How to read Traffic records

Introduction
The Traffic Reports event stream provides the Contact Center Solutions and Call Accounting Traffic Analysis add-on application with call statistics on DTMF receivers, route lists, route plans, routes, and trunks.

In order to have summarized data for Traffic Analysis reports, you must wait until the nightly maintenance routine runs the summary, which happens each night at midnight. Traffic Analysis reports are not available in real time. Traffic data is collected from the PBX in one of two ways: For the SX-2000, data is collected using a 3300 ICP Gateway or datasets. For the 3300 ICP, data is collected over TCP/IP.

Traffic Reports event stream statistics
Traffic reports are filed to <server_install_dir>\DataDirectory. Each media server in the enterprise will file raw data files to its own subfolder in the DataDirectory folder (for example, Node_01). Every time summarize runs, a Traffic report is created and named TYYYYMMDD (for example, T20080107). Traffic data files contain the following information for each 15 minute interval:

• Trunks
  o Route plan
  o Route list
  o Routes
• Trunk groups
• Trunks
• Common equipment
  o DTMF receivers
  o Data transceivers
  o Modems
• Data Station groups
• Attendant
  o Attendant group
  o Attendant consoles
  o Attendants
• Channels
  o Transmit links
  o Receive links
  o Group of links
  o Channels

Traffic measurement parameters
Traffic is a measure of the total flow of calls through a switching system. The two most important call characteristics, for the purpose of traffic measurements, are the number of calls in a given time period and the duration of the calls. Three terms which are used frequently in traffic measurement are defined as follows:
- Peg counts: This refers to the total number of calls of a given type, such as trunk calls, calls to attendant, etc., during a traffic measurement period (the span of time during which Traffic data is collected).

- Call Holding Time: This refers to the length of time for which a call holds a service channel busy. This statistic shows the various phases of a call and how these affect Call Holding Time.

- Usage: Peg counts and call holding times, when looked at individually, do not yield a complete picture on how heavily a service channel or group of channels is used. To this end, a usage value is used extensively in traffic measurement. Usage (in Erlangs) is defined as the Total Call Holding Time (sec./peg X peg count/hour) divided by 3600 (sec./hour). In North America, the Erlang unit is replaced by the Centi Call Second (CCS), which evaluates traffic over 100 second periods, as opposed to 1 hour periods. Usage (in CCS) is defined as the Total Call Holding Time (sec./peg X peg count/CCS period) divided by 100 (sec./CCS period).

**NOTE:** Usage (Erlang) = Usage (CCS) / 36 or 1 Erlang = 36 CCS

### Summary of traffic theory

Traffic theory is based on the statistical analysis of calls in a switching system. The details of traffic theory are complex and are only briefly covered in this guide. Two important results of Traffic Theory are the Erlang B and C formulas which are used extensively in Traffic Analysis. The Erlang B formula assumes that the system offers no queuing facilities to blocked calls, while the Erlang C formula assumes that queuing is provided.

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