

# PBX Traffic Study

## What is a PBX Traffic Study?

A PBX Traffic Study measures the health and engineering of the switch and the service levels an organization is providing to its callers.

A PBX Traffic Study is a thorough analysis that provides the information needed in order to take steps to maximize the usefulness and the service level of the switch. Neglecting to run a Traffic Study can jeopardize both service levels and potential economic savings. For example, it can include reducing the number of external lines, find ways to relieve the operators during peak loads to reduce the number of lost calls or uncover over-trunking of systems. Over-trunking alone can run up to a needless expense of many thousands of dollars per year. TelSoft Solutions PBX Traffic Studies can be used to improve service and reduce costs.

## How easy is it to get started?

Ordering one is as easy as visiting the TelSoft Solutions website.

A Traffic Study can be started just hours after receiving a request. All that is needed is remote access to the PBX system (modem number, PBX password and any additional modem passwords). No additional hardware or software is required (Traffic Studies for the NEC NEAX2400 require some manual data collection).

## How does a traffic study fit in with my call accounting system?

Typical Call Accounting PBX traffic studies provide raw mathematical data. This study is a more in-depth report. Whether you are currently using a call accounting system or not, a Traffic Study will magnify the quality of information you are currently getting. If you are not currently using any call accounting system, the PBX Traffic Study is an excellent telemanagement tool with which to optimize your PBX.

TelSoft Solutions Traffic Study interprets and analyzes PBX traffic and presents comprehensive information as a consultative report incorporating color graphs and easy-to-

understand language. From Networks to Junctors, it offers valuable insight on the daily performance of your PBX. It even includes a glossary and tools to help you explore "what if" scenarios, allowing you to identify trends and potential service-affecting issues.

### It measures:

- Internal switching networks
- Service facilities (such as tones and conferencing paths)
- Trunks
- Processor utilization
- Volume of Operator calls
- Abandoned or delayed calls

### Reports include:

- Junctor Traffic
- Failures to Match
- Dial Tone delay
- Trunking
- Trunking Worksheet
- Console Activity
- Console Performance
- Processor Occupancy

Rather than being a "data dump" it is a consultative report, supported by color graphs and textual introductions explaining the details in plain language. The focus is on assisting you in the preparation and development of accurate traffic planning forecasts by finding and highlighting the important information, resulting in an in-depth PBX profile.



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## Which PBX systems does the study support?

Studies are available for Lucent (System 75 through Definity), Nortel Meridian and NEC NEAX2400 PBX systems. All of the reports have the same look and feel, regardless of PBX type.

## How often do I need a PBX Traffic Study?

We recommend performing a Traffic Study at least once per year to ensure adequate facilities management and optimum system performance. However, Traffic Studies can be performed as often as your needs indicate and the duration of the study is customized and priced to meet your guidelines (example: 5 days, 12 hours per day). Traffic Studies can be performed simultaneously on multiple locations.

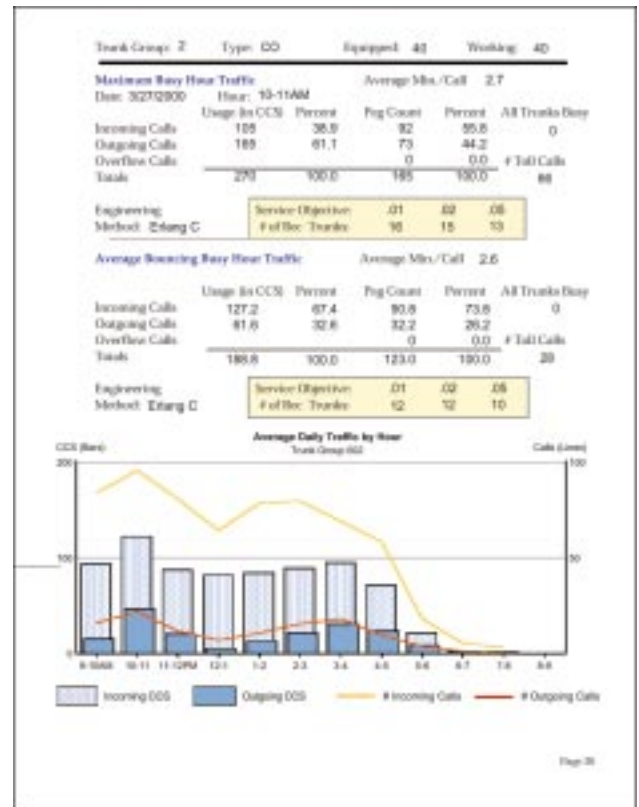


All Studies are archived for 3 years online at a secure website, available for viewing and downloading at any time. Even the online status of a Traffic Study in progress can be accessed.

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## See a sample study at [www.telsoft-solutions.com](http://www.telsoft-solutions.com)

To see how easy it is to access a PBX Traffic Study, log on now to [www.telsoft-solutions.com](http://www.telsoft-solutions.com), click the PBX Traffic Analysis button on the Home Page, enter TSDEMO in the login field... and you're in.

For further information on how a PBX Traffic Study can save you money and enhance your telecom network, contact TelSoft Solutions.

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