

Advanced Reporting Package for Service Providers



View traffic capacity and utilization data at a detailed or aggregate level. Identify utilization patterns to enhance marketing strategies and increase revenue opportunities.

Benefits

- Provides network data to enable messaging network optimization
- Enables comparative analysis and tracking using numerical measures
- Exports data to analysis tools to identify trends and match product offerings to real user needs
- Reduces custom integration requirements
- Provides reporting for any size network



Provides network data to enable messaging network optimization

The Advanced Reporting Package allows service providers to view detailed reports on traffic and usage data within their Lucent messaging systems and network. These reports allow maintenance engineers to enhance network efficiency by balancing activity between resources that are at or near capacity and those that are underutilized. They can also use these reports to reschedule operations between peak and off-peak periods for enhanced network utilization.

System Name	System SN	Mailbox Number	Mailbox Name	Creation Date	COS	Mail Status
AP2 - Linelet	22222	425095247	Dirin Dilsay	2004-06-14 09:47:45	D	
AP2 - Linelet	22222	228651081	Lauglin, Kanada	2004-06-10 11:11:47	D	
AP2 - Linelet	22222	816668338	Susan Sammeszen	2004-06-07 13:26:24	D	
AP2 - Linelet	22222	9132196003	Scott Sheenwitz	2004-06-07 13:22:04	D	
AP2 - Linelet	22222	9132196082	Karen Miller	2004-06-07 13:47:30	D	
AP2 - Linelet	22222	9132091573	Toni Meszke	2004-06-07 13:24:56	D	
AP2 - Linelet	22222	9132091902	Michael St. Louis	2004-06-07 13:40:37	D	
AP2 - Linelet	22222	9134855702	Jeff Luther	2004-06-07 13:23:40	D	
AP2 - Linelet	22222	9134861931	Rayna Page	2004-06-07 13:46:18	D	
AP2 - Linelet	22222	9135503027	Louis Pfloemler	2004-06-07 13:49:01	D	
AP2 - Linelet	22222	9135507258	DK Cagnew	2004-06-07 13:19:50	D	
AP2 - Linelet	22222	9136388945	Anag Ahluwalia	2004-06-07 13:52:12	D	

Detailed reports identify initialized and underutilized resources

Enables comparative analysis and tracking using numerical measures

Each report generated by the Advanced Reporting Package offers a detailed breakdown of activity that can be viewed on most standard web browsers or exported directly to Microsoft® Excel for further manipulation and analysis.

Message statistics:

- Voice mail messages
- Telephone answering messages
- User and system deleted messages – due to Class of Service (COS) aging

Capacity statistics:

- Active and uninitialized mailboxes – CA Only
- Adds and deletes
- Percentage of free message space

Marketing statistics:

- Number of messages
- Number of calls
- Number of initialized mailboxes – CA Only

Traffic statistics:

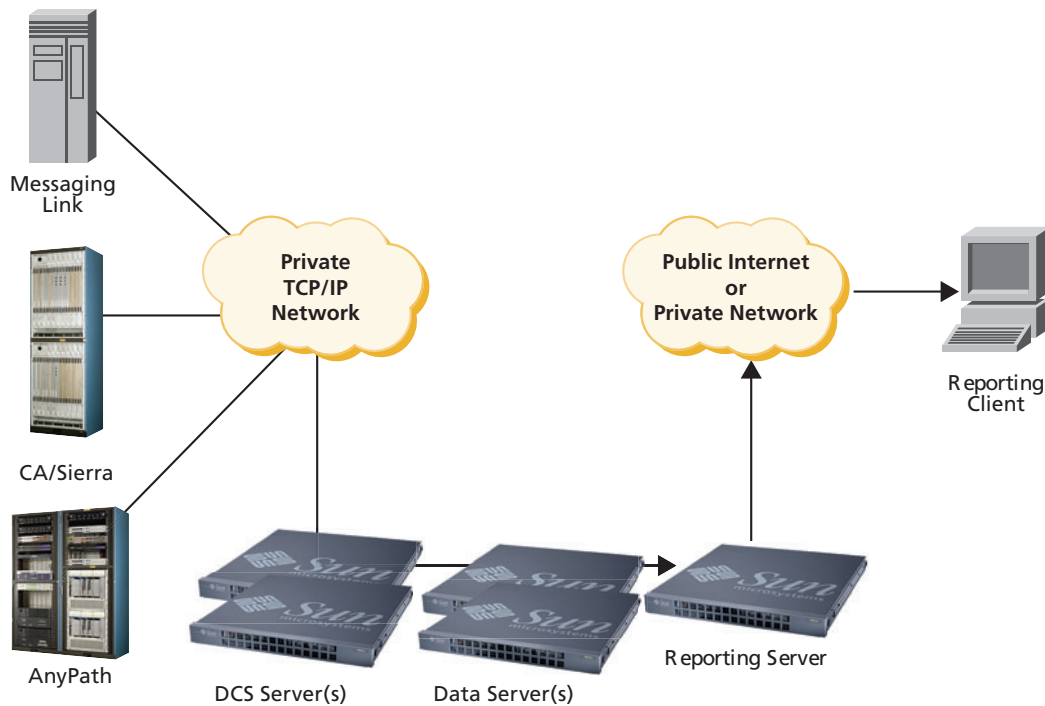
- Incoming calls
- Telephone answering calls
- Retrieval calls
- Open trees calls
- Outgoing calls
- Normal outcalls
- Pager outcalls
- Faxes received
- Call sender events
- Profile changes – Caller Application (CA) only
- Greeting changes – CA only
- Password changes – CA only
- Initializations – CA only
- Other changes – CA only
- MWI
- SMPP

Traffic utilization and capacity data can be monitored on a detailed or aggregate level. Aggregation is available on a city, regional or network-wide basis so service provider personnel get the level of information that meets their job needs. This level of statistical detail empowers service providers to manage their messaging networks based on factual data.

Region	In	Out	Sent	Deleted	TDMA MWI	GSM MWI	CTP
Illinois Region	502	104	165	297	0	274	0
Total:	502	104	165	297	0	274	0

Illinois Region	Calls		Messages		Notifications		
	In	Out	Sent	Deleted	TDMA MWI	GSM MWI	CTP
00:00	0	0	0	0	0	0	0
01:00	2	3	2	0	0	2	0
02:00	1	2	1	0	0	1	0
03:00	0	2	0	0	0	0	0
04:00	2	0	1	0	0	1	0
05:00	2	0	1	0	0	1	0
06:00	9	0	2	8	0	7	0
07:00	27	3	7	8	0	11	0
08:00	40	7	12	11	0	21	0

Aggregate traffic statistics enable management of messaging resources



Advanced Reporting Package's modular architecture scales to meet network capacity requirements

Exports data to analysis tools to identify trends and match product offerings to real user needs

Detailed statistics enable service providers to analyze utilization of their Lucent messaging network and systems, and identify trends and the popularity of specific feature offerings. This can be helpful as service providers roll out new features such as visual message management, provided through Lucent Web Messaging, or celebrity greetings, provided through the Lucent Media Delivery Solution. More popular features can be used to develop new marketing packages, feature bundles and classes of service and thus reduce churn.

Utilization statistics can also be used to track the effectiveness of current marketing campaigns. Capacity and resource usage statistics can be used to plan and manage system resources, thereby insuring service levels. The ability to aggregate and analyze these statistics allows service providers to transform operational data into business intelligence that is accurate, timely and actionable.

Reduces custom integration requirements

By implementing the Advanced Reporting Package, carriers can reduce the amount of custom integration work needed to develop these reports using their own proprietary Operation Support Systems (OSS). The Advanced Reporting Package operates in conjunction with the Lucent Data Collection System (DCS), which provides data mediation services for all of Lucent messaging network elements, the Lucent AnyPath® Messaging System, CA/Sierra™ systems, and Messaging Link™ systems. DCS, collects and processes usage and profile data from these network elements. The Advanced Reporting Package accesses this data from the DCS and stores it for a defined time period so current and historical reports can be generated. The data is stored in Open Source SQL format so custom reports can be developed, if needed.

Provides reporting for any size network

The Advanced Reporting Package runs on inexpensive, industry-standard, off-the-shelf carrier-grade computing hardware that is scalable and expandable to meet reporting capacity needs. For small networks, just a single server is needed. For larger or more complex networks, multiple servers can be configured to meet reporting capacity needs, and provide an economical reporting solution for any size network.

Advanced Reporting Package for Service Providers

Features

- Generates capacity, messaging and traffic reports to help enhance ongoing network utilization and efficiency
- Facilitates scheduling of network operations between peak and off-peak periods for enhanced efficiency
- Provides detailed data that can be imported into spreadsheets for further analysis and manipulation
- Reports traffic patterns, utilization and capacity on a detailed or aggregate level to enable planning and management of Lucent messaging networks
- Provides statistics that can be used to identify trends and usage patterns to help gauge the success of marketing strategies

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