



## Overview

This document provides a high level description of the new features and minor fixes available with the Traffic Analyst 5.2.2 release.

<b>Minor Enhancements.....</b>	<b>1</b>
<b>Fixed Issues .....</b>	<b>2</b>

## Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 5.2.2 release.

- Added "Reindex Now" and "Backup Now" buttons that will schedule a one-time reindex/backup immediately without changing the scheduled task times
- Added an automatic reindex when initiating a data store for more than 5 days
- Enabled the Could Not Store Data alarm for Nortel platforms. This alarm will initiate when some data is bad or missing when pulling via FTP
- Support IP Phone Zone Traffic (TFS016) and DSP Peg Count (TFC012) reports for Nortel switches
- The following Call Accounting field names have been modified:
  - Station Name changed to Charged Party
  - Station changed to Charged Extension
  - Called Party changed to Called Number
  - Connected Party changed to Connected Number
  - Calling Party changed to Originating Number
- The following new fields have been added to the Call Accounting module:
  - Wait Duration captures the "waiting" time or the time between the call being placed and the call being answered. There is also a new filter available in the "Include" column of the report screen. This field will be empty for calls processed before the upgrade to 5.2.2.
  - Originating Party captures the name of the person associated with the Originating Number
  - Manager is a new entry in the CDR Organizational file and available for reporting and filtering
- Added a PIN filter to the Call Accounting screen and PIN field is also available in the CDR Organizational file
- Automatic import of the organizational file for CDR processing is now available along with Active Directory Connector that will automatically create the Organizational CSV file from an Active Directory
- Added a new Preset template for Call Accounting called "Reset" that initializes the report criteria selections
- Updated the column justification for time, date and phone number fields in CDR reports

- Performance improvements for storing CDR records
- Updated the report criteria screen layout for the four Capacity Analysis Detail reports including: Capacity Analysis Detail – Trunk Groups/Pools, Capacity Analysis Detail – IPDA Gateways, Capacity Analysis Detail – Gateways, and Capacity Analysis Detail – Consoles
- Export Option available for Trunk Group Performance Summary report
- Internet Explorer 8.0 support
- Implemented new FTP package to support parallel data collection from multiple platforms for all switch types (with the exception of HiPath 3000)
- All switch types now check once per day per switch and log an alarm if the license is exceeded. When license is exceeded, the License Over Capacity alarm includes the date the license was exceeded and when Traffic Analyst reports will be restricted.
- Added SSH support to replace telnet for HiPath 4000 version 4.4 and version 5
- Added OpenScape Voice version 4.0 to switch versions
- Upgraded database server to SQL Anywhere 11 to dramatically improve speed
- Enhanced OnTraQ to support Camp On and Parked activities in Call Log
- Added a "Ringback From Hold" call activity in OnTraQ
- Added "Unknown" as calling number/connected party in OnTraQ Life of Call when number is blocked or unavailable
- Support for VNR Node Access Codes for HiPath 4000s
- Security improvement to prevent unauthorized database access

---

## **Fixed Issues**

This section lists key bug fixes that are included in Traffic Analyst 5.2.2 release.

- Changed collected data fields for HiPath 4000 CDR to fix network hop analysis
- Updated Trunk Group Performance Summary and Performance Detail reports for the Nortel platform, including adding ATB call occurrences
- Applied additional logic to determine when a conference call completes in OnTraQ and therefore assigns the appropriate agent status to agent
- Special characters (such as &) in Call Accounting template names no longer cause report errors
- Fixed bug so Web Admin users are now automatically given access to new switches in the account
- Updated Console Activity report for HiPath 4000 platform
- Fixed bug to now display CDR reports grand totals correctly
- Usage Profile report now includes proper legend when printed
- Corrected totaling and subtotaling issues with the Nortel Service Loop Traffic report
- Exported CDR reports include all columns and data as presented in displayed reports (previously some data was not exported correctly)
- "Show Criteria" checkbox was fixed so if unchecked, the report criteria is not on the report
- Only one Traffic Analyst server process may be started on a machine (previously multiple copies could run simultaneously)
- Calls to RCGs that are still in queue now have a blank destination IPDA number until the call is routed to an agent