

Traffic Manager

Collect, Manage, Predict & Report on VOIP, Trunk, Line, Gateway Traffic & more...

Telephony can be one of the largest expenses facing any business. With the addition of new products and services like the VoIP, SIP trunking, etc. you just can't guess about your telecom requirements anymore. No sites are alike, and requirements can be completely different even with similar call volumes and staffing.

Introducing eTEL's Traffic Manager, your "Intelligent Traffic Expert" waiting to assist you!

Traffic Manager takes the guessing out of your decisions. It can tell you what your optimum staffing and trunking are for your site(s). It can also help you to identify trends, feature usage, calling patterns and plan for the future with ongoing traffic studies and "what if" modelling. This can be particularly useful before, during and after migrations to VOIP and SIP.



With Traffic Manager you can easily answer these troubling questions:

Do we have enough or too many trunks?

Traffic Manager shows you the optimum number of trunks for average busy hour and peak hour time slots by day, week, or month for each of your sites. These are calculated using your desired grade of service levels. You can easily determine if trunks need to be added, removed or reallocated.

Are we optimally staffed?

Traffic Manager shows you optimum console or operator staffing for any given time, whether it is just for a daily peak hour or by the week or month.

Are we effectively managing our IP telephony? What about network bandwidth, codecs, jitter or latency issues?

Traffic Manager can easily determine if your IP phones have adequate network resources, and if the codecs in use are providing the best quality of service. You can additionally evaluate your video usage and monitor jitter, latency, and network usage.

Traffic Manager

Can we estimate our future telephony and staffing requirements?

Traffic Manager includes "what if" modelling that allows you to forecast your future requirements so you can plan and budget for future upgrades and additional staffing.

Are there any alarming trends developing at our site?

Traffic Manager can draw your attention to potential issues before they become problems that require immediate action. Historical information is kept indefinitely so you can analyze trend changes over hours, days, months and even years.

Can we be sure all our trunks are functioning?

Traffic Manager allows you to easily determine any malfunctioning trunks and identify ones with abnormalities (ex. excessive abandoned calls, low or no usage, etc.).

Are excessive numbers of calls being made after hours?

Traffic Manager breaks down call traffic right to the hour of day making abnormal calling patterns obvious.

Are we encountering ATB situations (all trunks busy)?

Traffic Manager reports "under-trunked" situations where you will be missing calls, frustrating callers and potentially losing sales.

What are each attendant's total answered calls, talk or hold time?

Traffic Manager you will know each of your attendant's call statistics. If you are over-staffed your employees will have long waits between calls, and if you are under-staffed you will have excessive numbers of abandoned calls and overwhelmed staff.

What is feature, system, and CPU usage and performance?

Traffic Manager tracks all this, and more, giving you the most complete picture of how well your system is performing.