



NeXT Replay CallCare

User Description

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Amendment Records

Issue	Date	Description of Change	Background
1	18/9/00	First Issue	JW
2	5/2/02	Additions	JW

1. INTRODUCTION

This document provides an overview of the NeXT Replay Telecom Web based Statistics interface which is available to all NeXT Replay customers using NeXT Replay non-geographic services (0870, 0800, 0906 etc).

Using the web interface, customers can view in near real time, (with the exception of TLI's associated with an IVR application), the call statistics, as well as modify various service parameters (dependant upon their user access level). Access to this service is via a secure dial-up interface, which connects them to the network. Upon connection, the statistics interface can be viewed using a standard Internet browser product (Microsoft Internet Explorer 4 and above).

The web access information contained herein is for demonstration purposes only, and is broken down into five main sections: -

-OVERVIEW OF MENU'S ON THE NEXT REPLAY WEBSITE

-USER DETAILS MENU'S

-CALL STATISTICS MENU'S

--EXAMPLES OF REPORTS

2. SERVICE ACCESS

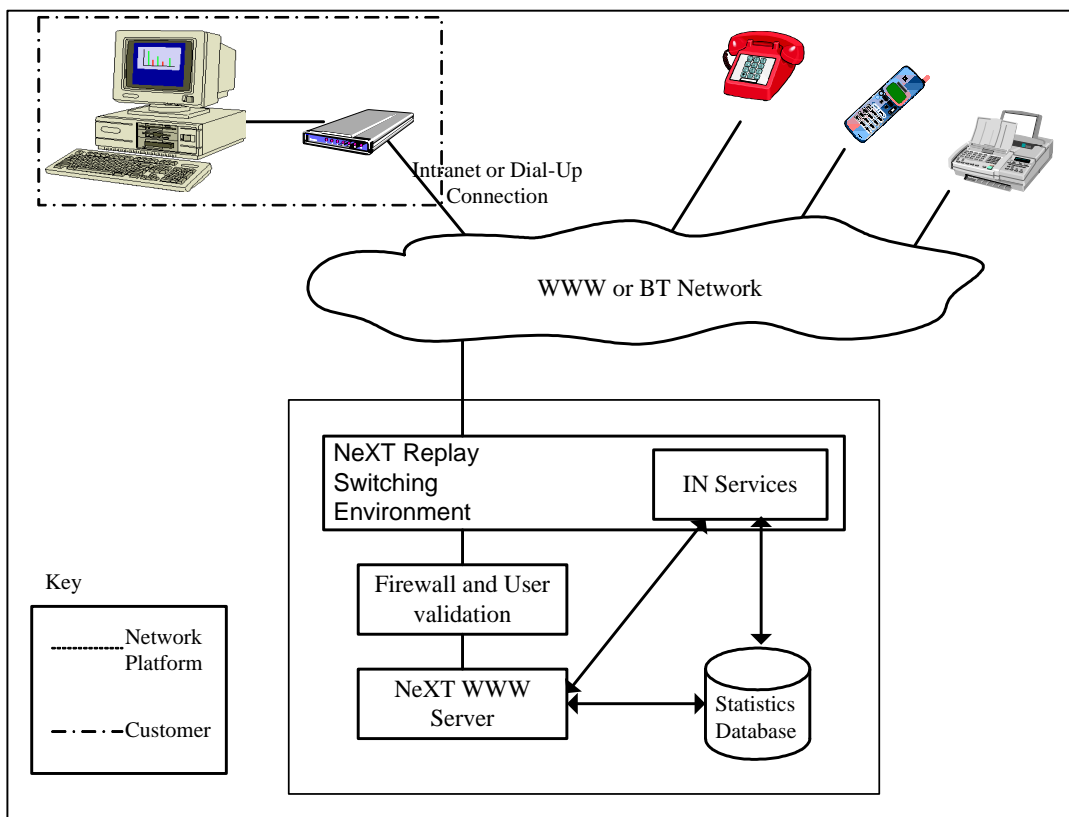
This section describes the methods used for accessing the system and the security and presentation issues that are addressed in this product release.

2.1 Intranet Access

Access to the NeXT Replay Web statistics service is provided by NeXT Replay either Via a Secure IP account, or Secure Certificate access as required for traveling access.

In Secure IP access, access for NeXT Replay Call Management home page is www.nextis.callmanagement.co.uk

If Secure certificate access (Broadband or company intranet) once the certificate is installed access to the website is via secure connection <https://cert.nextis.callmanagement.co.uk>



2.2 Security

Confidentiality of customer information is paramount and NeXT Replay's web services are protected by two highly effective systems. Firstly, the only method that customers can use to access the service is by either secure certificate access or a secure IP networking connection, so only those users who have the correct username, password will be able to access the service.

Secondly, most transmission between computers on the Internet is done in a 'clear text' manner, this means that it is possible for any intermediate location to intercept this data and take advantage of it.

NeXT Replay has implemented a Secure Sockets Layer protocol (an Internet Standard), which encrypts data between the web server and the customer web browser.

2.3 Performance

In terms of transmission of information between the server and any client, the performance of the Internet is dependent upon a whole host of factors. Many of these factors are outside the control of either NeXT Replay or the customer. For example, an ISP may have times at which many of their customers use the internet at the same time, e.g. there tends to be a noticeable slow down at around the time that local calls switch to cheap rates. By allowing multiple access methods, NeXT Replay can ensure that the performance of the server and connection to the customer is as fast as possible all the time.

NeXT Replay CallCare Site

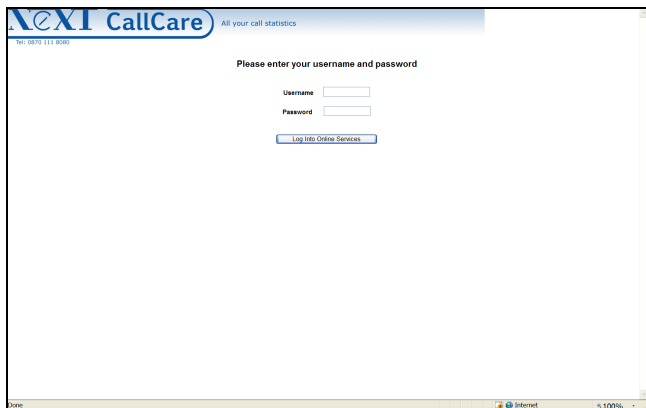
URL Secure IP www.nextis.callmanagement.co.uk

URL Secure Certificate <https://cert.nextis.callmanagement.co.uk>



3. MODIFYING ROUTING AND CALL STATISTICS MENU'S

After initial login

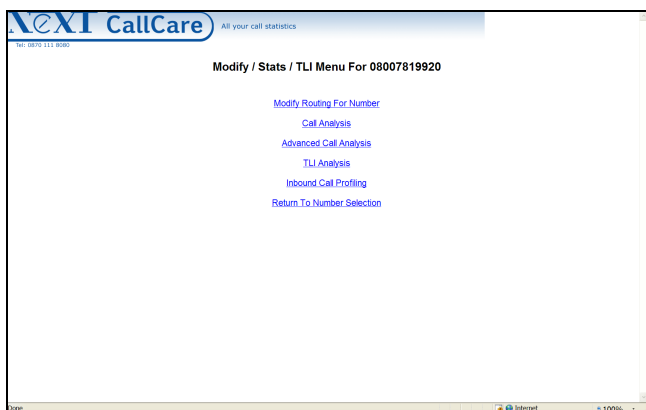


The following section will guide the user through modifying the routing for a number, and viewing the statistics for either one number or an account.

After querying a number, there is a button labeled 'View Stats For Number'. Click on this button and it will display the screen below.

Note that the screen below may well omit certain options; due to the attributes set against the user in section 4.1 step 3.

Note also, at anytime during the following section there is a button labeled 'Return To Menu', which will return the user to the 'Admin Service Menu For xxxxxxxx' menu.



3.1 MODIFY ROUTING FOR NUMBER

After clicking on the 'Modify Routing For Number' button. A screen will be displayed showing the current set up of the number.

Note. Modifications to routing should not be attempted if the number is associated with an IVR application, i.e. if the translation field has an elongated string. If the routing is changed from an IVR service to a normal 'deliver to' number, this cannot be reversed by the user.

The following are the fields displayed: -

- NonGeographicNumber (telephone number with no geographic significance)
- Translation Type (type of translation)
- Additional Text (free text for comments)
- Single Translation (routing details)

There are various types of translation, which are listed below: -

- Single Translation Calls are presented to one geographic number only.
- Single/Single (S1/SN) Calls are presented to one geographic number, if that is busy or unanswered it presented to a second location.
- Call Ratio Calls are presented call by call to upto 10 locations.
- Time Divert (S1/SM) Calls are presented to different locations by time of day
- Area Plan Calls are presented to different locations depending on their CLI.
- Data Capture Calls are presented to a recorded message

To change the routing details, click on the 'Yes, Modify Routing' button. The screen will update, highlighting two fields that can be amended.

- Additional Text Insert comments (free text).
- Single Translation Enter the number the service is to be delivered to

Click on 'Update Routing Number', the screen will refresh showing the new details. Any changes made to the routing are instantaneous.

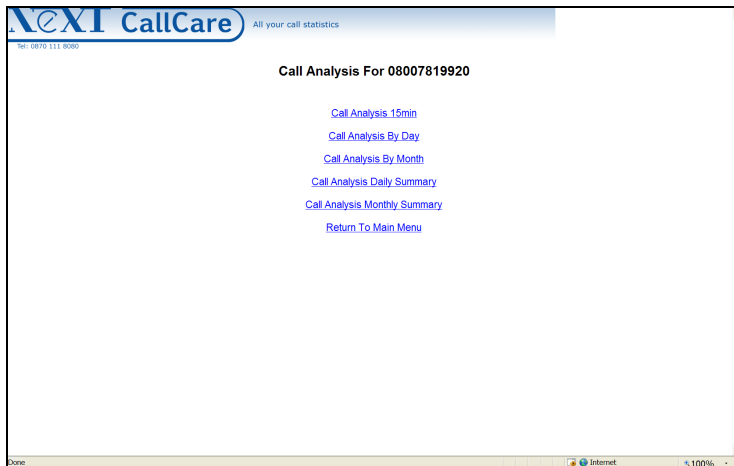
Click on 'Return To Menu' to return to the 'Admin Service Menu For xxxxxxxx' menu.

3.2 CALL ANALYSIS

The figures shown in this section give an overview of call traffic patterns within the given criteria.

Examples of reports can be found in section 7, appendices.

After clicking on the 'Call Analysis' button, from the 'Admin Service Menu For xxxxxxxx' menu, the following screen will be displayed: -



3.2.1 Call Analysis 15 Mins

The figures are viewed in tabular form, sorted in 15 minute periods.

The information shows the following: -

- Answered
- Unanswered
- Engaged
- Total Offered
- Total Minutes
- % Answered
- % Unanswered
- % Engaged

Each column has grand total at the bottom.

There are two drop down menus, which allow the telephone number/account, and the day to be changed.

Click on 'Return To Menu' button to return to the 'Modify/Stats/TLI Menu For xxxxxxxx' menu.

3.2.2 Call Analysis By Day

The figures are viewed in tabular form, sorted in hourly periods.

The information shows the following: -

- Answered
- Unanswered
- Engaged
- Total Offered
- Total Minutes
- % Answered
- % Unanswered
- % Engaged

Each column has grand total at the bottom.

There are two drop down menus, which allow the telephone number/account, and the day to be changed.

Click on 'Return To Menu' button to return to the 'Admin Call Analysis For xxxxxxxx' menu.

3.2.3 Call Analysis By Month

As per 5.2.1 Call Analysis By Day, except that the figures are sorted by day.

There are two drop down menus, which allow the telephone number/account, and the month to be changed.

3.2.4 Call Daily Summary Analysis

As per 5.2.1 Call Analysis By Day, except that the figures are sorted by month.

There are two drop down menus, which allow the telephone number/account, and the month to be changed.

3.2.5 Call Monthly Summary Analysis

As per 5.2.1 Call Analysis By Day, except that the figures are sorted by telephone number.

There are two drop down menus, which allow the telephone number/account, and the day to be changed.

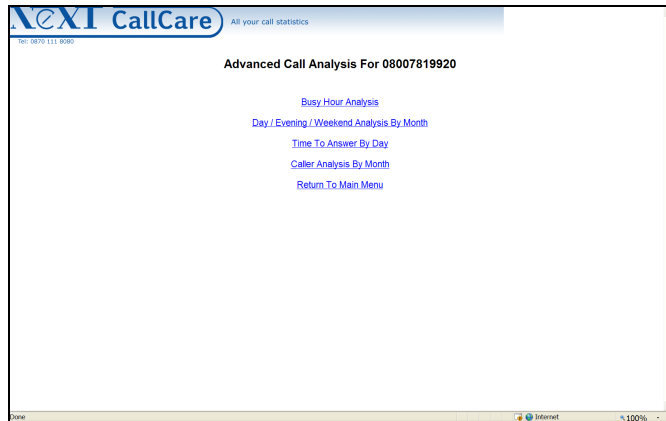
3.2.6 Return To Admin Menu

This option allows the user to return to 'Administration Service' menu.

3.3 ADVANCED CALL ANALYSIS

The figures shown in this section give a detailed overview of call traffic patterns within the given criteria.

After clicking on the 'Advanced Call Analysis' button, from the 'Admin Service Menu For xxxxxxxx' menu, the following screen will be displayed: -



3.3.1 Busy Hour Analysis By Month

The figures shown are in tabular form and are sorted by day. They show the busiest hour for either, the AM period, (0000 to 1200), or PM period, (1200 to 0000). The hours are shown in 24 hour clock format, i.e. 8= 8 AM, 20= 8 PM.

There are two drop down menus, which allow the telephone number/account, and the month to be changed.

Click on the 'Return To Menu' button to return to the 'Admin Call Analysis For xxxxxxxx' menu.

3.3.2 Day / Evening / Weekend Analysis By Month

The figures shown are in tabular form and are sorted by day, evening and weekend.

Evening Times are:-	Monday	0000 to 0800
	Monday to Friday	1800 to 0800
	Friday	1800 to 0000
Weekend	Saturday & Sunday	All Day
Day	All other times	

(Times are determined by the start time of the call, not the termination time.)

The information shows the following: -

- Answered Calls
- Unanswered Calls
- Engaged Calls
- Minutes Answered

Each column has a grand total at the bottom.

There are two drop down menus, which allow the telephone number/account, and the day to be changed.

Click on 'Return To Menu' button to return to the 'Admin Call Analysis For xxxxxxx' menu.

3.3.3 Time To Answer By Day

The figures shown are in tabular form and are sorted by hour.

The average time to answer figures are calculated over the given period and given as an average.

There are two drop down menus, which allow the telephone number/account and the month to be changed.

Click on the 'Return To Menu' button to return to the 'Admin Call Analysis For xxxxxxx' menu.

3.3.4 Return To Admin Menu

This option allows the user to return to 'Administration Service' menu.

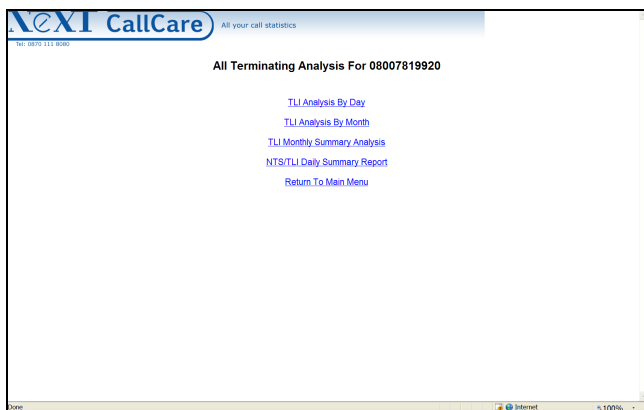
3.4 TLI ANALYSIS

The figures shown in this section give an overview of call traffic patterns in relation to the Terminating Line Identities (TLI), within the given criteria.

There are two definitions of TLI's. Those that are related to IVR services, (the outdial legs of the menus), and those related to IN services, (the translation numbers).

After clicking on the 'TLI Analysis' button, from the 'Admin Service Menu For xxxxxxxx' menu, the following screen will be displayed: -

When viewing any of the options below, a window will appear, stating that number of outbound calls to the TLI figures should not be confused with total number of inbound calls to the service.



3.4.1 TLI Analysis By Day

The figures are viewed in tabular form, and are sorted in hourly periods.

The information shows the following: -

- Terminating Number
- Answered
- Unanswered
- Engaged
- Total Offered
- Total Minutes
- % Answered
- % Unanswered
- % Engaged

Each column has a grand total at the bottom.

There are three drop down options, which allow the telephone number/account, the day and the TLI to be changed.

Click on 'Return To Menu' button to return to the 'Admin Call Analysis For xxxxxxxx' menu.

3.4.2 TLI Analysis By Month

As per 5.4.1 Call Analysis By Day, except that the figures are sorted by day. The telephone number/account, month and the TLI can be changed from the three drop down menus.

3.4.3 TLI Monthly Summary Analysis

As per 5.2.1 Call Analysis By Day, except that the figures are sorted by telephone number. The telephone number/account and month can be changed from the two drop down menu.

3.4.4 Return To Admin Menu

This option allows the user to return to 'Administration Service' menu.

3.5 INBOUND CALL PROFILE ANALYSIS

The figures shown in this section give an overview of call patterns in relation to the Calling Line Identities (CLI), within the given criteria.

The CLI's are grouped into areas using the various NeXT Replay Area Plans, and are not listed as individual CLI's.

After clicking on the 'CLI Analysis' button, from the 'Admin Service Menu For xxxxxxxx' menu, the following screen will be displayed: -



3.5.1 Inbound Call Profile By Day

The figures are viewed in tabular form, and are sorted in hourly periods.

The information shows the following: -

- Area
- Answered
- Unanswered
- Engaged
- Total Offered
- Total Minutes
- % Answered
- % Unanswered
- % Engaged

Each column has a grand total at the bottom.

There are four drop down options, which allow the telephone number/account, the day, Area Plan and the areas within the area plans to be changed.

Click on 'Return To Menu' button to return to the 'Admin Call Analysis For xxxxxxxx' menu.

3.5.2 Inbound Call Profile By Month

As per 5.5.1 CLI Analysis By Day, except that the figures are sorted by day.

There are three drop down options, which allow the telephone number/account, the day, Area Plan and the areas within the Area Plans to be changed.

3.5.3 Inbound Call Profile Daily Summary

As per 5.5.1 CLI Analysis By Day, except that the figures are sorted by day and area.

There are three drop down options, which allow the telephone number/account, the day and Area Plan to be changed.

3.5.4 Inbound Call Profile Monthly Summary

As per 5.5.4 Call Analysis Daily Summary, except that the figures are monthly.

There are three drop down options, which allow the telephone number/account, the day and Area Plan to be changed.

3.5.5 Return To Admin Menu

This option allows the user to return to 'Administration Service' menu.

3.6 Printing and Copying/Pasting Reports

Reports can be printed in their entirety, in the normal way, using the 'print' option on the Internet Explorer toolbar, or from the File menu.

The page set-up needs to be set to 'Landscape', to ensure the full page is printed.

Selected data from the report tables can also be exported into other applications, such as Microsoft Excel, by using the copy/paste option.

To copy the required data: -

- Select the beginning of the data to be copied, with mouse cursor.
- Hold the right button of the mouse down.
- Drag the mouse to the end of the data, to highlight all the information required.
- Move the mouse to the middle of the highlighted information.
- Click on the data, with the left button of the mouse.
- A dialogue box will appear, select 'copy' from this box.

To paste the data: -

- Open the target application
- Select 'paste' from the menu option. The data will now appear in the given application.

3.7 Return To Admin Menu

This option takes the user back to the 'Administration' menu, the initial screen after logging in.

4. APPENDICES

The following section shows various examples of the reports that are available from the Website.

Only the tables are shown, and it must be noted that the information contained within the tables for demonstration purposes only.

4.1 EXAMPLES OF REPORTS

4.1.1 Call Analysis

Below is an example of Call Analysis By Month: -

Date	Answered	Unanswered	Engaged	Total Offered	Total Minutes	% Answered	% Unanswered	% Engaged
01 Oct 2000	0	0	0	0	0	0%	0%	0%
02 Oct 2000	0	0	0	0	0	0%	0%	0%
03 Oct 2000	0	0	0	0	0	0%	0%	0%
04 Oct 2000	1	0	0	1	0.02	100%	0%	0%
05 Oct 2000	0	0	0	0	0	0%	0%	0%
06 Oct 2000	0	1	0	1	0	0%	100%	0%
07 Oct 2000	0	0	0	0	0	0%	0%	0%
08 Oct 2000	0	0	0	0	0	0%	0%	0%
09 Oct 2000	1	0	0	1	0.2	100%	0%	0%
10 Oct 2000	0	0	0	0	0	0%	0%	0%
11 Oct 2000	0	0	0	0	0	0%	0%	0%
12 Oct 2000	0	0	0	0	0	0%	0%	0%
13 Oct 2000	0	0	0	0	0	0%	0%	0%
14 Oct 2000	0	0	0	0	0	0%	0%	0%
15 Oct 2000	0	0	0	0	0	0%	0%	0%
16 Oct 2000	0	0	0	0	0	0%	0%	0%
17 Oct 2000	0	0	0	0	0	0%	0%	0%
18 Oct 2000	0	0	0	0	0	0%	0%	0%
19 Oct 2000	0	0	0	0	0	0%	0%	0%
20 Oct 2000	0	0	0	0	0	0%	0%	0%
21 Oct 2000	0	0	0	0	0	0%	0%	0%
22 Oct 2000	0	0	0	0	0	0%	0%	0%
23 Oct 2000	0	0	0	0	0	0%	0%	0%
24 Oct 2000	0	0	0	0	0	0%	0%	0%
25 Oct 2000	0	0	0	0	0	0%	0%	0%
26 Oct 2000	0	0	0	0	0	0%	0%	0%
27 Oct 2000	0	0	0	0	0	0%	0%	0%
28 Oct 2000	0	0	0	0	0	0%	0%	0%
29 Oct 2000	0	0	0	0	0	0%	0%	0%
30 Oct 2000	0	0	0	0	0	0%	0%	0%
31 Oct 2000	0	0	0	0	0	0%	0%	0%
Totals	2	1	0	3	0.22	66.67%	33.33%	0%

Below is an example of Call Analysis By Month: -

Dialled Number	Answered	Unanswered	Engaged	Total Offered	Total Minutes	% Answered	% Unanswered	% Engaged
08453301030	2	1	0	3	0.22	66.67%	33.33%	0%
Totals	2	1	0	3	0.22	66.67%	33.33%	0%

4.1.2 Advanced Call Analysis

Below is an example of Busy Hour Analysis By Month: -

Date	AM Busy Hour	PM Busy Hour
01 Oct 2000	0	0
02 Oct 2000	0	0
03 Oct 2000	0	0
04 Oct 2000	0	21
05 Oct 2000	0	0
06 Oct 2000	10	0
07 Oct 2000	0	0
08 Oct 2000	0	0
09 Oct 2000	0	14
10 Oct 2000	0	0
11 Oct 2000	0	0
12 Oct 2000	0	0
13 Oct 2000	0	0
14 Oct 2000	0	0
15 Oct 2000	0	0
16 Oct 2000	0	0
17 Oct 2000	0	0
18 Oct 2000	0	0
19 Oct 2000	0	0
20 Oct 2000	0	0
21 Oct 2000	0	0
22 Oct 2000	0	0
23 Oct 2000	0	0
24 Oct 2000	0	0
25 Oct 2000	0	0
26 Oct 2000	0	0
27 Oct 2000	0	0
28 Oct 2000	0	0
29 Oct 2000	0	0
30 Oct 2000	0	0
31 Oct 2000	0	0

Below is an example of Day/Evening/Weekend Analysis By Month: -

Time Period	Answered Calls	UnAnswered Calls	Engaged Calls	Minutes Answered
Day	1	1	0	0.2
Evening	1	0	0	0.02
Weekend	0	0	0	0
Totals	2	1	0	0.22

Below is an example of Time To Answer By Day: -

Hr	Average Time To Answer (Secs)
0:00	0
1:00	0
2:00	0
3:00	0
4:00	0
5:00	0
6:00	0
7:00	0
8:00	0
9:00	0
10:00	0
11:00	0
12:00	0
13:00	0
14:00	0
15:00	0
16:00	0
17:00	0
18:00	0
19:00	0
20:00	0
21:00	0
22:00	0
23:00	0

4.1.3 TLI Analysis

Below is an example of TLI Analysis By Month: -

Date	Terminating Number	Answered	Unanswered	Engaged	Total Offered	Total Minutes	% Answered	% Unanswered	% Engaged
01 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
02 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
03 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
04 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
05 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
06 Oct 2000	01179874700	0	1	0	1	0	0%	100%	0%
07 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
08 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
09 Oct 2000	01179874700	1	0	0	1	0.2	100%	0%	0%
10 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
11 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
12 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
13 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
14 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
15 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
16 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
17 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
18 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
19 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
20 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
21 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
22 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
23 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
24 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
25 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
26 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
27 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
28 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
29 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
30 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
31 Oct 2000	01179874700	0	0	0	0	0	0%	0%	0%
Totals		1	1	0	2	0.2	50%	50%	0%

Below is an example of TLI Monthly Summary Analysis: -

Month	Terminating Number	Answered	Unanswered	Engaged	Total Offered	Total Minutes	% Answered	% Unanswered	% Engaged
October 2000	01179874700	1	1	0	2	0.2	50%	50%	0%
October 2000	01676530301	1	0	0	1	0.02	100%	0%	0%
Totals		2	1	0	3	0.22	66.67%	33.33%	0%

4.1.4 Inbound Call Profile

Below is an example of Inbound Call Profile Monthly Summary: -

Month	Area	Answered	Unanswered	Engaged	Total Offered	Total Minutes	% Answered	% Unanswered	% Engaged
October 2000	London	0	0	0	0	0	0%	0%	0%
October 2000	Midlands	1	0	0	1	0.02	100%	0%	0%
October 2000	North_East	0	0	0	0	0	0%	0%	0%
October 2000	North_West	0	0	0	0	0	0%	0%	0%
October 2000	Northern_Home_Counties	0	1	0	1	0	0%	100%	0%
October 2000	Northern_Ireland	0	0	0	0	0	0%	0%	0%
October 2000	Other	0	0	0	0	0	0%	0%	0%
October 2000	Scotland	1	0	0	1	0.2	100%	0%	0%
October 2000	Southern_Home_Counties	0	0	0	0	0	0%	0%	0%
October 2000	Wales	0	0	0	0	0	0%	0%	0%
October 2000	Western_Home_Counties	0	0	0	0	0	0%	0%	0%
Totals		2	1	0	3	0.22	66.67%	33.33%	0%

Below is an example of Inbound Call Profile By Month: -

Day	Area	Answered	Unanswered	Engaged	Total Offered	Total Minutes	% Answered	% Unanswered	% Engaged
01 Oct 2000	London	0	0	0	0	0	0%	0%	0%
02 Oct 2000	London	0	0	0	0	0	0%	0%	0%
03 Oct 2000	London	0	0	0	0	0	0%	0%	0%
04 Oct 2000	London	0	0	0	0	0	0%	0%	0%
05 Oct 2000	London	0	0	0	0	0	0%	0%	0%
06 Oct 2000	London	0	0	0	0	0	0%	0%	0%
07 Oct 2000	London	0	0	0	0	0	0%	0%	0%
08 Oct 2000	London	0	0	0	0	0	0%	0%	0%
09 Oct 2000	London	0	0	0	0	0	0%	0%	0%
10 Oct 2000	London	0	0	0	0	0	0%	0%	0%
11 Oct 2000	London	0	0	0	0	0	0%	0%	0%
12 Oct 2000	London	0	0	0	0	0	0%	0%	0%
13 Oct 2000	London	0	0	0	0	0	0%	0%	0%
14 Oct 2000	London	0	0	0	0	0	0%	0%	0%
15 Oct 2000	London	0	0	0	0	0	0%	0%	0%
16 Oct 2000	London	0	0	0	0	0	0%	0%	0%
17 Oct 2000	London	0	0	0	0	0	0%	0%	0%
18 Oct 2000	London	0	0	0	0	0	0%	0%	0%
19 Oct 2000	London	0	0	0	0	0	0%	0%	0%
20 Oct 2000	London	0	0	0	0	0	0%	0%	0%
21 Oct 2000	London	0	0	0	0	0	0%	0%	0%
22 Oct 2000	London	0	0	0	0	0	0%	0%	0%
23 Oct 2000	London	0	0	0	0	0	0%	0%	0%
24 Oct 2000	London	0	0	0	0	0	0%	0%	0%
25 Oct 2000	London	0	0	0	0	0	0%	0%	0%
26 Oct 2000	London	0	0	0	0	0	0%	0%	0%
27 Oct 2000	London	0	0	0	0	0	0%	0%	0%
28 Oct 2000	London	0	0	0	0	0	0%	0%	0%
29 Oct 2000	London	0	0	0	0	0	0%	0%	0%
30 Oct 2000	London	0	0	0	0	0	0%	0%	0%
31 Oct 2000	London	0	0	0	0	0	0%	0%	0%
Totals		0	0	0	0	0	0%	0%	0%

4.1.5 Menu Overview (Family Tree)

