Overview

This document provides a high level description of the new features and minor fixes available with the Traffic Analyst 5.3.0 release.

Major Feature Enhancements

This section highlights the major feature enhancements for the Traffic Analyst 5.3.0 release.

1. OnTraQ Second Line Monitoring and Reporting

OnTraQ now captures and displays 2nd line activity for agents.

- When an agent is on a 2nd line call, it will be indicated by a grey highlight of the agent in the Agent Status screen
- All 2nd line calls are shown in the Life of Call display
- The Activity Log allows users to sort by the category 2nd Line Events, in addition to drilling deeper into specific 2nd line activities
- Current and Historical Reports offer several 2nd line data fields, including: 2nd Line ACD Talk, 2nd Line Non-ACD In, 2nd Line Non-ACD out, etc.
- The Object Monitoring screen has been updated so the administrator may select which agents' 2nd lines should be monitored
- Note: No additional OnTraQ licenses are required, but Siemens CAP licenses are required to support 2nd line monitoring

2. OpenScape Voice Enhancements

New OpenScape Voice options provide enhanced detailed analysis and improved performance.

- There is a new screen to capture the number of configured trunks for each trunk group
- The Trunk Group Performance Summary and Performance Detail reports present utilization and performance analysis for OSV trunk groups, including peak percent utilization, total percent utilization, ATB, IP bandwidth requirements and more
- Additional Network alarms enabled including ATB, Over Utilized Hour, Over Utilized Peak Hour, Too Many Trunks and Under Utilized Peak Hour
- Enhanced SFTP reliability for OpenScape Voice data collection, including error recovery for SFTP session when encountering file transfer problem
- FTP data collection added as option

- Administrator may edit the Trunk Group Names for reporting (since default is host name or IP address to identify the trunk group)
- The longer of the "Original Dialed Digits" and "Called Party" raw data fields from OpenScape Voice record is now mapped to "Called Number" field during CDR processing

Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 5.3.0 release.

Call Accounting Module
- Recalculate option supports applying edits of costs and call types to records without having to re-store data
- New CDR alarm triggers based on cost of record exceeding defined threshold, such as cost greater than $5.00
- In the web interface, the Network and Switch/System alarms have been split into separate screens to allow Call Accounting Only customers to access Switch/System alarm reports
- Expanded Trunk Number Prime and Trunk Number Transit CDR fields to support up to 9 digits
- HiPath 4000 CDR processing updated to capture and report on seizure code field while the route number data is no longer available from HiPath outputs
- Performance enhancements

Network Module
- Added "Expire" switch option, allowing a deactivated switch to be removed from the report choice list
- Removed automatic reindexing as part of store on demand request
- Updated calculation for % Peak Utilization for route pools on Avaya, Nortel and 9005 platforms

OnTraQ Module
- Export option now available for Life of Call and Activity Log displays
- User may change the state of any agent via new Modify Agent screen
- Non-ACD State on the Agent Status screen includes Type (In or Out) and Phone Number columns to provide additional real-time information on non-ACD calls
- New controls on the Agent Status display screen to hide agent state columns and individual columns within each state
- Administrator may define up to 20 custom Unavailable or Work states
- User may right click on an agent in the Agent Status screen and see options – Modify Agent State, Display Agent Activity Log and Display Agent Life of Call
- If an agent is moved to a new ACD group, they maintain their historical reporting data
- Enhanced Excel export so exported reports now appear more like original
- Added option to "Save Window Layout" to Windows dropdown menu

General
- If Traffic Analyst cannot log in to HiPath 4000, system will record a poll failure (previously only recorded poll failures if Traffic Analyst not running and poll missed)
- The web favorite icon has been updated
- SQL Anywhere 11 upgrade to latest release for better performance

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 5.3.0 release.

- Trunk Group Performance Detail report now includes the Switch name in the exported column
- Fixed problem with tracking calls transferred between service groups in OnTraQ
- Transferred numbers are correctly reported in OnTraQ Life of Call
- Fixed logic for tracking and ending conference calls in OnTraQ
- Scheduling when to process old dates for HiPath 4000 now accounts for switches in different time zones
- Automatic configuration of HiPath 4000 now sets the Node ID
- OnTraQ Agent Team Status will now refresh appropriately when only one row is present
- Underscore ("_") character valid in an e-mail address for report distribution list
- Fixed calculation error for adding or subtracting call volume in the Capacity Analysis reports
- Set the Configured Trunks field for Nortel Meridian