



Verizon Enterprise Center **Traffic Monitor** User Guide

Version: 1.15

Last Updated: October 2015

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Getting Started

1

Access Traffic Monitor

Traffic Monitor is designed to provide you with insight into your calling patterns and traffic volumes with near real-time access into inbound and outbound calls.

- Access near real-time inbound and outbound call information.
- Recognize calling patterns and traffic volumes.
- Poll traffic statistics.
- View call disposition details.

Note: “Near real-time” is the time it takes information to travel from the server to the Traffic Monitor application.

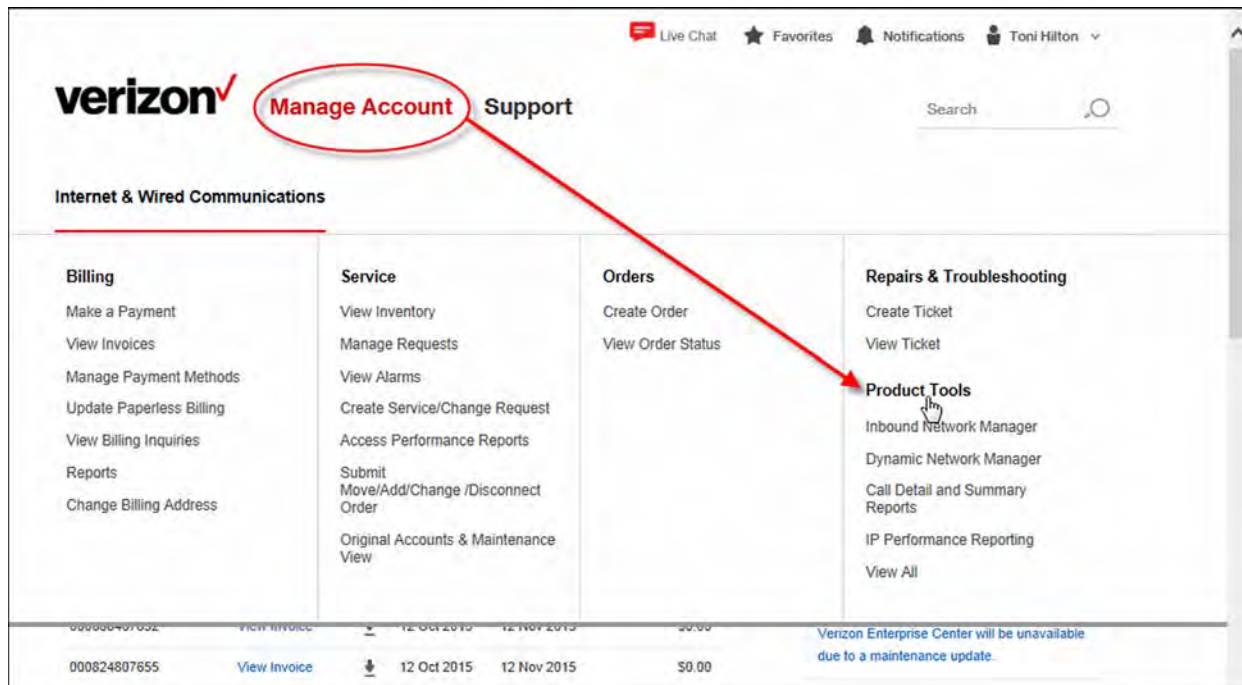


Figure 1-4: Manage Account

1. Click **Manage Account** at the top of the screen.
2. Click **Product Tools**. The *Product Tools* screen appears.

The screenshot shows the Verizon Manage Account Support page. At the top right, there are links for Favorites, Notifications, and a user profile for Toni Hilton. The main navigation includes the Verizon logo, 'Manage Account', and 'Support'. A search bar is located on the right. Below the navigation is a 'Product Tools' section with a red header bar. The page is divided into two columns: 'Network Management' and 'Network Reporting'. Under 'Network Reporting', the 'Near Real-Time Traffic' link is highlighted with a red box. A mouse cursor is pointing at the link. The description for 'Near Real-Time Traffic' reads: 'Use near real-time inbound traffic calling pattern and volume reports to quickly identify and remediate problem areas.'

Figure 1-5: Product Tools

3. Click **Near Real-Time Traffic** under *Network Reporting*. Traffic Monitor opens in another browser window.

Customer Support & Training

Customer Support

Contact customer support for any Verizon Enterprise Center issues. They can assist you with product and general platform questions, errors, and password resets.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to Verizon Enterprise Center.

Click on your name in the top right corner of the screen. Click **Contact Us & Send Feedback**.

- Call toll-free at 1-800-569-8799.
- Live chat or e-mail vec_support@verizon.com.

Training

Go to <https://customertraining.verizon.com> to enroll in training and/or download user and reference guides.

Add a Profile

You can create new profiles that include a combination of inbound toll free numbers, service locations, time zones, and polling intervals. This enables you to divide your inbound Enterprise ID numbers into subsets that you can easily manage. You can create different profiles types for distinct subsets of inbound toll free numbers or service locations. Your new profile appears in the *Profile List* on the Home page. You can activate, reactivate, edit, or delete profiles at any time. A profile is limited to 300 numbers, however, there is no limit to the number of profiles you can create.

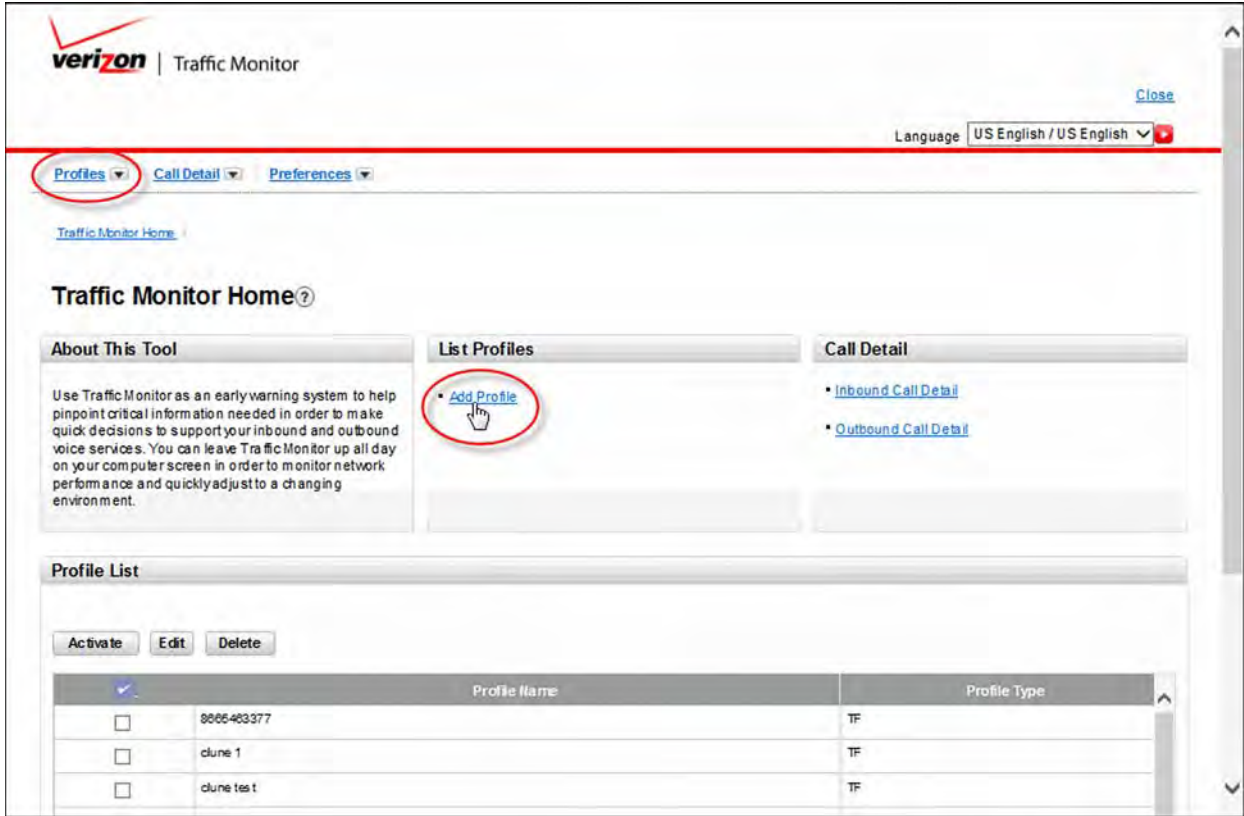


Figure 2-1: Traffic Monitor Home

1. Click **Add Profile** in the *List Profiles* section. The *Add Profile* screen appears.
- OR-
- Click **Profiles | Add Profile** at the top of the screen. The *Add Profile* screen appears.

The screenshot shows the 'Add Profile' form in the Traffic Monitor interface. The form is titled 'Add Profile' and includes a help icon. A note indicates that an asterisk (*) denotes a required field. The form contains the following fields and options:

- Profile Name:** A text input field containing 'CO Store'.
- Time Zone:** A dropdown menu set to 'US Mountain Time'.
- Polling Interval:** A dropdown menu set to '5' with the unit 'Minutes'.
- Profile Type:** A dropdown menu with the following options:
 - (Inbound) Dialed Number
 - (Inbound) Dialed Number w/Hidden Number Sort
 - (Inbound) Dialed Number w/Service Location Sort
 - (Inbound) Dialed Number w/Termination Secondary Sort
 - (Outbound) Service Location
 - (Outbound) Service Location w/Originating All Sort
- Available Numbers:** A list of numbers: 8862185272, 8862192467, 8862216517, and 8862295699. There is an 'Add' button next to this list.
- Selected Numbers:** An empty list.
- Buttons:** 'Save Profile' (highlighted in red) and 'Cancel'.

Figure 2-2: Add Profile

2. Type a unique name in the *Profile Name* field.
3. Select the *Time Zone* from the drop-down list.
4. Select the number of minutes from the *Polling Interval* drop-down list for which you want Traffic Monitor to poll the data. You can poll from 0.5 - 180 minutes.
5. Select the *Profile Type* from the drop-down list:
 - **Dialed Number** - displays the dialed numbers.
 - **Dialed Number w/Hidden Number Sort** - displays the dialed number and the outdials. An outdial can be a toll-free number, Enhanced Voice Services (EVS) number, or a Direct Dial North America (DDNA) number.
 - **Dialed Number w/Service Location Sort** - displays the dialed number and service location.
 - **Dialed Number w/Termination Secondary Sort** - displays the dialed number and breaks calls down by the switch/trunk groups.
 - **Service Location** - displays the service locations.
 - **Service Location w/Originating Sort** - displays the service location.
6. Select the numbers or service locations you want to include in the profile from the *Available Numbers* section. Use **Ctrl** or **Shift** to make multiple selections.
7. Click **Add** to include the selected numbers and service locations in the profile.
8. Click **Save Profile**. The *Save Profile* pop-up appears.
9. Click **OK**. The *Traffic Monitor Home* page reappears.

Activate a Profile

The *Activate Profile* screen provides information about all calls made to the numbers/service locations in your profile. It contains three tabs that display summary information about your calls: *Attempts*, *Incomplete*, and *Blocked*. The statistical data listed for each number/service location is updated based on the *Start Time* and *Poll Interval* you select.

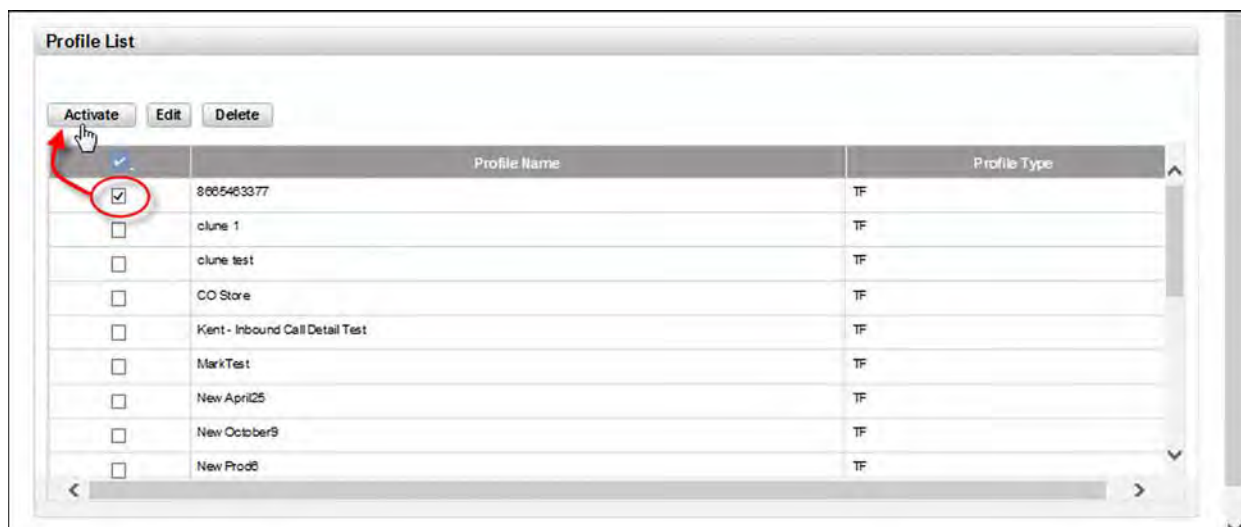


Figure 2-3: Traffic Monitor Home

1. Scroll to the *Profile List*.
2. Check the profile you want to activate. You can activate one profile at a time.
3. Click **Activate**. The *Activated Profile* screen appears.

Profiles

Profiles | Call Detail | Preferences

Traffic Monitor Home | Activated Profile

Activated Profile ?

Profile Name: CO Store
Polling at 05 minute intervals since 21/10/2015 08:49:00 AM (US Mountain Time)
Current interval is from 21/10/2015 08:49:00 AM to 21/10/2015 08:54:00 AM (US Mountain Time)

[Print](#)

Attempts | Incomplete | Blocked

Number	Attempts	Complete	Incomplete	Blocked	NCR	Average Duration	Total Duration
Profile	Current	0	0	0	0	0.0	0.0
	Total	0	0	0	0	0.0	0.0
8862185272	Current	0	0	0	0	0.0	0.0
	Total	0	0	0	0	0.0	0.0
8862192487	Current	0	0	0	0	0.0	0.0
	Total	0	0	0	0	0.0	0.0
8862218517	Current	0	0	0	0	0.0	0.0
	Total	0	0	0	0	0.0	0.0
8862295669	Current	0	0	0	0	0.0	0.0
	Total	0	0	0	0	0.0	0.0
8862312074	Current	0	0	0	0	0.0	0.0
	Total	0	0	0	0	0.0	0.0
8862312075	Current	0	0	0	0	0.0	0.0
	Total	0	0	0	0	0.0	0.0

[Set Start Time or Poll Interval](#)

Figure 2-4: Activated Profile

4. Select a tab to filter the data:
 - **Attempts** - provides a summary of call attempts. Refer to .
 - **Incomplete** - provides information about all incomplete call attempts. Refer to .
 - **Blocked** - provides information about all calls made to the numbers that were not delivered to your terminating location. Refer to .
5. Click **Print** to print the current tab, if applicable.
6. Click **Set Start Time or Poll Interval** to change the date and time you begin polling, if applicable. You can set the monitoring start date and time as far back as yesterday at midnight. The *Start Time/Poll Interval* pop-up appears.

Start Time/Poll Interval Close ✕

Start Time

Date Time

Polling Interval

Minutes

Figure 2-5: Start Time/Polling Interval

Note: The changes you make here are temporary. To permanently change the polling interval, you must edit the profile.

7. Select a start date and time.
8. Select the number of minutes (0.5 - 180) from the *Polling Interval* drop-down list.
9. Click **OK**. The *Activated Profile* screen reappears reflecting your selections.

Attempts Tab

The *Attempts* tab displays summary information about all call attempts and is the default view.

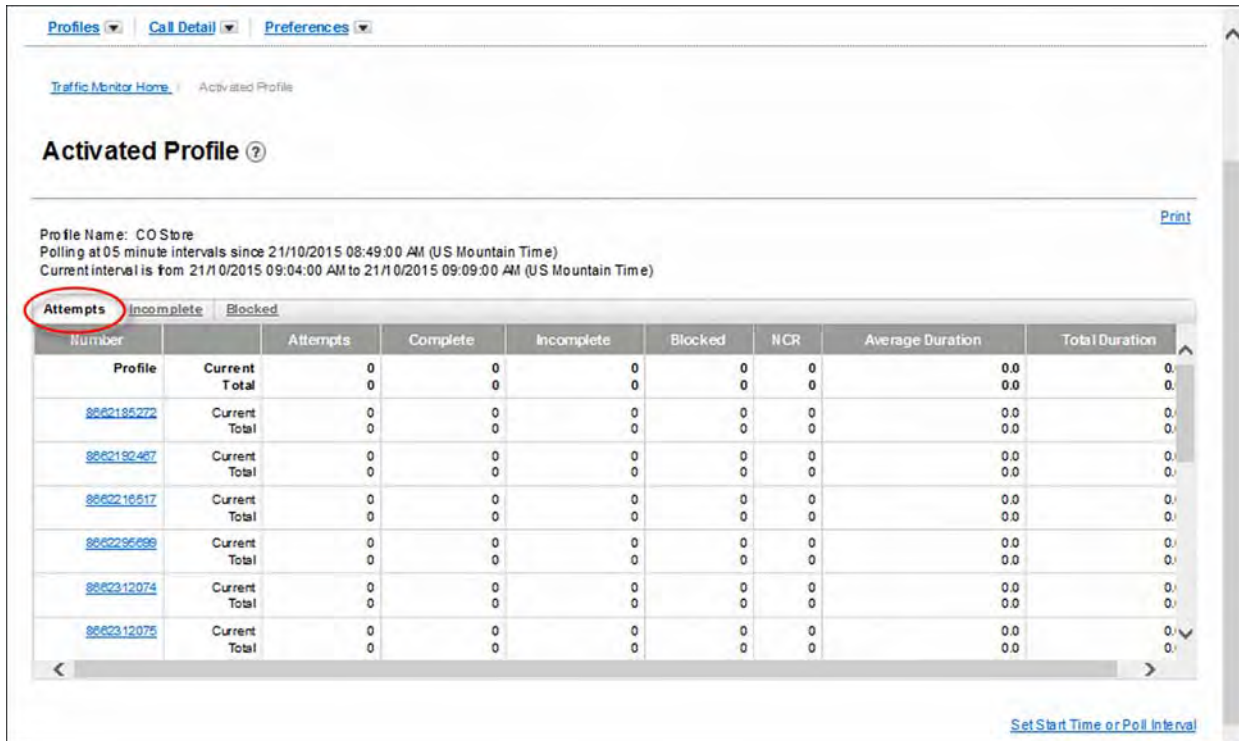


Figure 2-6: Activated Profile - Attempts

The following table describes the columns on the *Attempts* tab.

Number	Displays the dialed numbers or outbound service locations you selected for your profile. Double-click a dialed number or service location to submit call detail query.
Attempts	Displays the number of inbound or outbound call attempts. When a Verizon switch receives a call from the originating Local Exchange Carrier (LEC), it is considered an attempt.
Complete	Indicates a successfully connected call.
Incomplete	Indicates a call that reached the termination but was not connected.
Blocked	Displays the total number of calls you requested your service to block.
Network Call Redirect (NCR)	Indicates calls destined for a Dedicated Access Line (DAL) termination but were rerouted to a secondary location.
Average Duration	Indicates the total connect time for all completed calls, divided by the total number of completed calls.
Total Duration	Indicates the total connect time for all completed calls made to the inbound number or made from the service location.

Incomplete Tab

The *Incomplete* tab provides information about all incomplete call attempts.

Profiles | Call Detail | Preferences

Traffic Monitor Home / Activated Profile

Activated Profile ?

Profile Name: CO Store
 Polling at 05 minute intervals since 21/10/2015 08:49:00 AM (US Mountain Time)
 Current interval is from 21/10/2015 09:04:00 AM to 21/10/2015 09:09:00 AM (US Mountain Time)

Attempts **Incomplete** Blocked

Number		Incomplete	Busy	ATB	Short Call	Didn't Wait	Didn't Answer
Profile	Current	0	0	0	0	0	0
	Total	0	0	0	0	0	0
8682185272	Current	0	0	0	0	0	0
	Total	0	0	0	0	0	0
8682192467	Current	0	0	0	0	0	0
	Total	0	0	0	0	0	0
8682216617	Current	0	0	0	0	0	0
	Total	0	0	0	0	0	0
8682295689	Current	0	0	0	0	0	0
	Total	0	0	0	0	0	0
8682312074	Current	0	0	0	0	0	0
	Total	0	0	0	0	0	0
8682312075	Current	0	0	0	0	0	0
	Total	0	0	0	0	0	0

[Set Start Time or Poll Interval](#)

Figure 2-7: Activated Profile - Incomplete

The following table describes the columns on the *Incomplete* tab.

Number	Displays the dialed numbers or outbound service locations you selected for your profile. Double-click a dialed number or service location to submit a call detail query.
Incomplete	Displays the number of calls that reached the termination but were not answered.
Busy	Indicates the number of incoming call attempts that received a busy signal from the terminating location.
ATB	Indicates All Trunks Busy (ATB), meaning that the trunks were either occupied or out of service.
Short Call	Indicates the number of incomplete call attempts lasting 12 seconds or less.
Didn't Wait	Indicates the number of incomplete call attempts lasting between 12 and 24 seconds.
Didn't Answer	Indicates calls that were not answered after 24 or more seconds of ring time.

Blocked Tab

The *Blocked* tab provides information about all calls made to the numbers that were not delivered to your terminating location.

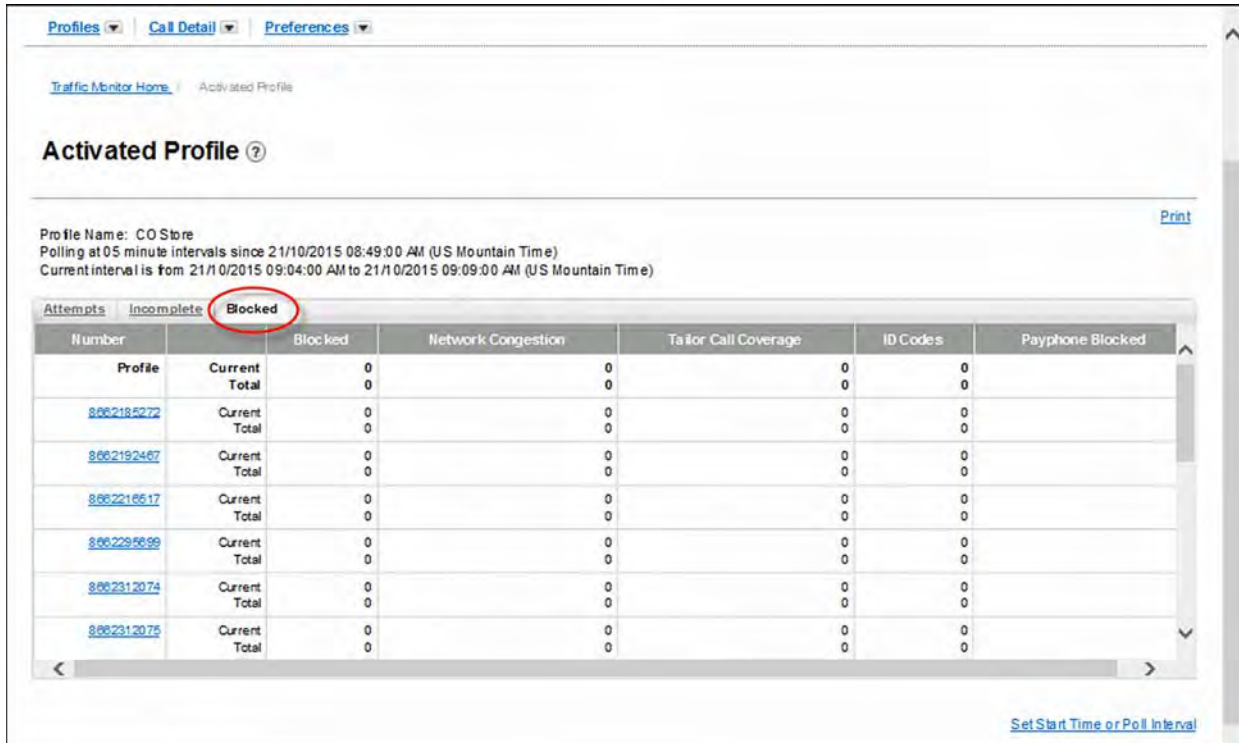


Figure 2-8: Activated Profile - Blocked

The following table describes the columns on the *Blocked* tab.

Number	Displays the dialed numbers or outbound service locations you selected for your profile. Double-click a dialed number or service location to submit a call detail query.
Blocked	Displays the number of calls you requested your service to block.
Network Congestion	Displays the number of calls that were unintentionally prevented from being delivered to or from your location.
Tailor Call Coverage	Displays the number of attempts made to a blocked geographic area if you are using Tailored Call Coverage (TCC) to restrict access to the inbound number or from a service location.
ID Codes	Displays the number of times a caller entered an incorrect code if you are using ID codes to restrict access to the inbound number or from a service location.
Payphone Blocked	Displays the number of call attempts made from pay phones if you requested that calls from pay phones not be accepted.

Edit a Profile

You can edit a profile to permanently change the parameters that were originally assigned to a profile. You can change the time zone, polling interval, select a different profile type, or change the numbers/service locations. A profile is limited to 300 numbers, however, there is no limit to the number of profiles you can create.

1. Check the profile you want to modify from the *Profile List*.
2. Click **Edit** . The *Edit Profile* screen appears.

Edit Profile ?

* indicates required field.

* **Profile Name**

Time Zone

Polling Interval **Minutes**

Profile Type

Available Numbers

8002000484	↑
8002000636	↓
8002000770	
8002001383	↓

Selected Numbers

80014248638
8002000414

Add **Remove**

Save Profile **Cancel**

Figure 2-9: Edit Profile

3. Change the profile parameters as necessary.
4. Click **Save Profile**.

Delete a Profile

You can permanently delete profiles. This helps you limit the number of profiles available in the *Profile List* to only those that you are using or intend to use.

1. Check the profile you want to remove from the *Profile List*.
2. Click **Delete**. The *Delete Profile* pop-up appears.



Figure 2-10: Delete Profile

3. Click **OK**. The profile is permanently deleted.

Preferences

You can configure the date format and time zone.

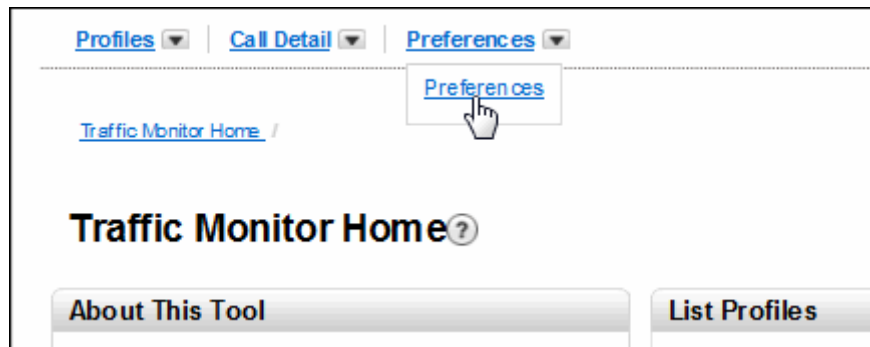


Figure 2-11: Traffic Monitor Home

1. Select **Preferences** | **Preferences** on the *Traffic Monitor Home* page. The *Preferences* screen appears.

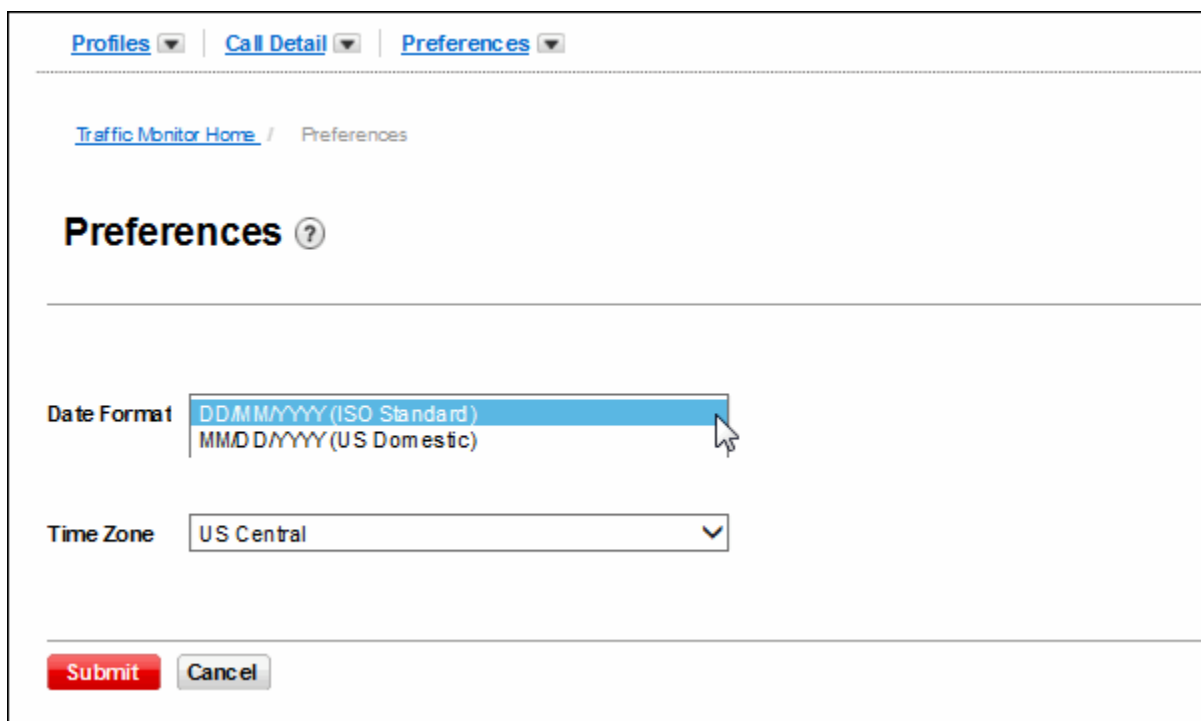


Figure 2-12: Preferences

2. Select your preferred date format from the *Date Format* drop-down list.
 - **DD/MM/YYYY (ISO Standard)**
 - **MM/DD/YYYY (US Domestic)**
3. Select your preferred time zone from the *Time Zone* drop-down list.

Profiles

4. Click **Submit** to save your preferences. The *Save Profile* pop-up appears.

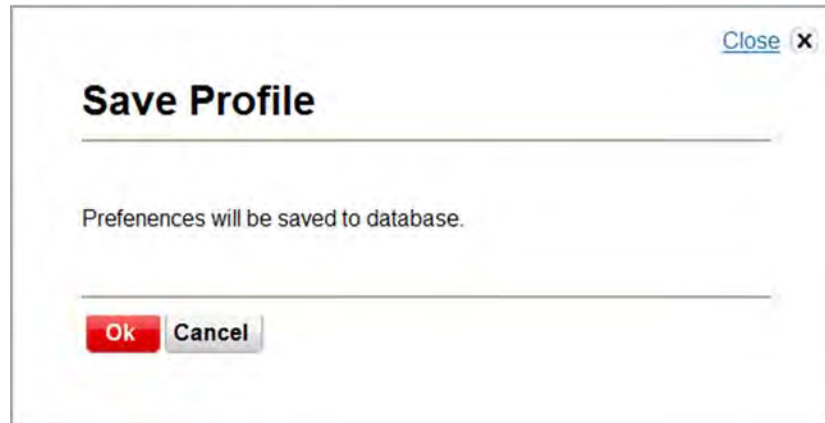


Figure 2-13: Save Preferences Confirmation

5. Click **OK**. The *Traffic Monitor Home* page reappears.

You can request up-to-the-minute details of calls placed to a dialed number or from a service location since yesterday at midnight. You can then drill down to view the details.

Note: You can view call detail history as far back as yesterday at midnight. You can view profile statistics as far back as the day before yesterday at midnight.

Inbound/Outbound Call Detail

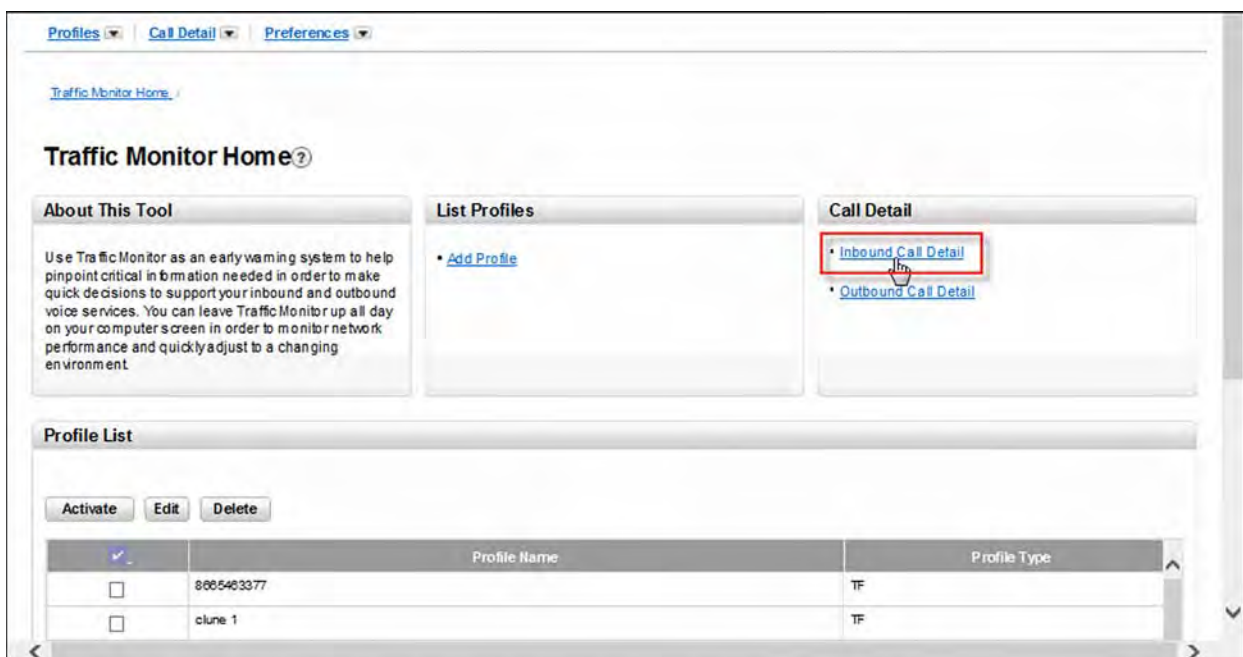


Figure 3-1: Traffic Monitor Home

1. Click **Inbound Call Detail** on the *Traffic Monitor Home* screen. The *Inbound Call Detail* screen appears.

Note: The steps are the same for Outbound Call Detail except that you select Service Locations instead of Dialed Numbers.

Call Detail

Profiles | Call Detail | Preferences

Traffic Monitor Home > Preferences

Inbound Call Detail [?]

* indicates required field.

* Dialed Number: Termination:

Time Zone:

Start Date: Start Time: : :

End Date: End Time: : :

Report Size Limit: rows.

* Disposition Values

Select All

Completes

Answered

Incompletes

Ring No Answer

Didn't Wait

Didn't Answer

Busy

All Trunks Busy

Blocked

Supp Code Blocked

Out of Band Blocked

Network Blocked

Dialed Number Failure

Range Privilege Failure

NCS Reject

NCS Blocked

Payphone Blocked

Switch Control Blocked

Call Types

Select All ECR Only Direct Calls Only

Figure 3-2: Inbound Call Detail

2. Select the *Dialed Number* for which you want to view call detail. You can select more than one number.
3. Enter the *Termination*, if applicable.
4. Select the *Time Zone*.
5. Select the *Start Date* and *Start Time*. You can set the start date and time from yesterday at midnight.
6. Select the *End Date* and *End Time*.
7. Select the *Report Size Limit*: 100 - 5000 rows.
8. Check **Select All** in the *Disposition Values* section to display all of the call dispositions in your inquiry.

-OR-

Check specific dispositions under the *Completes*, *Incomplete*, and/or *Blocked* sections.

Disposition Values

Complete	Answered	Answered calls.
Incomplete	Ring No Answer	Call attempts not answered within 12 seconds. Also known as Short Call.
Incomplete	Didn't Wait	Call attempts lasting between 12 and 24 seconds.
Incomplete	Didn't Answer	Call attempts that were not answered after 23 or more seconds.
Incomplete	Busy	Call attempts that received a busy signal from the terminating location.
Incomplete	All Trunks Busy	Call attempts to trunks that were either occupied or out of service.
Blocked	Supp.Code Blocked	Number of times a caller entered an invalid authorization code for a restricted access number.
Blocked	Out of Band Blocked	Call attempts from specific blocked originations.
Blocked	Networked Blocked	Call attempts not routed because an originating or intermediate switch was not able to receive them.
Blocked	Dialed Number Failure	Call attempts that could not be translated to a valid termination.
Blocked	Range Privilege Failure	Call attempts blocked to callers without the sufficient privilege to be routed to the desired termination.
Blocked	Network Control System (NCS) Reject	Call attempts not routed to the termination due to an error in Data Access Point (DAP) processing.
Blocked	NCS Blocked	Call attempts not routed to a termination in order to avoid or reduce network congestion.
Blocked	Payphone Blocked	Call attempts made from payphones if you requested that calls from payphones not be accepted.
Blocked	Switch Control Blocked	Calls blocked by the originating switch without requesting routing information.

9. Select a *Call Type*: **Select All**, **ECR Only**, or **Direct Calls Only**.

10. Click **Submit**. The *Inbound Call Detail* screen appears listing call details for the numbers you specified.

Call Detail

Inbound Call Detail			
Dialed Number	8002004127	Calling Number	5619942435
Disposition	0	Connect Time	05/09/2011 12:59:59 PM
Answer Time	05/09/2011 12:59:59 PM	Disconnect Time	05/09/2011 01:14:07 PM
Network Call Setup	0	Call Duration	14:08
Destination Address	NRL2/4672	Supp Code Digits	10010000000000000000000000000000
DNIS Digits	0018926000	NCR Reason	0
NCR Count	0	NCR Fault	0
Hop Count	0	Product Start	05/09/2011 12:59:59 PM
Application Counter		Product End	05/09/2011 01:00:26 PM
Product Entry Code	44	Product Duration	00:27
Dialed Number	8002004127	Calling Number	From NGSN
Disposition	0	Connect Time	05/09/2011 01:00:25 PM
Answer Time	05/09/2011 01:00:26 PM	Disconnect Time	05/09/2011 01:14:07 PM
Network Call Setup	1	Call Duration	13:41
Destination Address	WAS6/0990	Supp Code Digits	20010000000000000000000000000000
DNIS Digits	4913	NCR Reason	0
NCR Count	0	NCR Fault	0
Hop Count	0	Product Start	05/09/2011 01:00:25 PM
Application Counter		Product End	05/09/2011 01:14:07 PM
Product Entry Code	44	Product Duration	13:42
Call Detail List			

Figure 3-3: Inbound Call Detail

11. Click **Call Detail List** to return to the *Traffic Monitor Home* screen.

Call Detail for an Activated Profile

1. Check a profile in the *Profile List*.
2. Click **Activate**. The *Activated Profile* screen appears.
3. Select a number. The *Inbound Call Detail* screen appears.

The following is a description of the columns in the *Inbound Call Detail* record.

Dialed Number	Number the caller dialed.	
Calling Number	Originating telephone number.	
City	City of the originating telephone number.	
Country/State/Prov	Country or state of the originating telephone number.	
Hidden Number	Hidden outdial where a call is directed after the caller selects a menu option. It can be a toll-free number, Enhanced Voice Services (EVS) number, or a Direct Dial North America (DDNA) number.	
NCID	Transaction ID, which is a unique identifier of the call.	
Call Connect Date	Date of the call.	
Call Connect Time	Time of the call.	
Duration	Length of the call in minutes and seconds.	
Service Location	Service locations appear as N0000000.	
Dest Address	Service group number to which the call was routed.	
Call Disposition	0—Answered 1—Ring No Answer 2—Didn't Wait 3—Didn't Answer 4—Supp Code Blocked 5—Out of Bounds Blocked 6—NCS Rejected 7—NCS Blocked 8—Switch Control Blocked	9—Network Blocked 10—Busy 11—All Trunks Busy 12—Dialed Number Failure 13—Range Privilege Failure 14—Pay Phone Blocked 15—Partial Dial Vacant Code 16—Blocked Equipment
DNIS Digits	Dialed Number Identification Service (DNIS) is the actual number dialed by the caller.	
Hops	Number of times a call was redirected (up to five times).	
Network Call Redirect (NCR)	Number of times a call destined for a Dedicated Access Line (DAL) termination was rerouted. A zero indicates that no NCR was necessary for the call.	

Note: Contact your Verizon account representative for information identifying your service locations or services to which you subscribe.

4. Select the check box for each dialed number to view.
5. Click **Submit**. The *Inbound Call Detail* screen appears, listing the call details for the records you selected.

Interpret a Call Detail Record

The following is a description of the fields on the *Call Detail* screen.

Dialed Number	Displays the toll free number dialed.
Calling Number	Displays the originating number.
Disposition	Identifies the call disposition (refer to the table on page 5-6 for definitions).
Connect Time	Displays the date and time the call was connected.
Answer Time	Displays the date and time the call was answered.
Disconnect Time	Displays the date and time the call ended.
Network Call Setup	Displays the time, in seconds, that the call took from initiation until it was connected to the Verizon network.
Call Duration	Displays the duration of the call in minutes and seconds.
Destination Address	Displays the service group number to which the call was routed.
Suppcode Digits	Displays the supplemental code digits.
DNIS Digits	Displays the DNIS digits that were outpulsed with the call when you use Dialed Number Identification Service (DNIS) at one or more of your terminating locations.
NCR Reason	Displays the Network Call Redirect (NCR) reason code which can be 1-127, or blank if none.
NCR Count	Displays the number of times a call destined for a Dedicated Access Line (DAL) termination was rerouted. A zero indicates that no network call redirect was necessary for the call.
NCR Fault	Displays one of the following NCR fault codes: 0=Verizon fault, 1=customer fault.
Hop Count	Displays the number of times a call was redirected (up to five).
Product Start	Indicates the start time for Enhanced Voice Services calls (EVS).
Application Counter	Indicates the number of supplemental code digits for EVS calls.
Product End	Indicates the end time for EVS calls.
Product Entry Code	Displays a number from 1-127 indicating the type of EVS calls.
Product Duration	Indicates the call duration for EVS calls.

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