Overview

This document provides a high level description of the new features and minor fixes available with the Traffic Analyst 5.1.0 release.

Major Feature Enhancements

This section highlights the major feature enhancements for the Traffic Analyst 5.1.0 release.

1. OpenScape Voice (HiPath 8000) Network Analytics

Traffic Analyst now provides network usage and capacity analysis for Siemens OpenScape Voice platform. Reports not only ell you where you have been (trends) but also help you understand where you may be going with the ability to detect and analyze anomalies. You can also rely on user-defined alarms to alert you of issues like High outbound off hour usage or No seizures for a trunk group.

2. OpenScape Voice (HiPath 8000) Call Analysis

In addition to network analytics, Traffic Analyst also offers CDR reporting for the OpenScape Voice platform. You can trace calls through the network, quickly identify fraudulent activity and sort and filter data based on company organizational structure.

3. OnTraQ Object Monitoring

The new OnTraQ Object Monitoring allows you to choose which switch extensions and/or IVR ports you want to monitor. This permits you to pay only for the OnTraQ and CAP licenses that you really need.

4. New Performance Summary Report

The Network module now includes a new report to highlight summary information for one or more trunk groups and/or pools. Report information includes: Calls completed, ACL, Usage, Maximum trunks used, Trunks configured, % Peak trunks utilized, All trunks busy (seconds), IP bandwidth requirements and Peak Period date and time.

Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 5.1.0 release.

- Added ability to rate CDR calls with Initial minute rate and Additional minute rates
- New top occurrences templates available for Longest Duration Calls and Most Expensive Calls
- Performance improvements for web reports
- Increased number of digits allowed for Top Occurrences option from 2 to 3 digits
- Added Activity filter to the OnTraQ Life of Call view so only calls containing a given activity are displayed. For instance, search for all calls that were transferred or put on hold.
- Added ability to launch an OnTraQ Life of Call report directly from the Activity Log or from a cell in a current or historical report.
- Life of Call displays are now available for Agent Teams and Service Group Pools (in addition to the previous options of Agents and Service Groups)
- Two new report export formats, PDF and XPS, have been added to the OnTraQ standard options of OnTraQ format and Excel

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 5.1.0 release.

- Pool Admin screen now limits names and comments to correct lengths. Names are now limited to 25 characters
- Call Detail cost field updated to accept input as dollars instead of pennies
- Call Detail Duration field changed to accept input in "mm:ss" format as well as number of seconds
- Menu structure for Network reports was optimized