



Overview

This document provides a high level description of the new features and minor fixes available with the Traffic Analyst 5.2 release.

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Major Feature Enhancements

This section highlights the major feature enhancements for the Traffic Analyst 5.2.0 release.

1. Hicom 300 CDR Analytics

CDR analytics and superior forensics are available for Hicom 300 (6.5 and 6.6) platforms. Traffic Analyst will collect data via FTP from a buffer box connected to the Hicom switch. Polling intervals can be set from daily down to ¼ hour. Depending on the Hicom model, either daily telnet or serial connection interface will be used to collect trunk group information.

2. Email Scheduled Web CDR Reports

When you create and save Call Accounting web report templates, you can now schedule reports based on the templates to be generated and e-mailed. The schedule can be one time or recurring. Recurring reports can be based on the day of the week or the date. You can also define the time of day that the report should be e-mailed. This new feature supports creating templates for your standard daily, weekly or monthly reports and having them automatically e-mailed to you individually or to a defined distribution list.

3. Enhanced CDR Call Type Classification & Rating

The cost of a call is based on the called number from the originating switch and the destination number. However, today's networks offer flexibility to route calls among switches and IPDAs to convert what could be a long distance call into a call with only local charges. CDR costs need to allow defining prefixes for local and network calls and treat these as exceptions to the long distance rules. Traffic Analyst Call Accounting now supports defining prefixes for local and network calls to treat these types of calls as exceptions to the long distance rules. This enhancement also addresses special calls, such as 911

and 411, to assure they are interpreted and classified appropriately. Finally, initial and additional minute rates now support up to two decimal digits.

4. OnTraQ Reporting for Multiple Switch Agent Teams & Service Groups

You can now expand your OnTraQ reports to include Agent Teams and Service Group Pools defined across multiple switches. By aggregating historical data for Agent Teams and Service Group Pools across switches, enterprise-wide call center performance can be summarized in a single report. For instance, if you have separate Billing ACD group defined in your Atlanta HiPath 4000, Dallas HiPath 4000 and Seattle HiPath 4000, you can now define one OnTraQ report that reflects performance metrics and call volumes for all three ACD groups in a single report.

Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 5.2.0 release.

- Add Calling Customer ID and Called Customer ID fields to OpenScape Voice CDR
- Ability to search for CDR records with empty (blank) Department, Cost Center, Organization and/or Station Name fields by entering "" in search screen boxes
- New compression library to improve performance of database backups
- Added ability to set database buffering size during installation.
- Improved OnTraQ performance with life of call.
- Change HiPath 8000 station logic to 10 digit numbers over 7 digit extensions.
- Date format for HiPath 3000 CDR can now be set in the Switch properties dialog, instead of requiring a database edit.
- Changes to CDR alarms for usability and readability

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 5.2.0 release.

- CDR Organization data not stored for OpenScape Voice
- ACD agent stayed in Talk State after caller hung up.
- CDR alarms e-mailed during interval processing shouldn't be sent again at end of day.
- HiPath 4000 wasn't storing all trunks busy seconds.
- TA Classic e-mailed reports can fail because format not cleaned up.
- Can not resend web usage report twice
- When collecting hourly from Nortel (OTM) via FTP, some data files become unnecessarily large.
- Nortel switches do not "cleanup" old data files