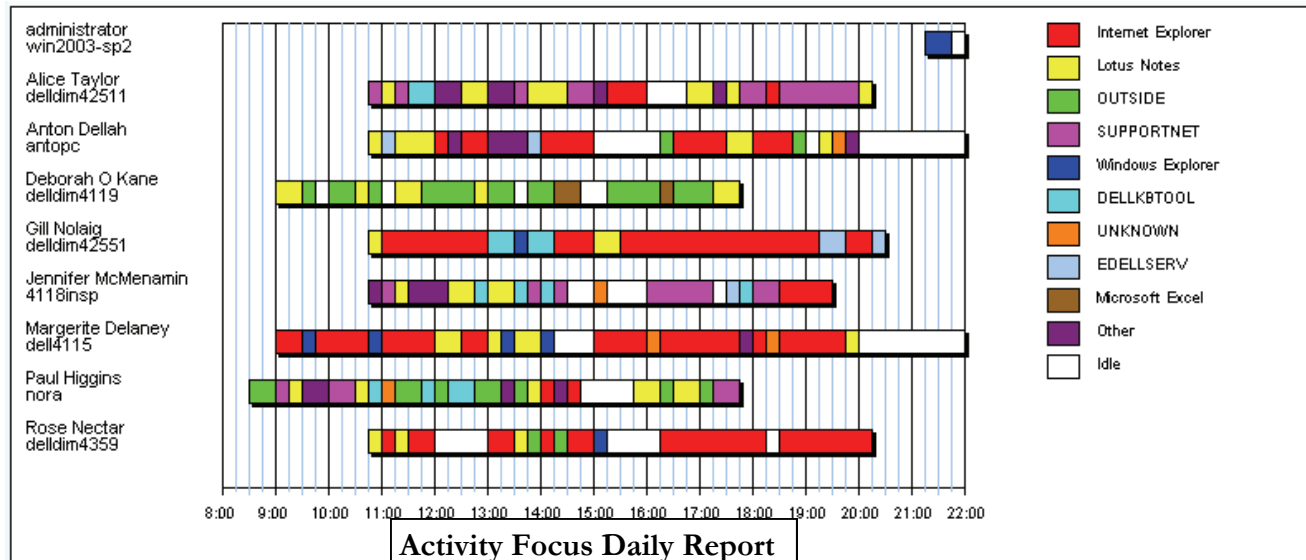
Benefits

Companies of all kinds use Activity Focus to handle operations that are critical to business success:

- ⇒ Quickly analyze application usage, and use the data to improve business processes
- ⇒ Increase efficiency and productivity for contact center agents, back-office personnel and workers throughout the enterprise
- ⇒ Report on user compliance and correct issues before they become problems
- ⇒ Conduct behavior and performance analysis – compare agents and teams,

locations, and departments – and make improvements

- ⇒ Integrate with Workforce Management software for real-time adherence reporting
- ⇒ Monitor users for suspicious activities, such as ID theft, fraud, data manipulation, to protect the company and ensure compliance
- ⇒ Measure, manage, and improve Key Performance Indicators and other operational metrics
- ⇒ Ensure Internet and e-mail usage meets company policy guidelines



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