



## Overview

This document provides a high level description of the new major features, minor enhancements and fixed issues available with the Traffic Analyst 5.6.1 release.

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## Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 5.6.1 release.

### OnTraQ Module

- Historical Life of Call and Activity reports (including ability to schedule)
- Agent Log In and Out times available in reports
- Custom routing based on data from a customer database now available
- New OnTraQ API for call control operations in addition to changing agent state
- Number translation utility to handle cases where the switch removes leading digits from incoming numbers
- Support for 10 digit extensions

### Network Module

- Trunks Max Used and Max Bandwidth Used fields for pools (routes) calculated with time synced algorithm (for OpenScape Voice, Cisco CallManager and HiPath 4000)

### MyTA

MyTA has been enhanced to support additional remote collection:

- Switch configuration and CDR data for Cisco
- Switch configuration, CDR data and SIP phone gateways for Siemens OpenScape Voice
- Switch configuration and CDR data for HiPath 4000 V5 and V6

## Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 5.6.1 release.

- Fixed events handling problems where XMU and agents did not update the agent state correctly when a transfer occurred
- When a new switch is created, each switch now has its own cost table
- Increased maximum timeout when connecting to Hicom with FTP from 5 seconds to 20 seconds
- Bars and columns render correctly for dual axis charts
- For OpenScape Voice switch, an error will no longer be generated if there are no CDR files (representing no call activity) for a collection period
- 9006 alarms are now created and emailed each data collection interval instead of only at end of day processing
- Editing Trunk Group name works, even if the trunk group name is long
- Primary and non-primary days and hour types corrected in OnTraQ