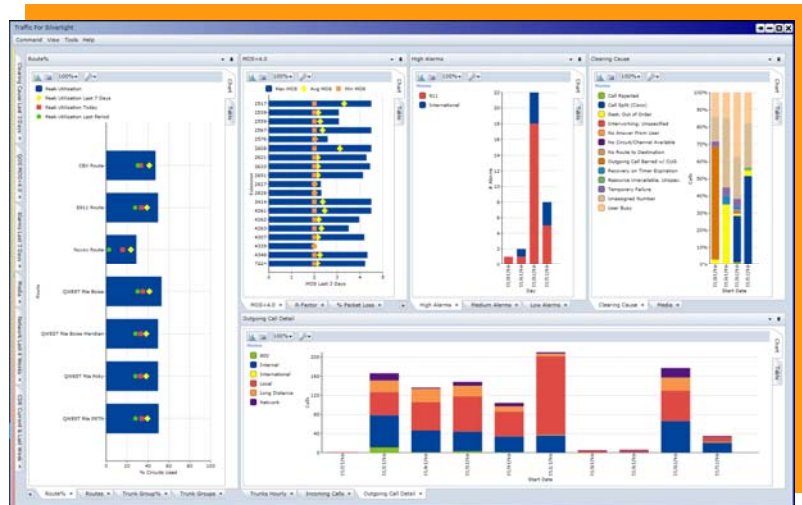


Today's business communication is an ever evolving collage of all types of media. For most companies, at the heart of it all remains the ability to communicate on a real-time basis via voice. Whether with customers, between employees or with partners, voice is used as a ubiquitous, personal means of communication for closing a sale, keeping a project on target, collaborating on a new endeavor, monitoring operations or soothing an upset customer. High performance companies require high performance voice communications. And, managing high performance voice communications requires Traffic Analyst.

Traffic Analyst's advanced analytics will hone your voice communications to your corporate strategies and keep them that way. The analytics provide critical answers to everyday operational questions to meet your multi-faceted challenge to:

- Maintain superior service levels while minimizing network costs
- Pinpoint network load fluctuations
- Head off service problems before they impact business
- Spotlight improper, fraudulent or careless use of the network
- Master the VoIP network management challenges of bandwidth, QoS and call processing abnormalities



UNPRECEDENTED 24X365 VISIBILITY INTO YOUR NETWORK'S VOICE TRAFFIC

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

Traffic Analyst eliminates surprises by providing unprecedented visibility so you get the insights you need, when you need them, to optimize your voice communications.



TRAFFIC ANALYST IS LIKE HAVING AN EXPERT ENGINEER ANALYZING YOUR DATA ON A FULL TIME BASIS.

TRAFFIC ANALYST PROVIDES THE TOOLS YOU NEED TO GET THE ANSWERS TO QUESTIONS ABOUT YOUR NETWORK, OPERATOR AND CALL CENTER PERFORMANCE.

YOU GET THE RIGHT ANSWERS AND YOU GET THEM FAST!

NETWORK PERFORMANCE MANAGEMENT

Traffic Analyst's Network module offers unprecedented visibility into network usage and capacity requirements in the form of easy to understand, customizable dashboard reports, charts and alerts.

- Know, manage to and plan to "true" caller grade of service based on Traffic Analyst's unique ability to analyze at the route plan level, in addition to trunk groups and gateways
- With automated refresh, see the latest trends in real time to see service level issues before they become problems
- Alarm-based exception reporting to stay on top of network performance (including QOS) with minimal effort
- Single view across Cisco, Siemens, Nortel and Avaya networks

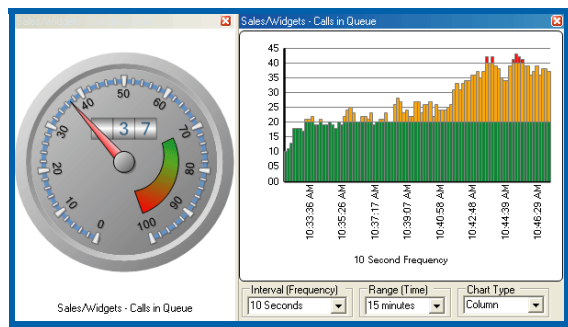
CALL FORENSICS

The Call Forensics module converts call records into focused, relevant information to help you better manage your business.

- Multi-switch, multi-transfer call tracing
- Quickly drill into summary graphs and reports, all the way down to call records
- Customized alarms for fraud, abuse, emergency calls and service problems (such as too much jitter or low MOS)
- "True" call counts, not just call segments
- Available for Cisco, Siemens, Nortel and Avaya platforms

OPERATOR CONSOLES

Traffic Analyst Consoles module provides visibility into queue times, call profiles and usage to aid in operator staff performance evaluations and equipment allocation decisions. Single view across:



ONTRAQ FOR CALL CENTERS

The combination of OnTraQ analytics with the skills-based routing provided by Switch Only ACD provides an affordable world-class call center environment for any size call center.

- Personalized dashboard of real-time and historical views
- Real-time IVR usage and status
- Detailed agent activity and real-time call logs
- Consolidated reports for multiple call centers
- Business continuity for server-based call routing systems

DEPLOYMENT OPTIONS

- PREMISE-BASED PURCHASE OR SUBSCRIPTION MODELS ARE AVAILABLE FOR ALL MODULES.
- A HOSTED, MANAGED SERVICES OPTION IS AVAILABLE FOR MOST SOLUTIONS, PROVIDING:
 - ♦ MINIMAL UPFRONT INVESTMENT.
 - ♦ NO EQUIPMENT TO MAINTAIN OR UPGRADES TO INSTALL.
 - ♦ ACCESS VIA A WEB BROWSER.
 - ♦ SHORT-TERM PLANS ARE AVAILABLE FOR THE NETWORK AND OPERATOR CONSOLE SOLUTIONS.



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Capabilities vary based on switch platform.