Overview

This document provides a high level description of the new major features, minor enhancements and fixed issues available with the Traffic Analyst 6.0 release.

Major Feature Enhancements

This section highlights the major feature enhancements for the Traffic Analyst 6.0 release.

1. Customizable Dashboard

The dashboard allows the user to view the most critical information on one screen in a single glance and drill into underlying data with a simple click of the mouse.

- Based on Microsoft® Silverlight® rich internet application (RIA) technology so no client install required.
- Customize the dashboard to user preferences by adding, deleting, modifying, resizing and relocating the dashboard's charts and data tables.
- Save the desktop and each time user logs in, their custom desktop appears.
- All charts and tables may be automatically "refreshed" as new data is collected or user may manually refresh displays.
- New "web grid" presents summary and/or detail records in a tabular view. The user can filter the data, rearrange columns, define groupings and much more.
- Create "Shared" or "Personal" reporting groups with any combination of switches, trunk groups, routes, subscribers, cost centers and more.

2. QOS Analytics

Pinpoint specific devices experiencing QOS problems and view trending information.

- Reporting metrics include MOS, R-Factor, % Packet Loss, Latency and Jitter.
- Define alarms based on thresholds such as MOS score less than 4.0 or % Packet Loss greater than 2%.
- Report QOS metrics by location, SIP gateway, extension, IP address and more.
- Clearing Cause codes available for reporting and alarms.

3. Enhanced Call Classification and Rating

- Customer-defined call types by account.
- Destination City/Region and Country fields now available.

- Ability to define rates by trunk group, international country/city code and by region/city.
- In addition to billing increment with initial and additional costs, rating is expanded to include both an initial and additional billing increment. Also support "capped" rate plans.
- Rates now support effective dates.

4. Visibility to Identify and Harvest VoIP Savings

Leveraging a WAN to bypass the PSTN and save on toll charges is a key component of any multi-site VoIP network investment strategy. Traffic Analyst now provides visibility to:

- Harvest VoIP savings by showing how calls are routing over the network and if they can be routed more efficiently
- Quantify VoIP savings that have been realized
- Quantify and pinpoint unrealized savings

5. Enhanced Organization, Location and Wiring

Expanded options to track and analyze organization, location and wiring information via updated Organizational File format. New fields include Building, Floor, Room Number, Jack, Pad, MDF, IDF, Location, Device Type, and Class of Service.

6. Alarm Management

The Alarms pane in the new dashboard provides a snapshot of alarm conditions in your network and allows you to quickly drill into problems. Also added is the ability to clear alarms that have been addressed, including entering a comment.

Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 6.0 release.

Call Accounting Module

- New default "Destinations Only" table installed with columns of Country Name, Country Code, Region/City Name and Region/City Significant Digits. These values are used as a lookup to populate the City/Region and Country fields of the Call Forensics reports (based on the Destination of a call).
- New call type of "Regional 2" available.
- New "Media Type" field available for reporting. Indicates the type of traffic carried with options such as voice, data, fax, video, text message and wideband.
- Additional new reporting fields include: Destination Party, Destination IP Address, Originating IP Address, Trunk Group Prime Address, Trunk Group Prime Description, Trunk Group Transit Address, Trunk Group Transit Description Origination SIP Phone Gateway and Destination SIP Phone Gateway.
- Region/City, Country and IP Address added to Call Forensics Properties screen as filtering options
- Call Subtotals option allows up to three grouping fields.

Network Module

- New "Max Bandwidth Used" field available for Network Utilization report.
- Additional new reporting fields include: Trunk Group Address and Trunk Group Description.
- Drill down to call segments from Network Utilization reports (Call Forensics license customers only)

General

- Enhanced flexibility for scheduling reports and defining format options.
- New Color Palette option to define color scheme for charts. Several palettes available and user may create new palettes.
- For HiPath 4000 V6 model, added a configurable time range during which system will not connect to the switch.

- HiPath 4000 V6 support.
- Added a configurable time range during which Traffic Analyst does not attempt to connect to the switch.
- New alarms added include: Native Switch Alarm, No Data Collected for Day and No CDR Data Collected for Day.
- Updated error messages with ability to email issue to Impact or designated email address.
- Option to install database file on separate drive for increased performance
- Nortel Succession 7.0 support.
- Support for Internet Explorer 9.0.

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 6.0 release.

- Updated library to eliminate erratic behavior for SFTP connection to HiPath 4000 V6.
- Some intermediate call records for calls lasting over ½ hour were not being counted for trunk groups on the OSV.
- Reset the FTP remote directory to avoid collection problems for ACDCFG*.dat files from HiPath 4000 V6.
- Corrections to assure OnTraQ displays appropriate ACD group in Agent Properties.
- Since the end of day processing for a switch uses ACD Configuration file from the beginning of that day, the latest ACD configuration file isn't processed until 24 hours after it is received. System now processes the latest ACD configuration file right after the end of day processing completes.
- Corrected problems with processing date formats in Avaya CDR files.
- Updated the FTP logic to use full directory paths so HiPath 4000s did not fail switch configuration test due to relative directories.
- Updates so whenever the hierarchy of ACD objects is changed, any OnTraQ historical report now includes data for the last date for which the old configuration applied.
- System stores Avaya CDR data streamed to a buffer box.
- For HiPath 4000, the system now counts the number of calls for the transit trunk group when calculating network data. Previously it only calculated usage.
- Scheduled OnTraQ reports no longer fail if site uses remote Admin clients.
- Increased size of trunk group name to eliminate errors when storing Cisco configuration data.
- Duplicate routes are no longer created for Cisco and OpenScape Voice
- May now download routes from Openscape Voice V6 and later