



CCTS Product Overview

CCTS is a system GIquadrat has developed to control quality and locate faults in telecommunications systems.

CCTS generates and accepts calls simulating the behavior of callers and/or called parties for a systematic check of call centers and interactive voice response systems and their peripherals.

CCTS will check the following features on your call center:

- The capacity of your call center
- How your ACD and IVR systems behave under heavy load.
- The performance data of your dialer
- The capacity of your carrier
- The performance, capability and correctness of your routing mechanisms

CCTS lets you locate faults quickly by making systematic tests, and offers you ideal support when you purchase new software applications and releases.

CCTS is also a valuable tool for continuous quality control. CCTS can check your system periodically and detect and report failures.

CCTS is not only offered to you as an equipment device. Usually it is offered to you as a service package comprising the support of the experienced GIquadrat team, which will evaluate the statistics and make comprehensive analyses of the reports.

Additionally our team will probably be able to provide you with practical advice when the evaluation and analysis are finished.

How does CCTS check your system ?

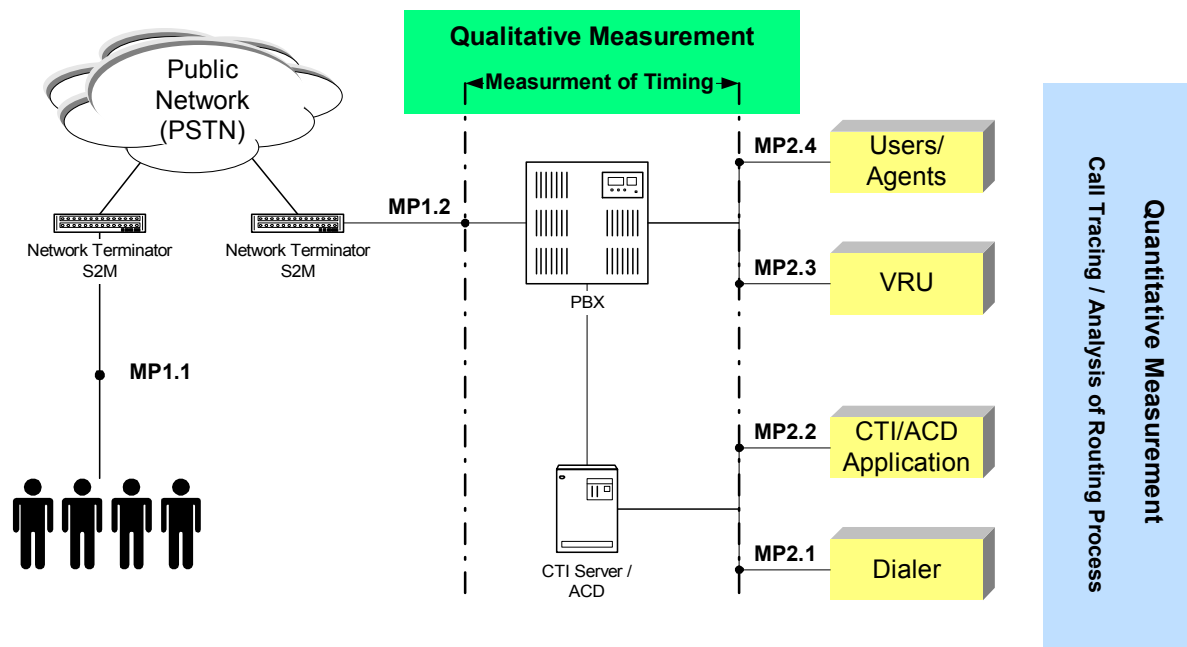
CCTS can be programmed to simulate complex behavior of callers or called persons. Depending on how CCTS is installed, there are different things you can learn about your system.

For instance, placing CCTS in MP1.1 in the below figure allows you to generate calls across a public network, and gain information on the performance of your network carrier and your PBX.

It is also possible to install CCTS in MP1.2, to connect it directly to the PBX thus bypassing the public network. This allows you to precisely measure the performance of your PBX under heavy load without the influence of the network. Moreover this configuration allows you to test without generating charges from your carrier.

CCTS can be configured to handle several measurement points simultaneously. This allows you to generate external calls to the PBX and at the same time accept the incoming calls behind the PBX. CCTS can communicate with your ACD by means of digital CTI protocols or simply by generating DTMF command sequences.

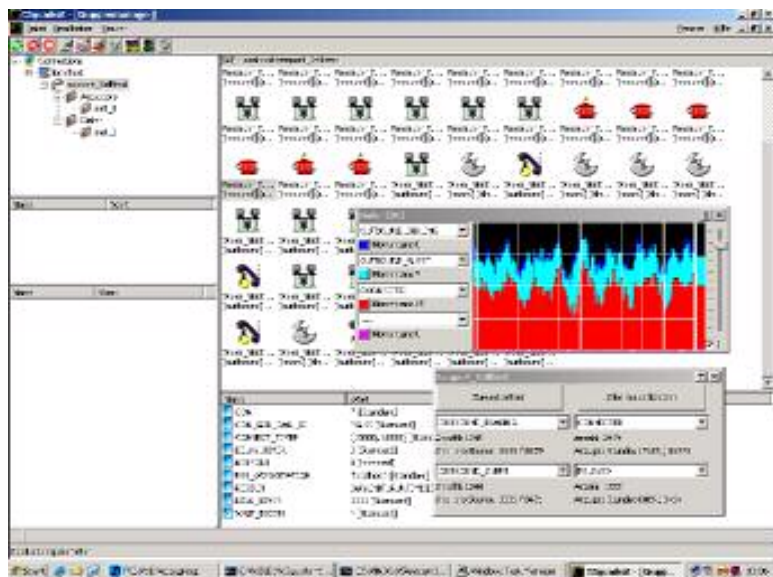
CCTS records all events (ISDN, DTMF, Voice or CTI) received on its telephone lines and its CTI connections to a protocol file. This makes it possible to analyze the routing of your ACD under normal conditions, special test conditions as well as under heavy load.



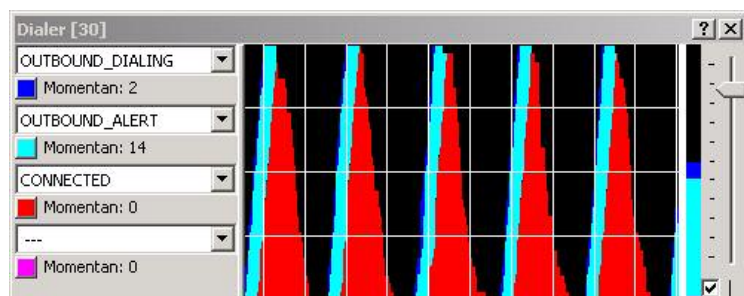
How are loadtests processed ?

CTTS is a software solution based on **Aculab** voice and ISDN technology. This allows CCTS to support a vast range of ISDN protocols using one unique API. CCTS allows the user to choose from a number of highly efficient test applications, which are tailored to meet the demands of quality assurance in telecommunication environments or to develop own test scripts which reflect your special testing demands. The behavior of the test applications can be influenced by a number of parameters.

The test applications can be configured and controlled using a graphical user interface. The CCTS user interface lets you define several parameters which influence the behavior of the application at runtime. An application implements a certain behavior, for instance that of a caller, calling an IVR system. The CCTS user interface will allow you to define the interaction of the CCTS application with the IVR allowing you to navigate through the IVR application. Other applications simulate the behavior of call center agents using DTMF command sequences or CTI API's (e.g. Genesys).



CCTS applications can be combined to groups or scenarios. CCTS groups allow you to define the details of the common behavior of several applications. By combining applications to groups you can shape the load, for instance start several lines at once, generate burst traffic, or define start delays to generate a slowly increasing load.



The graphical user interface also permits the user to monitor the testing. The states of each line are displayed as icons so that an overall view of the test can be achieved instantly.

Analysis of test results

The final test results are generated from the protocol files, which contain information on all events, that have occurred during the tests. The protocol files consist of CSV data (comma separated values) so that they can easily be viewed and analyzed or imported into common software.

The CCTS software suite also contains configurable analysis tools that allow the generation of customized reports in excel format.

Standard reports include detailed event data for each call, as well statistical overviews.

The reporting tools can be adapted to fit your special needs. This guarantees, that reporting capabilities will match your demands, no matter how specialized they may be.

