

ProtecNet®

PBX TRAFFIC ANALYSIS SOLUTIONS

COMPREHENSIVE PBX TRAFFIC ANALYSIS SOLUTIONS

The Black Box Network Services ProtecNet PBX Traffic Study takes a truly consultative approach to the business of PBX traffic management. Professional, consultative reports, supported by color graphics, alleviate the confusion of technical analysis. This is not a "data dump" but a complete analysis with specific recommendations. If you are not currently using any call accounting system, the Black Box Network Services ProtecNet PBX Traffic Study is an excellent telemanagement tool with which to optimize your PBX.

The Benefits of the Black Box Network Services ProtecNet PBX Traffic Study

- Determine if you are spending too much on monthly recurring Telco charges for trunks you may not need.
- Increase business by adding trunks to groups which may be too busy.
- Improve service by ensuring there are sufficient internal resources to serve today's and tomorrow's needs.
- Change console staffing in either number of operators or their hours of work, based on real demand.
- Reduce caller complaints by modifying console staffing and/or adding trunks.

The Black Box Network Services ProtecNet PBX Traffic Analysis Solutions are:

✓ **Easy**

Black Box Network Services can initiate a Traffic Study almost immediately upon request, and more important, we can have the completed report on your desk within five business days of completion of data gathering. There is no need to install equipment or dispatch a technician to the site. We remotely poll the switch every hour to obtain the most recent traffic information. This method insures the collection of complete data for we immediately see the results of the poll. Any problems will result in re-polling while the data is still available.

✓ **Customer-friendly**

Rather than produce raw mathematical data, with numerical averages, maximums, etc., Black Box Network Services ProtecNet Traffic Study is a consultative report. It provides all of the data to make proper analysis as well as graphical interpretations and presentations to help in the spotting of trends and causations. Our computers also spot and identify areas of potential concern. WE even make the use of graphical acetate overlays allowing for direct comparisons. For example, we graphically show the effect changes in operator force and/or call volume had on service measures such as speed of answer or queue times. Each study includes reports on Networks, Trunks and Consoles, Glossary and Nortel established norms, making it the easiest report to understand.

ProtecNet®

✓ **Economical**

We have turned the Traffic study process from a resource intensive and expensive service, provided only on customer demand, to a practically transparent service with minimal human intervention. Great automation translates into lower costs for both the vendor and end-user.

✓ **Adaptable**

A communications manager overseeing multiple networked locations would find this capability most helpful. We can perform on multiple locations, with no limits on the number of sites. And with our Trunking worksheet, they can make changes to the trunking right on the sheet and fax it to the local service office.

Comprehensive Reporting

The Black Box Network Services ProtecNet PBX Traffic Analysis Solutions covers it all. Here are just some of the reports and features you'll find:

- Internal switching networks
- Service facilities
- Trunks
- Processor utilization
- Volume of Operator calls
- Abandoned or delayed calls
- Junctor Traffic
- Failure to Match
- Dial Tone delay
- Trunking
- Trunking Worksheet
- Console Activity
- Console Performance
- Processor Occupancy
- Detailed appendices
- Glossary
- Traffic hints