Overview

This document provides a high level description of the new features and minor fixes available with the Traffic Analyst 5.0 release.

Major Feature Enhancements

This section highlights the major feature enhancements for the Traffic Analyst 5.0 release.

1. OnTraQ: Advanced Call Center Management for HiPath 4000

Traffic Analyst now includes a new module called OnTraQ for call center analytics. OnTraQ provides a personalized dashboard of real-time and historical views for your HiPath 4000 call centers, including service levels, queues, IVR ports, life of call and agent activity.

2. HiPath 4000 IPDA Gateway Analytics

Traffic Analyst now includes reports and analytics to optimize your IPDA configurations. In addition to performance reporting, the system now includes "what if" analysis to examine the impacts of altering operating parameters, such as: VoIP compression model, percent of compressed calls, Music on Hold channel allocation and more.

3. Organizational Billing for Call Accounting

Traffic Analyst now supports searching, filtering, reporting and sorting by new fields, including Station Name, Department, Cost Center and Organization. The hierarchical data is imported into Traffic Analyst via CSV file.

4. CDR Alarms

Traffic Analyst Call Accounting module now supports new user-defined alarms for HiPath 4000 ad HiPath 3000 platforms. New alarms are based on call duration, originating number and terminating number. The alarms may be sent to the user's pager or e-mail.

Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 5.0 release.

- Nortel switch allows for half-hour and hourly alarm processing
- Data collection is no longer governed by the type of alarm processing (hourly or daily) but by a property of the switch, the interval collection. In addition, intervals as small as quarter hour are available
- New daylight savings time rules are supported
- SQL Anywhere upgraded to version 9
- New Over Utilization Hourly alarm added
- Added a new Export button to Web report which creates downloadable report data in a .CSV format which can be imported into MS Excel.
- Enhanced logic for CDR call costing, including adding two new CDR call cost categories: Regional and Network
- Added HiPath 4000 versions 3.0 and 4.0 to release options

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 5.0 release.

- Feature Access data for HiPath 4000 now stores for features 56, 57, 58, 59, 60, 61, 62
- Some HiPath 4000 switches use "Processor" instead of "Load" for the record type of a CPU load CDR record. Added "P" as an alternate text in addition to "L"
- On the HiPath 4000, changed the AMO configuration of the selection group so that ring no answer calls are recorded
- Nortel interval data collection may be set to any number of minutes after the interval (not just 10 minutes)
- When the Trunk Group Name is updated on the HiPath 4000, Traffic Analyst is now also updated
- HiPath 4000 now supports connection type strings that have been customized by the user (using AMO TEXT:CONNTYPE).