Voice Network Management
Network & Call Forensics

Network design and performance management isn't what it used to be. When PBXs first hit the market, manufacturers told companies to buy one trunk for every four phones. Obviously too simplistic to apply across all vertical markets and companies, so the age of traffic studies was born. That era was all about busy hours and trying to pick the right timeframe to run the studies. Since those days, the introduction of technologies such as cellphones, texting, MPLS, VoIP and SIP have added significant complexity and rewritten the world of voice network performance management. But today, you have significantly better technology for data gathering and analysis. Now you have the option to be proactive and make true engineering decisions based on your company's unique voice network. No longer do you have to sit back and wait for periodic traffic studies or let your telecom provider tell you how much capacity you need. Empower yourself and your organization with the right tools leveraging updated methodologies.

Engineering Design

♦ Minimize channel and bandwidth oversubscription

♦ SIP migration planning (CCP and CAC determination)

♦ Visibility for trunk planning and cost analysis to eliminate guesswork for design

♦ What-if modeling to know how network will perform before actual reconfigurations

Proactive Network Performance Management

♦ QoS analytics (MOS, jitter, etc.) and abnormal call terminations

♦ Detection of service interruptions (capacity, dropped calls) via alarms

♦ Uncover call routing errors before they cost thousands of dollars

♦ Assure all IVR channels are in service

♦ Codec utilization

Operations Management

♦ Station activity report to uncover equipment and license savings

♦ Number management for DID and non-DID inventory

♦ Detect fraud and abuse

♦ Call tracing and reports

♦ Subpoenas, malicious calls to staff and other complaints

♦ Human resources investigations

♦ Visibility of own call data going into service provider contract renewal

♦ Service provider bill verification and validation

♦ Organizational department activity reports

♦ Ascom station activity reports

Uniform Visibility Across Multi-Vendor Networks

Network Forensics

Optimize your TDM, SIP or hybrid network with full life cycle assurance to minimize operating costs and assure targeted service levels. As you cycle between optimization and redesign projects for your dynamic network, Traffic Analyst's capacity calibration lets you see network utilization and saturation in real-time, quickly pinpoint abnormalities, analyze the impact of coming changes and trap network conditions before they adversely impact performance.

Call Forensics

Traffic Analyst Call Forensics starts by elevating traditional call accounting capabilities but then goes deeper, much deeper giving you complete visibility into call quality analytics, call tracing, number management and more.