Overview

This document provides a high level description of the new minor enhancements and fixed issues available with the Traffic Analyst 6.1 release.

Minor Enhancements

This section lists the minor enhancements that are included in Traffic Analyst 6.1 release.

General

- Web-based Report Viewer for viewing new scheduled report type of .tarpt
- Chart legend label and box options available for dashboard charts
- One time scheduled dashboard reports (in addition to standard recurring)
- Scheduled CSV output to directory for Call Forensics, Network Utilization and Network QoS reports
- Definitions available for webgrid columns with rollover "bubble text" on column headers
- "Slideshow" mode with automated timed cycling of tabs within the dashboard display
- Status messages available on key screens
- Codec, MOS and R-Factor available for HiPath/OpenScape 4000 QoS reports
- New system Report Generation Failed alarm
- No CDR Data Collected, No QOS Data Collected and No QOS Data Collected for Day alarms
- Texting option for alarms
- Support for Unify QOS SNMP protocol version 1
- Zone QoS report for Avaya CS1000 and Nortel Meridian

Call Forensics Module

- OnNet Savings and Savings Opportunities filters added to report query screen
- New reporting fields including OnNet Savings and OnNet Savings Opportunity plus location fields of Originating Location, Originating Region/City, Originating Country, Destination Location, Destination Region/City, Destination Country, Connected Location, Connected Region/City, Connected Country, Charged Location, Charged Region/City and Charged Country.
- New Countries tree in Consumer explorer tree
- Country and Region/City added to Organization Report
- New Preset reports include: Daily Register, Outbound Call Register, OnNet Savings Last Month, OnNet Savings Monthly and OnNet Savings Opportunities Last Month
- Destination Number alarm
- Enhanced option to support call classification and rating when local and long distance calls are the same length
- Ability to select a Region/City by either Name or Code
- Option to expand HiPath/OpenScape 4000 extensions to full ESN number for reporting
- Extension Activity report to query for active or inactive extensions over range of time

- Option to strip leading digits from phone numbers
- ACD Agent ID field available for HiPath/OpenScape 4000
- "Not Starts With", "Is Empty" and "Is not Empty" filter options in webgrid
- "ACD Agent ID" field available in reports for HiPath/OpenScape 4000
- IPDA icon available in Explorer tree for Call Forensics only licenses
- "Domestic" Location Rule leverages the Destination Rate plan for costing
- "Local" Location Rule leverages the Destinations table to populate Destination City/Region
- Option to generate CDR record while call still in progress on HiPath/OpenScape 4000

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/OpenScape 4000)
- "Route Membership" list available on Trunk Group Properties screen
- Peak Utilization alarm
- New Preset report Performance Summary Last 30 Days

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

MyTA
MyTA has been enhanced to support additional remote collection:
- SNMP traps with QoS data from Unify phones
- Switch configuration and CDR data for Cisco
- Switch configuration, CDR data and SIP phone gateways for Unify OpenScape Voice
- Switch configuration and CDR data for HiPath 4000 V5 and V6 and OpenScape 4000 V7

Fixed Issues

This section lists key bug fixes that are included in Traffic Analyst 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
- If PINs are to be blocked, they no longer appear in reports, in explorer tree or displayed in Properties windows
- Percentages correctly display in Excel file exports
- Data labels on Pie charts render correctly

- OnTraQ reports support Primary/Non-Primary day and hour types
- Drag-and-drop mode will not hang
- Dragging duplicate item into Virtual group is blocked