

Traffic Analyst offers four solutions, providing the flexibility to tailor a solution with the greatest value now and the option to purchase other solutions later as your business needs warrant.

- **Network** – Performance management to maximize your investment in network bandwidth and channels, today and in the future as you adapt your network.
- **Call Forensics** – Call accounting, call tracing and call quality analytics with QOS and Clearing Cause metrics.
- **Operator Console** – Visibility to operator and operator console group service levels to optimize investment in consoles and staff, as well as reduce complaints about operator availability.
- **OnTraQ** – Advanced analytics to keep your small and large call centers running at a high level of performance for a fraction of the price of alternative solutions.

For more information, please go to Impact's website: <http://www.impacttech.com>.

Impact Technologies' implementation services provide a smooth, effective installation of Traffic Analyst assuring the honing of corporate resources is begun quickly and in full measure. Typically, customers purchase a remote package of services that offers economical pricing while still providing complete installation services and training. A turnkey package including on-site installation and training is also available.

An Impact Technologies Project Manager (ITPM) leads the entire implementation process from design through implementation and training. The ITPM works directly with the designated Customer Liaison, which may be a Channel Partner representative or direct Customer employee. The ITPM coordinates all activities necessary for a successful implementation. The ITPM gathers the demographics of the client's operation to design Traffic Analyst deployment. This design is transmitted and explained to the client for their feedback and approval. Upon concurrence, installation is scheduled and conducted.



Given Traffic Analyst's modular design, the implementation process will vary based on the actual modules to be implemented. For instance, for the OnTraQ module, Siemens or its distributor will be responsible for installing the CAP Server v3 application software and setting up the CAP Link.

REMOTE IMPLEMENTATION PACKAGE

The Remote Implementation Package provides an economical means to install Traffic Analyst by avoiding travel costs. It also offers the flexibility to schedule the install within days of order receipt. The following highlights the key resources and their responsibilities throughout the implementation process.

Channel Resources (Siemens or other Distributor)

- Release order with Remote Implementation Service
- Provide Impact Technologies:
 - Customer Liaison contact information
 - Desired application cut date, if known
- Provide technician for switch configuration, if needed
- Participate in project meetings
- In preparation of software installation:
 - For Call Forensics: Assist customer with configuring CDR collection method based on switch platform

- For Network and Consoles: Assist customer with configuring network data collection method based on switch platform
- For OnTraQ: Provide CAP Server license key to customer and configure CAP Link on switch and assist Impact Technologies in troubleshooting any communication issues with the CAP Server

Customer Liaison

- Discuss with the ITPM:
 - Server configuration requirements and workstation(s) configuration,
 - Topology of software installation
 - Establish software installation date
- Assure all network capacities and all desktop hardware and software meet or exceed Impact Technologies published requirements
- Assure servers are installed on corporate network
- Coordinate appropriate resources from Customer staff to assist with project (IT/Network contact, telecom analyst, ACD supervisor teams, etc.)
- Provide the ITPM:
 - Switch communication information. The switch type(s) will determine the necessary information required.
 - OpenScope Voice - CMP Assistant IP Address with Administrator username and password, OSV admin IP address, SFTP or FTP IP address of location of .BF files, and PISN ID. Apply packet filter rule supplied by ITPM.
 - HiPath 4000 – IP address of switch(es), engr password
 - HiPath 3000 – ManagerE and IP address for switch(es) or Node ID of switch(es) and full access to HiPath Manager with username and password
 - HiCom 300 v6.6 - IP address of switch(es); for CDR data collection, IP address, username and password to buffer box(es)
 - HiCom 300 v6.5 and below - modem numbers, RSCA password for switch; for CDR data collection, IP address, username and password to buffer box(es)
 - 9751 - modem number, username and password with Config and List Traf permissions minimum
 - Avaya – ASA (release 2.1 or above) configured; for CDR data collection, SFTP IP address, username and password for switch or FTP IP address, username and password for buffer box(es)
 - Nortel – Rlogin credentials including IP address, username and password; for CDR data collection, FTP IP address, username and password for buffer box(es)
 - Cisco – FTP or SFTP IP address, username and password
 - Remote access to Traffic Analyst server
 - Provide technician for switch configuration, if needed
- Participate in project meetings



Impact Technologies Project Manager (ITPM)

- Upon receipt of an order:
 - Contact the Channel Project Manager to get:
 - The contact information for the Customer Liaison
 - The desired application cutover date
 - Contact the Customer Liaison to:
 - Define the topology
 - Discuss server, workstation, specific Siemens, Cisco, Avaya, or other switch requirements
 - Establish a readiness date

- Explain switch configuration requirements
- Set dates for:
 - Software installation
 - User training (if purchased)
- Explain options for:
 - Costing calls (Call Forensics)
 - Reporting options
 - Alarm options (System, Network, CDR, OnTraQ)
- Coordinate and host project meetings, as needed
- At time of software installation:
 - Load the Traffic Analyst application on the server, configure the communications, define thresholds and routing, as desired.
 - Configure the switches and related systems via the Traffic Analyst server.

ON-SITE IMPLEMENTATION PACKAGE

A turnkey on-site installation and training package is also available. If you are interested in this option, please contact Impact Technical Support at 314.743.1420 or custsvc@impacttech.com.

PROFESSIONAL SERVICES

In some cases, customers may want custom work for Traffic Analyst implementations. Impact offers supplemental professional services project hours to support additional implementation projects. Custom projects may include, but are not limited to, the following:

- Integrating organizational data (for instance, from an Active Directory) for advanced corporate hierarchical reporting - by region, cost center or other
- Importing historical CDR data from a legacy system
- Customized reporting or export formats
- Dashboard design support

TRAINING

Impact offers a variety of administration, user and technical training classes. Classes assure a complete understanding of product features and operation. Training can be provided on-site or remotely.

An Impact Technical Support Specialist leads each class. The training includes:

- Product overview
- Detailed feature and capabilities tutorial, customized to the customer's purchased module(s)
- Configuration and operational instructions
- Sample exercises
- Documentation review



For the standard Remote Training package, Impact will provide three (3) hours of remote web-based training, typically for up to 4 students. For most effective results, we conduct one 1.5 – 2 hour initial training class to provide an overview and walk users through the system and sample reports. The students then have a chance to work with the system and we conduct a follow up class (typically 1 hour) to answer questions.



314.743.1400
www.impacttech.com