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IMPACT TECHNOLOGIES PARTNERS WITH PATHSOLUTIONS

Impact Technologies and PathSolutions have formed a strategic partnership providing telecom managers unprecedented visibility into VoIP network utilization and performance with deep forensic and troubleshooting capabilities to streamline and optimize operations.

pathSolutions

PathSolutions' TotalView has been tightly integrated with Impact Technologies' Traffic Analyst to make managing VoIP infrastructures easier and at a lower cost than ever before. With no specialized hardware to deploy, you can

leverage features such as:

- Pinpointing specific devices experiencing not only QoS problems but dropped calls
- Identification of the root cause of a call quality problem in seconds
- Discovery of switch and port where a specific phone is located without digging through wiring closets or crawling under desks
- Extensive search and drill down to trace calls within a network including the links, switches and routers used by a specific call

THIS PARTNERSHIP BRIDGES THE GAP BETWEEN CALLER EXPERIENCE AND NETWORK PERFORMANCE

"PathSolutions' complete visibility into the network layer and how it inter-operates with VoIP has no equal," commented Bryan Baehr, President of Impact Technologies. "The VoIP industry has been striving to bridge the gap between caller experience and network performance for some time, and this partnership accomplishes this goal."

(Continued on page 2)

PRODUCT NEWS



Release 6.3 Coming Soon!

Here is a sneak peek of what's new in Traffic Analyst 6.3:

- Integration with TotalView for root cause analysis of QoS problems
- Audit log report for administrators highlighting logins, password changes, template saves and more
- "Virtual Trunk Groups" add network utilization analytics and more for office/branch locations that do not have a

physical trunk group

- Unify OpenScope Business support
- New Call Forensics and Network report fields

OnTraQ

Call Center Analytics

Are you trying to manage a HiPath/OpenScope 4000 call center with no analytics because you don't think you can afford a solution? Did you know there is a solution that...

- Is priced between \$95 and \$150 per agent station?

- Provides point-and-click user-customizable reports?
- Offers real-time, step-by-step Life of Call?
- Is deployed in call centers with 5 to 1,500 agents?
- Can be installed and operational with less than eight hours of effort?
- Includes second line monitoring?

With low deployment costs and a robust feature set, OnTraQ is the answer!



PARTNERSHIP – Bridging Gap Between Caller Experience & Network Performance (continued from page 1)

PathSolutions makes award-winning root-cause network troubleshooting solutions pinpointing the exact location and cause of VoIP, video, and data problems for rapid resolution. “Impact Technologies’ depth of understanding of full life cycle capacity calibration and deep call forensics made it an easy decision to partner with them,” said Tim Titus, CTO of PathSolutions. “The combined offering of both of our solutions creates unparalleled visibility into telecom resource utilization.”

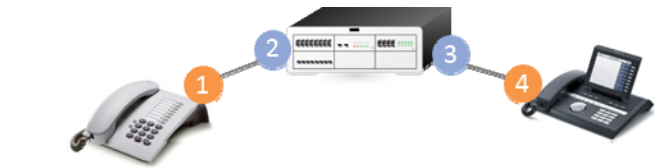
THE INTEGRATED SOLUTION
Traffic Analyst’s broad portfolio of QoS tabular web grid reports and charts are available in a user-customizable dashboard. You can pinpoint specific devices experiencing QoS problems based on metrics such as MOS, R-factor, packet loss, latency and jitter.

From a chart or specific call record in Traffic Analyst, a simple right mouse click opens a TotalView window highlighting the source of the network problems. And, TotalView goes one

step further by providing insight into the specific error or issue that is causing degradation so a rapid resolution can be applied.

Network Connection

For example, the phone in the Traffic Analyst chart below with IP address 10.2.1.200 is experiencing high jitter. By clicking on the “Network Connection” link, you open a TotalView window with details about the specific interface where the phone is connected to network. From this page, you can view all the information about the interface’s performance. Below the graphs is the Network Prescription™, a plain-English description of any problems that exist on the interface to guide you to possible solutions. You now have the ability to diagnose the root cause of the problem without having to utilize additional tools or combine datasets from multiple locations.



Call Log with QoS Last 2 Days

Start Date	Originating Number	Start Talk Time	Originating IP Address	Orig Min MOS	Orig % Packets Lost	Destination	Destination IP Address
03/10/15			10.12.0.218	3.9	0.14 %		
03/11/15			10.12.0.218	3.7	0.33 %		
	1477		10.12.0.218	3.7	0.33 %		
		03:33:04 PM	10.12.0.218	3.8	0.58 % 3568		10.12.0.168
		03:16:11 PM	10.12.0.218	4.2	0.30 % 1414		10.12.0.168
		05:16:06 PM	10.12.0.218	4.4			10.12.0.168
		05:05:26 PM	10.12.0.218	4.2			10.12.0.168
		01:27:41 PM	10.12.0.218	3.9	0.13 % 3568		10.12.0.168
		01:57:38 PM	10.12.0.218	4.4	0.06 % 1414		10.12.0.114
		01:58:08 PM	10.12.0.218	3.7	0.22 %		10.12.0.168
		11:24:32 AM	10.12.0.218	3.9	0.11 %		10.12.0.168

pathSolutions TotalView

Current mapping from one IP address to another IP address

Source IP Address: 10.12.0.218
Destination IP Address: 10.12.0.168

Mapping from 10.12.0.218 to 10.12.0.168

Source IP: 10.12.0.218

Inbound
Int: #14 (Slot: 1 Port 6): Nortel Ethernet Switch 400-247-PWR Module - Port 4

Duplex: Full
Speed: 100,000,000 kbps
Peak Error Rate: 0.3424 %
Peak Utilization Rate: 1.1114 Tx

Outbound
Int: #14 (Slot: 1 Port 14): Nortel Ethernet Switch 400-247-PWR Module - Port 14

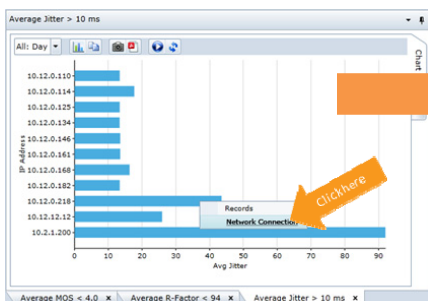
Duplex: Full
Speed: 100,000,000 kbps
Peak Error Rate: 0.2234 %
Peak Utilization Rate: 1.1414 Tx

Call Path

In another situation, Traffic Analyst’s web grid highlights a caller’s poor quality (in above example extension 1477 with IP address 10.12.0.218). With a right mouse click option, the “Call Path Map” opens the

TotalView Path screen, displaying health and configuration information of every link involved in the call from the starting IP address to the ending IP address. This provides unprecedented visibility into any problems that previously occurred on all involved links. You can then click on the interfaces with errors to drill into more details including the plain-English description of how to fix the errors.

Bottom line, Impact is your single source for complete VoIP visibility from one caller to the next and every link in between.



pathSolutions TotalView

Device <<> <>> Healthy Suppressed Issue Column Filter Link Config

Device Name	Device IP Address	Manage Device	OS Services	Open	Open Admin	Down	Location	Contact
CLAS02R01R01	10.12.0.218	View Edit	IPsec	50	3	47	ImpactMOS	retain@pathstech.com

Interface <<>>

Interface Number	Favorite Address	Description	General	Traffic	Flow	Stats	Details	Path	COLLECTOR	Connected
Int: #24	Favorite	FastEthernet0/24 FastEthernet0/24	Speed: 100,000,000 kbps	15.134%	1.474%	1.473%	100,000,000	Full	1	Up

Interface Performance

Bits per second Percent Peak Percent

Packet Loss (Errors per polling period)

Network Prescription™

- Interface configured for full-duplex operation. This interface should be configured for full-duplex operation to prevent collisions from occurring and error rates rising.

ON THE ROAD WITH IMPACT

WHAT CAN WE DO THAT WILL HAVE A SIGNIFICANT IMPACT ON YOUR SUCCESS?



Impact values the input and feedback of our customers and partners. That is the driver for our team to get on the road to spend time with you!

We want your opinions on how our products are working for you. And, we love to have you challenge us with how to expand and enhance our product suite. So, whether at industry events, or at your office or even a fun event like a baseball game, we want to connect! Here are a few highlights of our recent travels:

- ◆ **Enterprise Connect in Orlando** — It was great to see so many folks at our booth, particularly to help us celebrate our 25th anniversary with the cash drawing. Congrats to all our winners



including Todd Hyman, our \$100 winner.

- ◆ **Baptist Health South Florida** — In April, Becky Maycock spent a full day with the team at Baptist Health walking through the new features of Traffic Analyst, answering “how to” questions and discussing future requirements for their business.



- ◆ **ACUTA in Atlanta** — Mike Korneffel exhibited DAKS at the ACUTA Annual Conference in April. Highlights included the Blue Light initiative demonstration in partnership with Unify.



- ◆ **HIMSS in Chicago** — Executives Bryan Baehr and Bob Wacker met several customers and partners at the HIMSS Exhibition in April.



Upcoming trips are planned to Boston and Columbus, Ohio. We would love to come visit you too! Call us to schedule a convenient time.

PRODUCT HINTS & TIPS



More than just Extensions

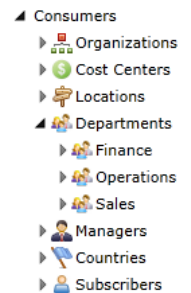
Did you know that your Traffic Analyst Call Forensics reports can include your corporate organizational

information too? You can associate a Name, Department, Cost Center, Location, Floor and more to an extension. To add organizational information to your system:

- (1) Double click on an extension in the Consumers tree and populate the fields in the Extension Properties screen, or,
- (2) From menu bar, select Tools > Organization File > Upload. Browse to your CSV file, set the Effective Date and press “OK.” Refer to the User

Guide for the format of the import file.

Once added, you can display and filter the organization data in your web grids and charts. The Consumers tree is also populated, facilitating organization level reports. You can easily view and schedule reports for the entities by right clicking on a node. For instance, right clicking on the Finance node under Departments in example will find all calls or call segments with “Finance” populated in the Department field.



For more product information, Traffic Analyst User Guide is available under Help menu.



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Solutions With Impact™



IMPACT NEWS

Upcoming Holiday Schedule

Please note the Impact offices will be closed on the following days:

- Memorial Day — Monday, May 25
- Independence Day — Friday, July 3
- Labor Day — Monday, Sept. 7

Converge with Impact in Denver!

If you are attending the IAUG CONVERGE2015 conference, don't miss your chance to discover the latest at Impact Technologies! We believe complex problems can have simple answers. Come by booth #507 and check out the solutions that will dramatically impact your business.



CAREER OPPORTUNITIES

Join the Impact Team where every individual makes a difference! Our passion and dedication is resulting in significant growth, so we are now looking for new staff members. In addition to a competitive benefits package and salary commensurate with experience, we offer significant, challenging personal growth potential and the opportunity to work with a talented team of individuals.



Visit Career Opportunities page on our website to see postings.

For Specific Inquiries and Comments...

Product Information & Sales

For additional information on our product and service offerings, including pricing and availability, or to place or track an order, contact one of our Sales professionals ...

Phone: 314.743.1430

e-Mail: Solutions@impacttech.com

Customer Service

For help with products you already own or to learn more about Impact's customer service programs, contact a Technical Support representative ...

Phone: 314.743.1420

e-Mail: CustSvc@impacttech.com

