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(54) **MEASURING, MONITORING AND TRACKING ENTERPRISE COMMUNICATIONS AND PROCESSES**

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(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 1109 days.

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Primary Examiner—Todd Ingberg

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G06F 9/44 (2006.01)

(52) **U.S. Cl.** **717/103; 705/9; 709/231**

(58) **Field of Classification Search** **717/103; 705/9; 709/231; 719/314, 315, 316**

See application file for complete search history.

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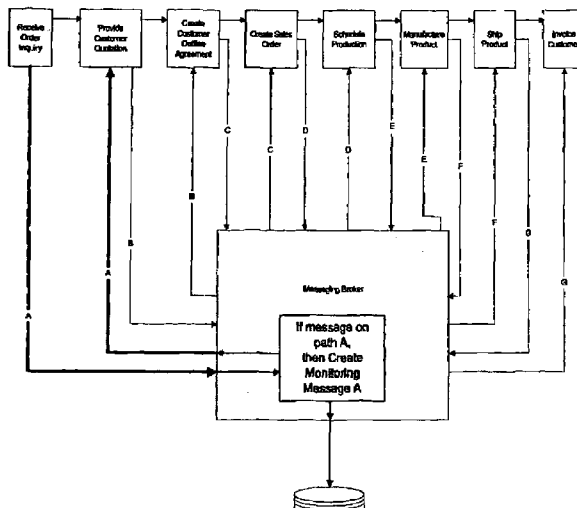
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(57) **ABSTRACT**

The present invention comprises apparatus and systems for measuring, monitoring, tracking and simulating enterprise communications and processes. A central message repository or database is constructed, comprised of monitoring messages sent from process messaging systems. The database may then be accessed or queried as desired. A simulation tool assists in reviewing present and proposed processes and sub-processes before modifying existent systems or creating new systems.

58 Claims, 8 Drawing Sheets



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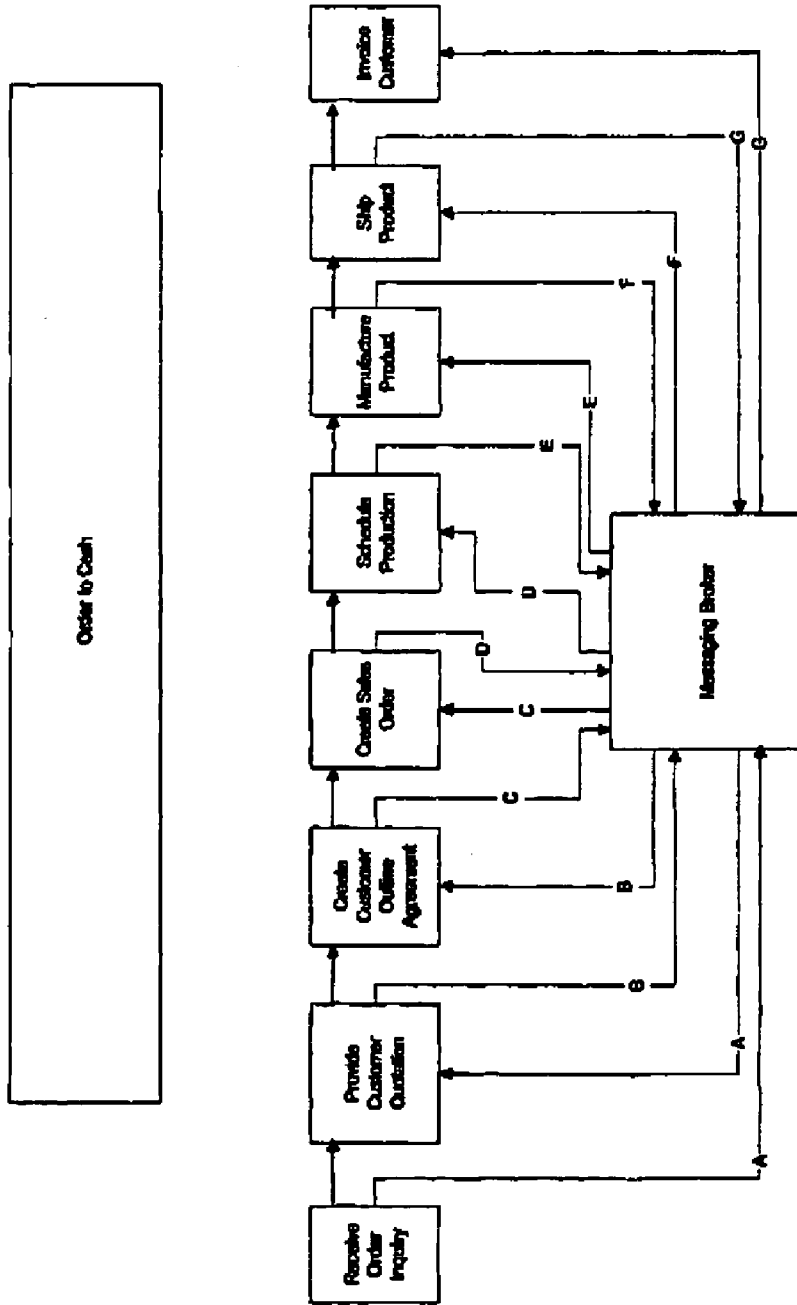


Figure 1

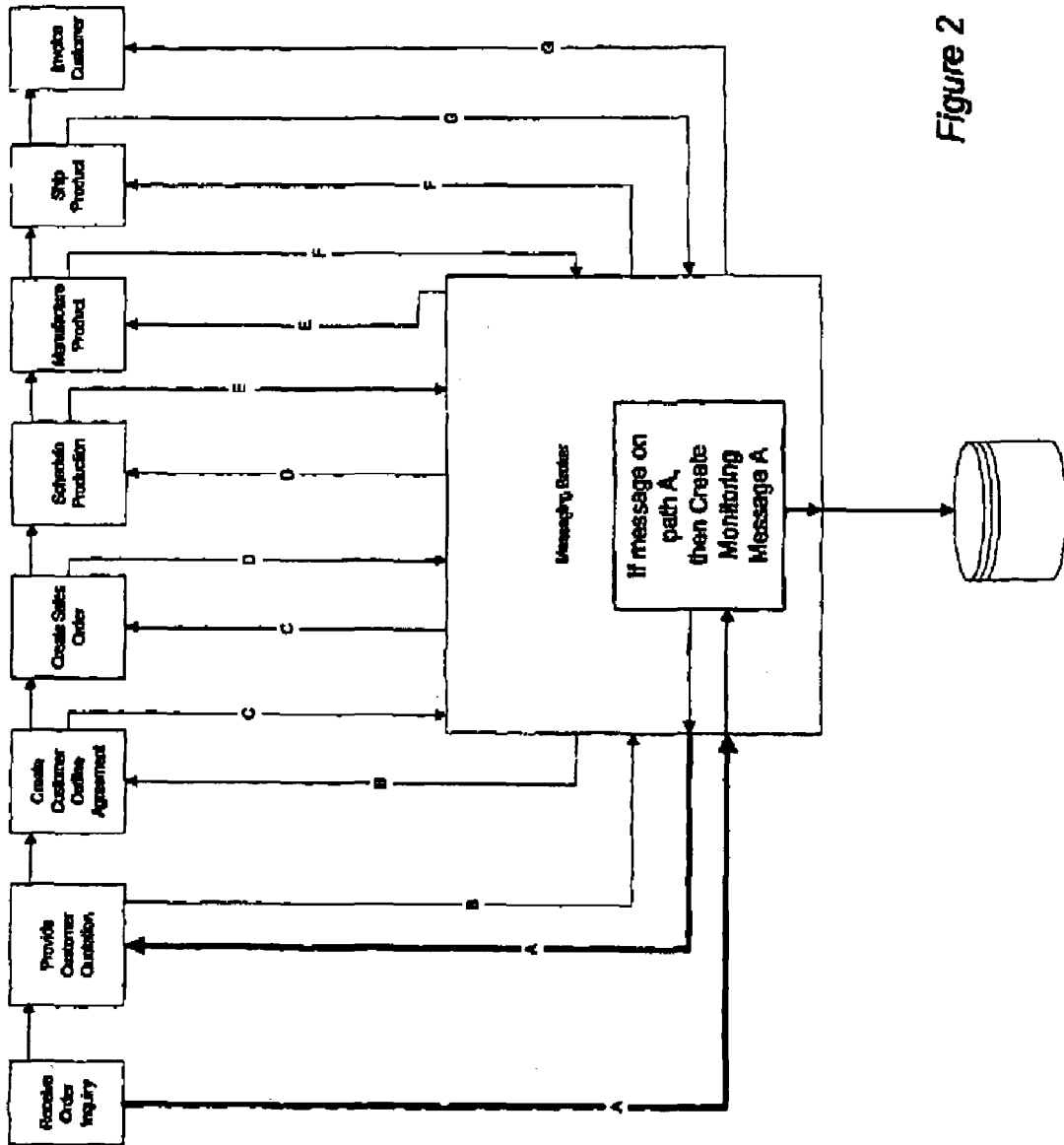


Figure 2

Summary Of Orders

Your Information

Customer Number	Company	Location
3000	Dow Chemical	Midland, MI

Current Orders, Quotes, and Inquiries

Click on an order to view its detailed status and history

Date	Transaction ID	Order Number	Current Status
3/27/2000	0003	80000	INVOICE
3/28/2000	2102	838400	MANUFACTURE
3/31/2000	2204	940302	ORDER

Figure 3

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