

Truelog Software

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Playback

The Truelog Playback application can be installed on any Windows (2000, 2003, XP, VISTA, Windows 7) computer on the network. In a WAN or VPN environment, the program can connect to any number of remote sites. Although the application provides a highly comprehensive range of features, its intuitive design allows any user who is familiar with Microsoft Windows to make full use of the program with just a minute or two of instruction.

A user's authorisation level determines the specific calls to which he or she has access. This may vary from the user's own calls only, to a defined group of extensions (or a department), to multiple departments. Full authorisation allows a user to play back all calls made within the enterprise.

Where a call is transferred between multiple extensions, user restrictions are fully applied - i.e. a user will not be able to view or play back a portion of a transferred call which takes place at a user-restricted extension.

Playback Functionality:

- Decryption and playback of calls within a selected date & time range, subject to user access levels
- Date/time range shortcut buttons for 'Last Hour', 'Today', 'Yesterday', 'Last Week'
- View Live data: displays new calls as they are completed
- Playback of calls stored on server, as well as archived calls stored on removable or networked backup media
- Display of audio signal level (amplitude) for entire call duration, with 'zoom in' to selected portions of a call
- Highlight selected areas of a call, replay continuously in 'looped' mode
- Replay speed is continuously adjustable between half and double speed
- Add and edit references and comments for each call
- Save a complete call, a portion of a call, or multiple calls to hard drive or removable media in a single 'save' operation
- Integration to Microsoft Outlook (email calls directly from within the application)
- Data export to MS Excel
- Save calls to a 'user basket' for quick retrieval later

- Retrieve specific calls based on any combination of the following 'filter' parameters:-
 - Date / Time range
 - Record ID (a unique ID assigned to each call, suffixed with 'A, B, C...' to denote subsequent portions of a transferred call)
 - Extension or Agent Number
 - Extension or Agent Name
 - Transferring extension (TFR From), Transferee extension i.e extension to which a call is transferred (TFR To)
 - Department
 - Trunk (the network line or channel used for a call)
 - Call Type (All calls, Incoming, Outgoing, Outgoing transferred, Incoming transferred, Radio calls, Unanswered calls, Excluded calls)
 - Destination (a name assigned to a telephone number)
 - Call duration (greater than / equal to / less than a specified duration, or between specified limits)
 - Reference (obtained from external application, or manually entered)
 - Comment (searching for a specific comment only requires a keyword – similar to searching for an email containing a specific keyword)
 - Pilot number (on incoming calls this is the inbound DDI number dialled, on outgoing calls it is the Caller ID presented to the line)
 - Project, Campaign, Result, SubResult (derived from an external CRM system)
 - Hangup initiation, i.e. local or external party hung up first (P = PBX, N = Network, available on ISDN and IP lines only)
 - Location (specific branch office in a multi-office environment)
- Results can be ordered in ascending or descending order by any viewed parameter (e.g cost, duration, extension number, department etc)
- Printable report for the selected data being viewed, with min/max/average/total duration and call cost

Call Centre Specific

Where an outsourced call centre is required to provide its clients with recordings for specific campaigns, or is required to supply recordings on a regular basis, Truelog provides a facility to simplify this task.

The campaign or client-specific calls are selected in the Playback module, and the selection is exported to a specified folder (in encrypted form).

A complete Playback application is also automatically saved to this folder and the user is prompted for a specific password to enable its use.

The folder is copied to a CD / DVD or flash disk, which is then supplied to the client.

Using the specified password, the client has full use of all the functionality afforded by the Playback application, including all searching and reporting functions.

Playback V10.8.18.1 Connected to 192.168.5.231

User Name : admin
 Access Level : 10
 Wave Device : Primary Sound Driver

TRUELOG PLAYBACK

RECORDS FOR CUSTOM DATE RANGE

Search Criteria View Live Data

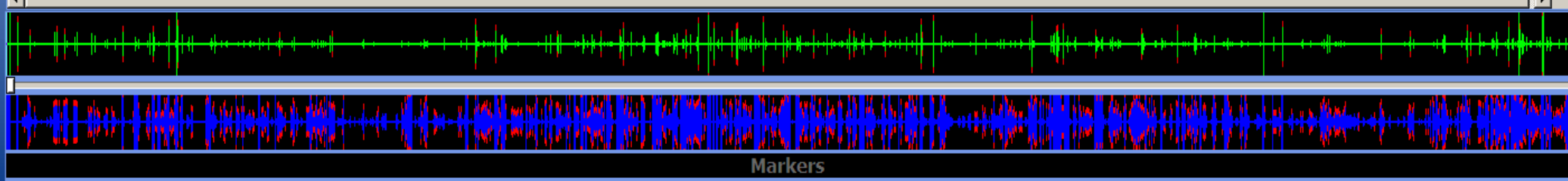
Result Count **1000**

Selected Host: **TL231 on 192.168.5.231**

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 1 of 1

Call Start: 2010-08-18 13:00:00 | Call End: 2010-08-18 23:59:59

Rec ID	Call Start Time	Tfr Fr	Extn	Tfr To	Name	Department	Trunk	Call Type	Telnumber	Destination	Duration	Reference	Comment	Pilot	RingTime	Cost INCL	Project	Hangup	Location
	<input type="button" value="Click For End Time"/>					All		Select											
9739531A	2010-08-18 14:21:32		2507		Candice	Debtors	P.1.001	OUT	0840338384	Cell-C	00:00:42	70243		2670		1.88		P	Honeydew
9739540A	2010-08-18 14:18:54		2527		Nick G	SW Development	P.1.004	IN	00447970325563	Andy UK Mobile	00:11:19	70534		2590	7			P	Honeydew
9739529A	2010-08-18 14:17:33		2502		Alan	SW Development	P.1.003	OUT	0112795000	JHB	00:02:34	69985		2607		1.00		P	Honeydew
9739530A	2010-08-18 14:16:42		2600		Vanessa	Helpdesk	P.1.001	OUT	00244923525366	Hugo Luanda	00:03:53	69990		2600		12.48		N	Honeydew
9739528A	2010-08-18 14:16:34		2661		Jessica	Marketing	P.1.002	OUT	0795054953	Vodacom	00:02:35	69730		2600		5.65		P	Honeydew
9739527A	2010-08-18 14:15:15		2661		Jessica	Marketing	P.1.003	OUT	0826899648	Vodacom	00:01:09	68864		2600		2.83		P	Honeydew
9739526A	2010-08-18 14:15:11		2507		Candice	Debtors	P.1.001	OUT	0791082953	Vodacom	00:00:46	68893		2670		1.88		P	Honeydew
9739525A	2010-08-18 14:14:17		2517		George	Interaction Technol...	P.1.002	NO-ANS	0116753380	JHB	00:01:11	70210		2600	48			N	Honeydew
9739523A	2010-08-18 14:12:06		2661		Jessica	Marketing	P.1.002	OUT	0713955829	Vodacom	00:00:26	69766		2600		1.88		P	Honeydew
9739522A	2010-08-18 14:09:47		2522		Les	Marketing	P.1.002	OUT	0112763708	JHB	00:02:06	70500	Call again Monday...	2600		0.82		P	Honeydew
9739517B	2010-08-18 14:08:02	2551	2599		Willie	Projects	P.1.002	T-IN	0116719500	JHB	00:00:39	70124		9200	6			N	Honeydew
9739517A	2010-08-18 14:07:49		2551	2599	Ria	BackOffice	P.1.002	IN	0116719500	JHB	00:00:12	70124		9200	6			N	Honeydew
9739516A	2010-08-18 14:06:43		2507		Candice	Debtors	P.1.002	OUT	0840338384	Cell-C	00:00:27	68791		2670		1.88		P	Honeydew
9739524A	2010-08-18 14:06:30		2502		Alan	SW Development	P.1.001	OUT	0113873100	JHB	00:07:47	69867		2607		3.06		P	Honeydew
9739515A	2010-08-18 14:02:52		2507		Candice	Debtors	P.1.002	OUT	0313087300	MCCARTHY TOYO...	00:03:15	70085		2670				P	Honeydew
9739513A	2010-08-18 14:02:26		2582		CandiceFax	DebtorsFax	P.1.001	OUT	0116729852	JHB	00:00:49	69672		1600		0.65		P	Honeydew
9739514A	2010-08-18 13:59:49		2502		Alan	SW Development	P.1.004	OUT	0718440249	Vodacom	00:05:28	68719		2607		10.37		P	Honeydew
9739510A	2010-08-18 13:59:15		2582		CandiceFax	DebtorsFax	P.1.001	OUT	0116729852	JHB	00:01:57	70447		2600		0.76		P	Honeydew
9739511B	2010-08-18 13:58:56	2551	2532		Glyn	Tech Management	P.1.002	T-IN	0313069461	KZN	00:03:15	70191		2670	4			N	Honeydew
9739511A	2010-08-18 13:58:47		2551	2532	Ria	BackOffice	P.1.002	IN	0313069461	KZN	00:00:08	70191		2670	4			N	Honeydew
9739509A	2010-08-18 13:57:00		2527		Nick G	SW Development	P.1.003	OUT	0113755911	JHB Connect	00:02:48	70209		2600		1.09		P	Honeydew
9739507A	2010-08-18 13:56:49		2638		Nick C	Planning	P.1.001	OUT	0126669635	PTA	00:01:31	69900		2670		0.65		P	Honeydew
9739508A	2010-08-18 13:55:53		2502		Alan	SW Development	P.1.002	OUT	0828551717	Vodacom	00:02:38	70379		2607		5.65		P	Honeydew
9739505B	2010-08-18 13:50:45	2527	2612		Sue	Creditors	P.1.001	T-IN	0116729853	JHB	00:04:55	68621		9200	1			P	Honeydew
9739505A	2010-08-18 13:50:18		2527	2612	Nick G	SW Development	P.1.001	IN	0116729853	JHB	00:00:26	68621		9200	1			P	Honeydew
9739503A	2010-08-18 13:47:04		2507		Alan	SW Development	P.1.003	OUT	0834725435	MTN	00:00:21	70537		2607		1.88		P	Honeydew



Markers

DURATION **7:49.000** POSITION **0:00.000**

Frequency: 4000 - 14000 Hz (8000 Hz selected)


Play Looped

Volume: 0 - 100 (Normal selected, Boost available)

IP Addresses = 10.188.22.24 192.168.5.24 192.168.0.24

ct = 00:00:00 qt = 00:00:016

Truelog Monitor

The Truelog Monitor program provides a real time overview of active calls, with live audio monitoring of trunk and/or extension ports by clicking on the 'Play' button for each channel .

The application can be installed on any Windows (2000, 2003, XP, VISTA, Windows 7) computer on the network. In a WAN or VPN environment, the program can connect to any number of remote sites.

Trunk-side PBX environment with SMDR integration

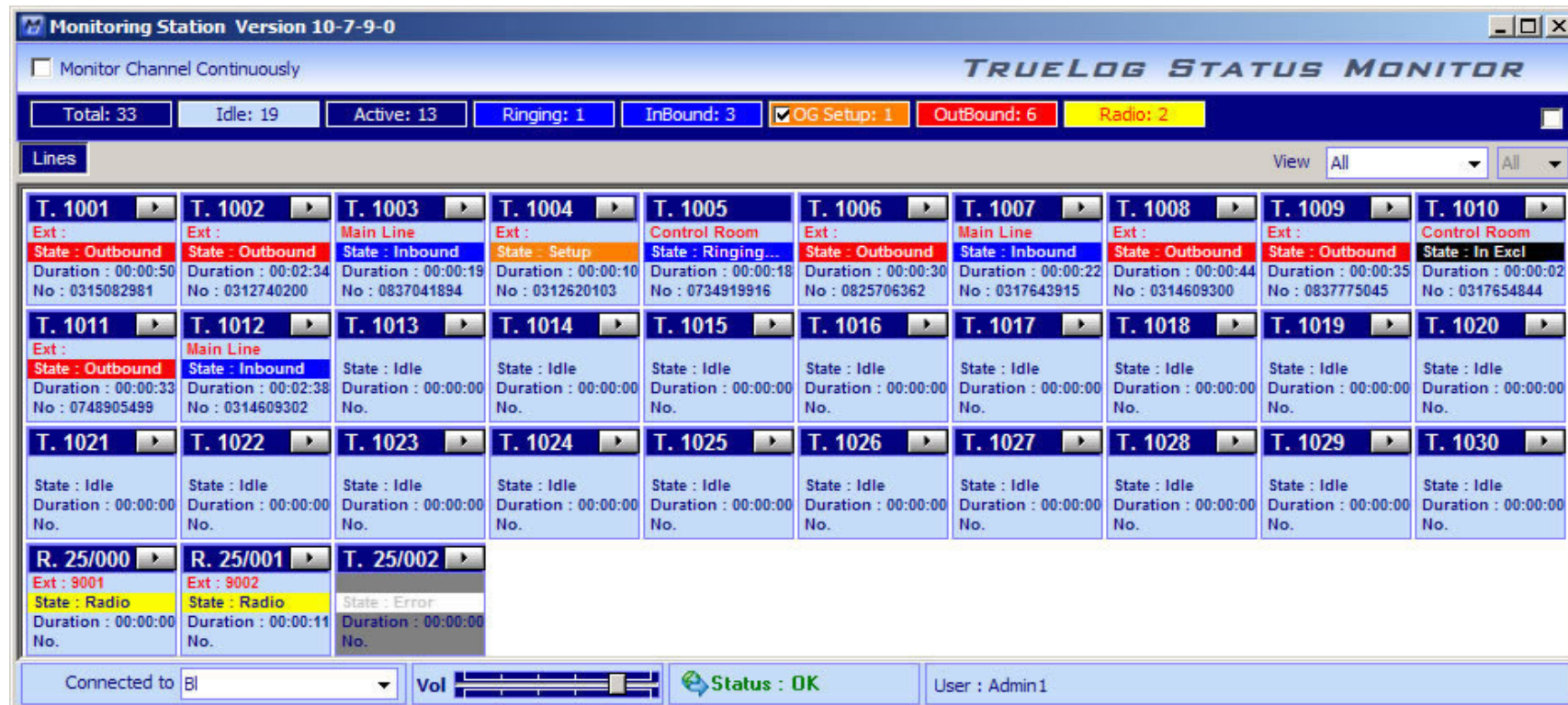
The Truelog system is wired to the trunk channels (i.e. network lines), and is not 'aware' of the extensions to which the currently active trunk channels are connected. At the end of each call (and after every call transfer), the PBX provides a SMDR / CDR call record which defines the extensions involved. The system uses this information to update its call records, in order that the correct extensions are displayed in the Playback program.

Outbound calls are displayed in red, outbound 'Setup' calls (i.e. dialled and awaiting answer) in orange, Inbound calls are displayed in blue, and 'Excluded' calls (i.e extensions or numbers which are not to be recorded) in black. Incoming Ringing calls flash in blue.

Inbound calls reflect the 'DDI' entry number dialled, such as 'Main Line' and 'Control Room'.

The screenshot below is from a security business utilising 1 x Primary Rate ISDN, 2 x two-way radios, 1 x Analogue Telkom line.

The Analogue line (T.25/002) is currently faulty or disconnected, and thus reflects an 'Error' state in the Monitor program.



Trunk-side PBX environment with CTI integration

The system is wired to the trunk channels (i.e. network lines) and is informed by the PBX on a real-time basis, of the extensions which are connected to each trunk channel. The extension information is accordingly displayed for each active channel, as in the following screen:

The screenshot displays the TRUELOG STATUS MONITOR interface. At the top, it shows system statistics: Total: 150, Idle: 76, Active: 74, Ringing: 0, InBound: 54, OG Setup: 4, and OutBound: 16. Below this is a grid of 24 channels, each with a call log entry. The channels are organized into rows and columns, with each cell containing a channel number (e.g., T. 06/018), a name, a state (e.g., Outbound, Inbound, Idle, Setup), a duration, and a number. The interface also includes a 'Monitor Channel Continuously' checkbox, a 'View' dropdown menu, and a status bar at the bottom showing 'Connected to M', 'Status: OK', and 'User: Admin'.

Channel	Name	State	Duration	No.
T. 06/018	LEZIL SMITH	Outbound	00:34:38	0215282912
T. 06/019		Idle	00:00:00	No.
T. 06/020	Anisah Ebrahim	Outbound	00:22:42	0312017256
T. 06/021	Kean Johannes	Inbound	00:03:36	0126676316
T. 06/022	Ext: 8400	Inbound	00:03:11	No.
T. 06/023	Ext: 1401	Inbound	00:01:23	0837888883
T. 06/024	HISHAAM ARNOLD	Outbound	00:00:28	0861502005
T. 06/025	azingu	Outbound	00:02:38	0860112252
T. 06/026	TECH SUP	Outbound	00:00:28	0215252640
T. 06/027	Ext: 8935	Inbound	00:00:01	0877507282
T. 06/028	DESIRE BELL	Setup	00:00:01	0210017896
T. 06/029	Ext: 1437	Inbound	00:14:58	0828529376
T. 09/000	Regan Spoelman	In Excl	00:27:11	0825794803
T. 09/001		Idle	00:00:00	No.
T. 09/002	Ext: 8400	Inbound	00:03:55	No.
T. 09/003		Idle	00:00:00	No.
T. 09/004	Ryan Benjamin	Inbound	00:14:33	0823091844
T. 09/005		Idle	00:00:00	No.
T. 09/006		Idle	00:00:00	No.
T. 09/007	Ext: 1410	Inbound	00:01:09	0217900775
T. 09/008	Ext: 8470	Inbound	00:00:51	No.
T. 09/009	Samantha Swali	Inbound	00:00:54	0176104827
T. 09/010	Ext: 6583	Inbound	00:00:00	No.
T. 09/011		Idle	00:00:00	No.
T. 09/012	Ext: 8400	Inbound	00:11:25	0317655880
T. 09/013		Inbound	00:10:44	No.
T. 09/014		Idle	00:00:00	No.
T. 09/015	Nosipho Makana	Inbound	00:10:38	0342125350
T. 09/016	Ricardo Cootee	Inbound	00:41:01	0829092159
T. 09/017	Moegamat Lenggett	Inbound	00:09:31	0216723100
T. 09/018		Idle	00:00:00	No.
T. 09/019		Idle	00:00:00	No.
T. 09/020		Idle	00:00:00	No.
T. 09/021		Idle	00:00:00	No.
T. 09/022		Idle	00:00:00	No.
T. 09/023		Idle	00:00:00	No.
T. 09/024	D.Pieters	Inbound	00:43:11	0184691614
T. 09/025	Ext: 8465	Inbound	00:06:07	No.
T. 09/026		Idle	00:00:00	No.
T. 09/027	Muhammad Laila	Inbound	00:16:43	0214477796
T. 09/028	Moegamat Dramat	Inbound	00:04:57	0312017475
T. 09/029	Jacques Fredericks	Inbound	00:04:46	0214618726
T. 12/000		Idle	00:00:00	No.
T. 12/001		Idle	00:00:00	No.
T. 12/002		Idle	00:00:00	No.
T. 12/003		Idle	00:00:00	No.
T. 12/004		Idle	00:00:00	No.
T. 12/005		Idle	00:00:00	No.
T. 12/006	FBani	Setup	00:00:05	0833064630
T. 12/007	Ext: 021596	Outbound	00:00:07	0721500908
T. 12/008	FAIZA DANIEL S	Setup	00:00:13	0835831994
T. 12/009		Idle	00:00:00	No.
T. 12/010	Ext: 4628	Outbound	00:00:02	0833241393
T. 12/011	Nontyatyambo Mak	Setup	00:00:17	0836269282
T. 12/012	SAADIQA ISAACS	Outbound	00:00:04	0837584873
T. 12/013		Idle	00:00:00	No.
T. 12/014		Idle	00:00:00	No.
T. 12/015	Clint Africa	Outbound	00:06:08	0795429092
T. 12/016		Idle	00:00:00	No.
T. 12/017	RYAN VAN SCHOOF	Outbound	00:10:54	0825188158
T. 12/018	Karin Smith	Outbound	00:00:52	0823441964
T. 12/019	Claude Okkers	Outbound	00:02:43	0823059867
T. 12/020		Idle	00:00:00	No.
T. 12/021		Idle	00:00:00	No.
T. 12/022		Idle	00:00:00	No.
T. 12/023		Idle	00:00:00	No.
T. 12/024	Fayaadh Horne	Outbound	00:06:36	0745701714
T. 12/025		Idle	00:00:00	No.
T. 12/026		Idle	00:00:00	No.
T. 12/027		Idle	00:00:00	No.
T. 12/028		Idle	00:00:00	No.
T. 12/029		Idle	00:00:00	No.
T. SIP 1	Ashley Du Plessis	Inbound	00:02:52	0116580191
T. SIP 2	Sergio Saayman	Inbound	00:02:12	0112373540
T. SIP 3	Imorse	Inbound	00:02:23	0114541630
T. SIP 4	Ntombentsha Gidi	Inbound	00:31:40	0117889247
T. SIP 5	Lynn Coetzee	Inbound	00:07:50	0114402559
T. SIP 6	Valencia Wessels	Inbound	00:00:56	0126676395
T. SIP 7	Ext: 348400	Inbound	00:00:00	0833259736
T. SIP 8	mdrama	Inbound	00:03:32	0114690935
T. SIP 9	Martha Wightman	Inbound	00:00:58	0117828668
T. SIP 10	Ext: 1417	Inbound	00:00:21	0114444205
T. SIP 11	icost	Inbound	01:07:35	0114656201
T. SIP 12	Ext: 5009	Outbound	00:00:24	356025
T. SIP 13	Ext: 1406	Inbound	00:04:06	0112228000
T. SIP 14	Ext: 1408	Inbound	00:00:02	0117287482
T. SIP 15	Ext: 1635	Inbound	00:08:41	0117952905
T. SIP 16	Ext: 348470	Outbound	00:06:37	0118835539
T. SIP 17	Ext: 345470	Outbound	00:48:37	0114522197
T. SIP 18	Ext: 1401	Inbound	00:11:15	0116653427
T. SIP 19		Inbound	00:00:01	0116403851
T. SIP 20	nmande	Inbound	00:00:08	0114212057
T. SIP 21		Idle	00:00:00	No.
T. SIP 22		Idle	00:00:00	No.
T. SIP 23		Idle	00:00:00	No.
T. SIP 24		Idle	00:00:00	No.

Extension Channel View:

Where CTI is available from the PBX, a 'derived' view of fixed and roaming extensions can be displayed. The following screen is taken from an outsourced call centre with four distinct agent groups. It shows a snapshot of the agents logged in at the various extensions in the primarily inbound 'D' group, with an overview of call activity.

Usually, a large VGA screen (or Wallboard) is used to provide a complete view of all agents in each group, allowing supervisors and managers to have an effective view of traffic and productivity at all times.

The screenshot displays the 'TRUELOG STATUS MONITOR' interface. At the top, it shows system statistics: Total: 146, Idle: 84, Active: 62, Ringing: 0, Inbound: 56, OG Setup: 0, and Outbound: 6. Below this is a grid of 40 agent status cards, each representing an extension. Each card includes the extension number, agent name, state (Idle, Inbound, Outbound), and call duration. The interface also features a 'Monitor Channel Continuously' checkbox, a 'View' dropdown menu, and a status bar at the bottom showing 'Connected to C', 'Vol' level, 'Status: OK', and 'User: PowerUser'.

Extension	Agent Name	State	Duration
3100	Kezia Zealand	Idle	00:00:00
3101	Agnes Makosholo	Idle	00:00:00
3102	Thabo Phogole	Inbound	00:12:35
3103	Anne Kope	Idle	00:00:00
3104	Batho Mokhanoi	Idle	00:00:00
3105	Rosa Maphanga	Inbound	00:01:28
3106	Brenda Williams	Idle	00:00:00
3107	Busisive Mavimbe	Idle	00:00:00
3108	Mfundo Mbende	Inbound	00:01:03
3109	Maduo Mokomele	Inbound	00:02:11
3110	Thandegan Ndlovu	Idle	00:00:00
3111	Ebby Mabunda	Idle	00:00:00
3112	Fezeka Ndala	Idle	00:00:00
3113	Jo-Anne van Buren	Inbound	00:02:58
3114	Tshifhiwa Ndlovu	Idle	00:00:00
3115	Letau Mogola	Inbound	00:01:06
3116	Mpho Seete	Inbound	00:03:22
3117	Kagiso Moroe	Inbound	00:02:23
3119	Linda Mathole	Idle	00:00:00
3121	Shaan Padiachy	Idle	00:00:00
3122	Ramatshane Kgotsi	Inbound	00:01:34
3123	Bheki Nala	Outbound	00:02:36
3124	Precious Mdwaba	Idle	00:00:00
3125	Portia Galinga	Idle	00:00:00
3126	Patience Mtshali	Idle	00:00:00
3128	Richard Maboane	Inbound	00:02:20
3130	Brian Legge	Idle	00:00:00
3131	Lebogang Masindi	Inbound	00:00:46
3132	Ngubane Zandile	Inbound	00:02:23
3133	Neo Moleko	Idle	00:00:00
3134	Shirley Saane	Idle	00:00:00
3135	Rosemary Chauke	Inbound	00:10:24
3136	Tshepo Mofokeng	Idle	00:00:00
3138	Mary Golele	Idle	00:00:00
3139	Wanda Ginisile	Idle	00:00:00
3140	Yoliswa Sibeko	Idle	00:00:00
3141	Lebogang Majake	Idle	00:00:00
3142	Eunice Taao	Idle	00:00:00
3143	Mandla Bhengu	Inbound	00:03:11
3144	Ntomboxolo Ntamo	Idle	00:00:00
3145	Ditiro Morake	Inbound	00:01:12
3147	Portia Ntshulana	Idle	00:00:00
3148	Khayalethu Kunen	Inbound	00:02:21
3149	Petunia Zungu	Idle	00:00:00
3150	Amanda Mmididi	Inbound	00:04:55
3151	Tsiane Philemon	Inbound	00:07:14
3152	Paseka Makopo	Inbound	00:04:22
3153	Phendulwa Dadlon	Idle	00:00:00
3155	Lucky Radebe	Idle	00:00:00
3156	Queen Tladi	Idle	00:00:00
3157	Thabani Sibiya	Idle	00:00:00
3158	Lorraine Chingual	Idle	00:00:00
3159	Anathi Ginisile	Idle	00:00:00
3161	Lucille Mohan	Inbound	00:01:29
3162	Kholeka Xulu	Idle	00:00:00
3163	Nathan Seafild	Idle	00:00:00
3165	Fiona Nkosi	Idle	00:00:00
3166	Makatu Luginane	Idle	00:00:00
3167	Nokwenzani Dyaliv	Idle	00:00:00
3168	Lebogang Seemeq	Inbound	00:00:36
3169	Terry-Ann Joustun	Idle	00:00:00
3173	Dineo Motikoe	Idle	00:00:00
3175	Hymie Dalton	Inbound	00:05:33
3177	Daniel Mokadi	Idle	00:00:00
3178	Busisive Koboeka	Inbound	00:03:00
3179	Shaun September	Idle	00:00:00
3180	Samantha Schofield	Idle	00:00:00
3181	Tsholofelo Mogoer	Idle	00:00:00
3182	Tintswalo Mudau	Inbound	00:05:35
3183	Jardine Albertyn	Idle	00:00:00
3184	Lucille Friesling	Inbound	00:01:14
3185	Fatima Govender	Idle	00:00:00
3187	Norman Rasivhaga	Idle	00:00:00
3189	Fumani Mboweni	Idle	00:00:00
3191	Pamsela Tiro	Outbound	00:02:52
3192	Nosipwi Zaku	Idle	00:00:00
3193	Lisa Mamburu	Idle	00:00:00
3194	Rethabile Khubayi	Idle	00:00:00
3196	Tankiso Lethoko	Inbound	00:15:32
3198	Andile Mbhele	Inbound	00:00:59
3199	Brian Xulu	Idle	00:00:00
3400	Darlington Hlatshu	Inbound	00:00:45
3401	Mahlatsi Lentsoani	Idle	00:00:00
3402	Malebo Molema	Idle	00:00:00
3403	Sebati Malebogo	Outbound	00:01:14
3405	Thabang Mohlabe	Idle	00:00:00
3406	Cheryl Mthembu	Inbound	00:09:57
3407	Sicelo Sibisi	Inbound	00:01:27
3408	Takalani Tshivase	Idle	00:00:00
3410	Thembekile Tshaba	Idle	00:00:00
3411	Yvonne Melahloho	Inbound	00:01:17
3413	Reigana Le Roux	Idle	00:00:00
3416	Mohammed Galie	Idle	00:00:00
3417	Jenny Jass	Outbound	00:07:54
3418	Jabulane Semelane	Idle	00:00:00
3419	Busisive Kambule	Idle	00:00:00
3420	Moeti Mohoto	Idle	00:00:00
3421	Wandile Nxumalo	Outbound	00:23:22
3422	Reshoketswe Riba	Idle	00:01:00
3423	Ithabiseng Mabotsi	Inbound	00:01:49
3424	Lerato Mashishi	Idle	00:00:00
3425	Camang Ndumasa	Idle	00:00:00
3426	Rejoice Nkata	Idle	00:00:00
3427	Lufuno Rakhubu	Inbound	00:03:42
3428	Oisketseng Ramaei	Idle	00:03:43
3429	Leah Ramilane	Idle	00:00:00
3430	Norman Razivhaga	Inbound	00:06:11
3431	Nhlamulo Rikhotst	Inbound	00:02:20

Truelog Traffic Analyzer

On a trunk-side recording system, the Traffic Analyzer module enables the measurement of traffic across specified trunk lines and groups. It plots the number of **simultaneous calls** (i.e. concurrent channels in use) on the selected trunks, optionally filtered by dialed prefixes, over a selected period of time. This allows a telephony administrator to accurately determine traffic volumes in order to correctly 'dimension' network access, particularly with regard to the optimization of Least Cost Routing lines.

Being based on concurrent calls, the Traffic Analyzer also provides an accurate indication of contact centre staffing requirements at different times of day, month etc, and will reveal traffic trends over a period of time.

The charts below are taken from an ISP support call centre equipped with 13 x PRI and 90 x SIP trunks, handling primarily inbound traffic. This call centre operates between 7.30am and 10pm, and is also active on weekends. The charts below track the number of simultaneous calls over a period of 1) one month and 2) one day, with no filtering being applied. The traffic therefore includes all inbound and outbound groups, as well as general and administrative calls.

1) Simultaneous calls over a period of 1 Month:-

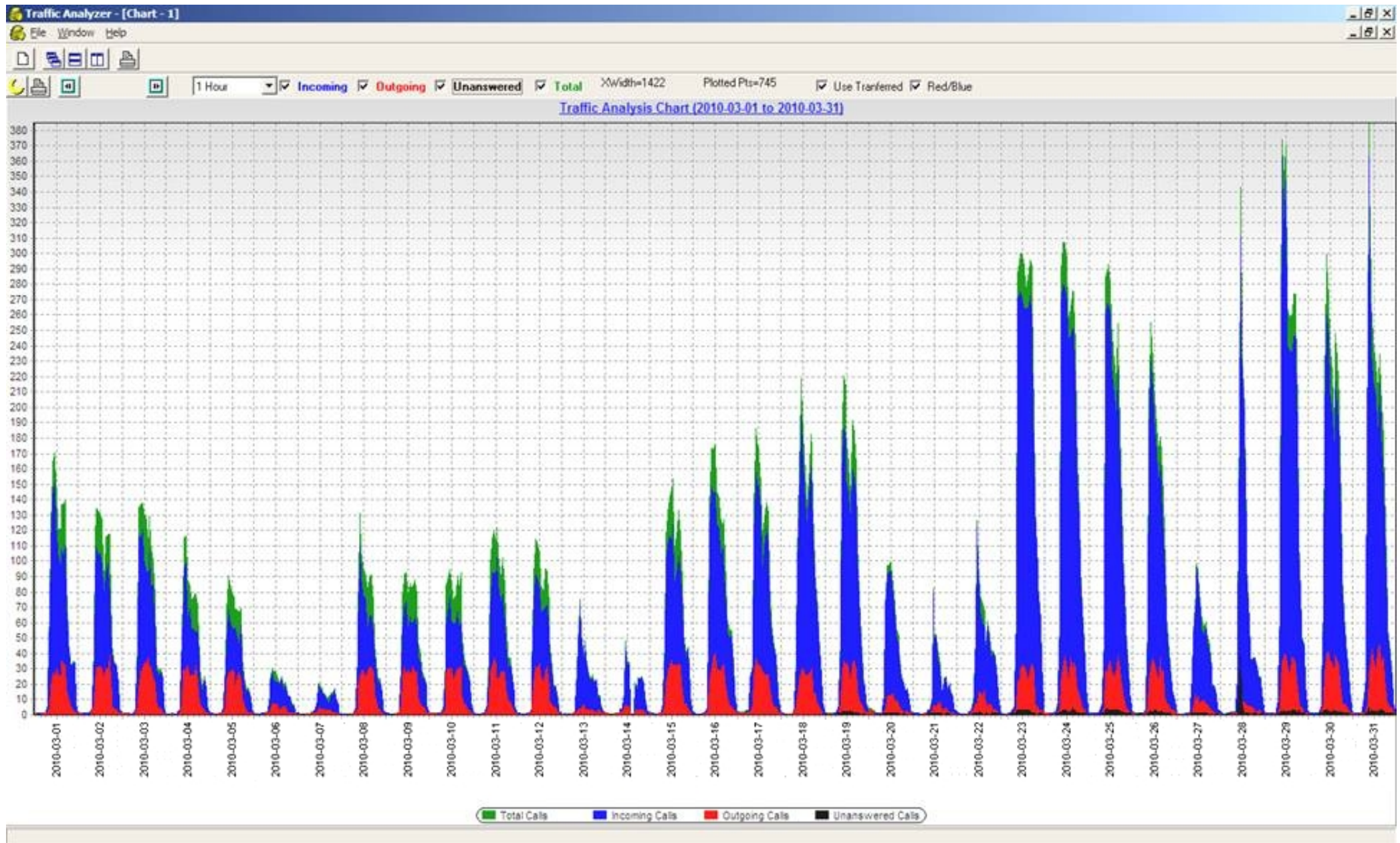
The chart (on the next page) reveals the following:

- The commencement of a new campaign at the middle of the month led to a significant increase in inbound calls during the second half of the month
- A period on the 14th (a Sunday) during which traffic came to a halt whilst a PBX upgrade was carried out
- Reduced traffic on Monday 22nd (a public holiday)
- A high level of inbound calls on the morning of Sunday 28th, when a customer connectivity issue resulted in a high number of support calls. This issue was resolved in the early afternoon, whereupon inbound traffic returned to a normal level.

2) Simultaneous calls over a period of 1 Day:-

The chart shows a high level of incoming calls between 07:30 and 09:00 on the selected day (i.e. around 360 concurrent calls during this period). The call centre is staffed with some 200 agents, so it is apparent that a considerable number of callers were attended to by the IVR during this time.

1) Simultaneous calls over a period of 1 Month



2) Simultaneous calls over a period of 1 Day

