



CALL ACCOUNTING SIMPLE, COST-EFFECTIVE CALL ANALYSIS

Call detail records (CDRs) contain a wealth of information. But, how do you convert thousands or millions of call records into vital information to better manage your business? The challenge is manipulating the data to provide focused, relevant information with a reasonable price tag.

- 📌 **Trace Trouble Calls** – Do you have an efficient process to trace nuisance calls back to the caller or called party? Can you identify the person who keeps calling false 911s? Or which fax server is continuing to dial out?
- 📌 **Stop Fraud & Abuse** – Can you detect fraudulent activity? Is the night shift staff placing long distance calls on your network? Are your employees placing personal international calls?
- 📌 **Control Cost** – Do you know which callers are costing you most? What types of calls are most expensive?
- 📌 **See IVR Load** – Do you know the quantity of calls routing through your IVRs?
- 📌 **Know Usage Drivers** – Do you have the visibility that you want and need? Do you know who the high volume callers are in your network? Can you see which locations have the highest call volumes?

Traffic Analyst Call Accounting is the cost-effective solution to turn CDR data into relevant, actionable information. Traffic Analyst offers tremendous value to meet the challenges you face every day.

Simple to Use – Traffic Analyst's easy to use web interface allows you to point-and-click your way to the information you need. Create an unlimited combination of reports, and quickly track down the detail about a subset of calls or a single call event. Tracing calls to the source is never more than a few clicks away.

**TURN CDR DATA INTO RELEVANT,
ACTIONABLE INFORMATION WITH
MINIMAL EFFORT.**

Advanced Search – Traffic Analyst gives you pinpoint accuracy in tracing calls throughout your network. The flexibility of the interface, in addition to the comprehensive list of reporting fields not available in other solutions, provide extensive search capabilities to drill down into the data to find the information you need – whether it is fraud, abuse, long duration calls or a number of other situations. Reports highlight usage trends and let you quickly identify the specific sources and destinations of your calls.

Multi-Switch, Multi-Transfer Call Tracing – You no longer need to run multiple reports for each switch in your network in an attempt to see how the calls flow through your network. Traffic Analyst lets you select one or many switches for any report and trace calls as they traverse through multiple switches and are transferred inside a switch.



User-Defined Alarms – Traffic Analyst not only provides reports at your fingertips any time of day, but it also allows you to manage by exception with alarms – down to 15 minute intervals. Stay abreast of issues and know about problems and abnormalities within minutes – don't wait for a next day report! Define alarms for calls based on duration, originating number or terminating number. Alerts are sent to your pager and e-mail.

True Call Counts – Whether attempting to reconcile your telephone usage bill with your provider, billing back calls within your enterprise or tracking call volumes, you need Traffic Analyst's true call counts, not just a count of segments!

Organizational Billing – Traffic Analyst supplements each call record with cost and corporate hierarchical structure data. Cost factors are defined to calculate the cost of calls based on their call type classification and duration - with initial and additional rate elements definable for all call types. Organizational fields include Charged Party, Manager, Department, Cost Center and Organization.

Solutions With Impact™



FLEXIBLE REPORTS

Traffic Analyst's web browser interface lets you create and view reports to get the answers you need, when you need them, from wherever you are. Use pre-defined templates, or create custom reports and save the templates for future use – by you or by anyone on your team. Reports are available on-demand and can also be scheduled and automatically e-mailed on a one time or recurring interval.

Traffic Analyst gathers and stores the following information for each call record:

- Date & time
- Duration
- Account code
- Called number
- Originating number
- Transfer number
- Destination
- Call type
- Switch
- Trunk group & trunk number
- Gateway
- Route number
- PIN
- and more.

Data for CDR reports is available shortly after the polling interval, which can be as little as 15 minutes. Users then select, sort and drill down into summary or detail information by switch, extension, call type, account code, route and more. You can investigate suspicious call activity and pinpoint internal employee call behaviors.

Traffic Analyst Call Accounting Query Screen

DEPLOYMENT MODELS

Traffic Analyst Call Accounting is available as a premise-based or hosted solution. Choose the deployment model that fits your business requirements and budget. In either implementation, enjoy 24 x 365 visibility to your CDR usage, unlimited reports, user-defined alarms and scheduled reports.

- 📌 **Hosted** - Is the option to minimize your upfront investment and on-going maintenance more attractive? In the hosted model, Impact maintains all the hardware at our location and assures that you are always benefiting from the latest software enhancements. We will communicate with your switch(es) on a daily basis to collect the raw data. Your employees simply use their web browsers to access the reports they want and define their alarms.
- 📌 **Premise-Based** - Do you prefer to own and operate the solution on your site? Purchase a license and Impact's Technical Support team will ensure a smooth, effective onsite or remote installation process so your employees can enjoy the same great reports and alarms from behind your firewall. Or, leverage a subscription model.

TRAFFIC ANALYST ADVANTAGE

For the Cisco, Siemens, Nortel and Avaya platforms, Traffic Analyst is the industry's most cost-effective CDR analysis and reporting tool. Enhanced filtering, sorting and formatting options let you dissect your data via an intuitive web interface. The Call Accounting solution will proactively control, allocate and recover telecom costs via powerful reporting and alarms. Put Traffic Analyst to work and allow your staff to focus on their jobs and spend less time with tedious manual call accounting tasks.



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