

# Performance Testing

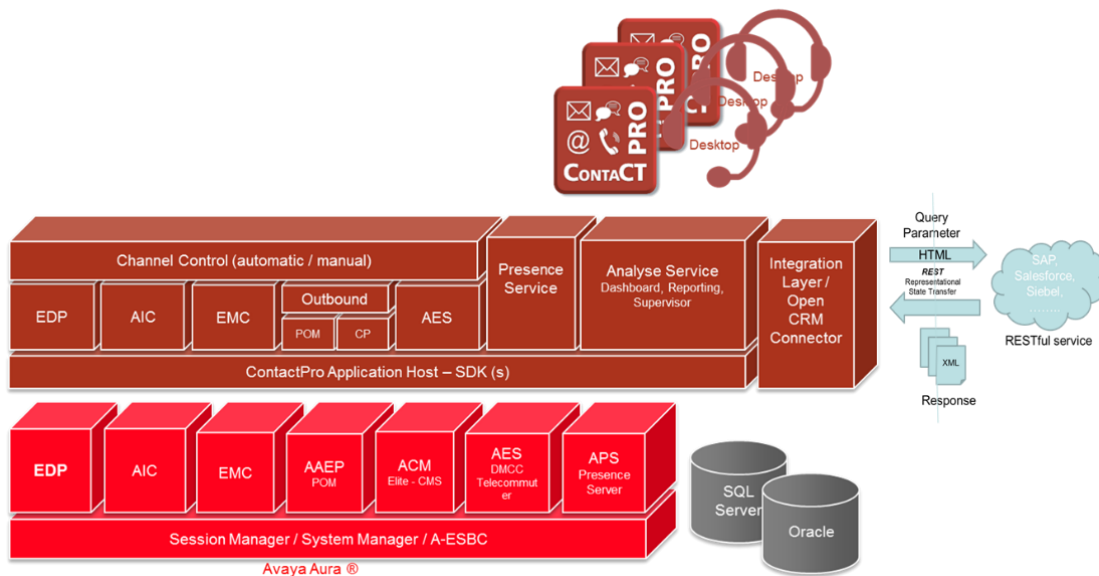
## Fact Sheet



## CCT SOLUTIONS – PERFORMANCE TESTING

CCT Solutions provides a Performance and Load testing Solution for Unified Communications UC and Contact Centers CC environments. The focus of the solutions is mainly to create and report Voice and Multimedia traffics across the complete Enterprise or Remote Branch deployment. The Solutions supports end to end testing including Desktop Applications such as CRM/ERP type Desktops.

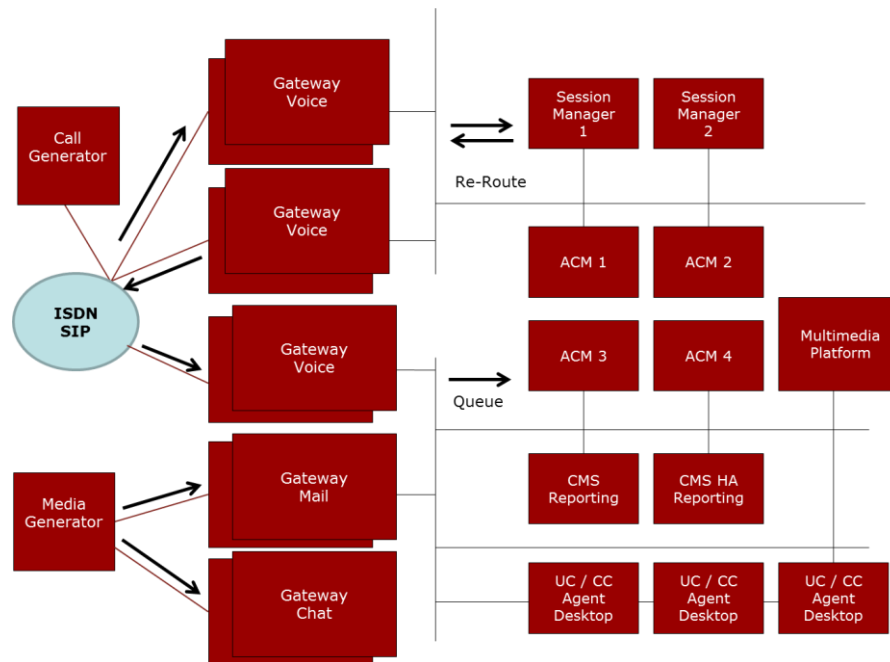
The Solutions does use Bulk Call and Media Generators. The System scales up as many PRI ports or SIP SBC Ports you need. Allowing to generate real calls for UC and CC Platforms with connected devices for the stresstest. It can also be used to generate call volume to VoIP gateways, PBXs, Fax servers, RAS serves. The Call generator supports custom call scripts, multiple audio samples, logs, error statistics.



### Key Performance Values:

- Creates ISDN E1 traffic or SIP SBC traffic for up to n x PRI/SIP trunks with over 1.000.000 Calls per hours BHCC (busy hour call completion)
- Call Pattern and Call Flows can be defined in a very flexible set up
- Unified Communications UC, Contact Center CC and IVR Call Flows are support
- Provides a flexible desktop automation Software tool that allows you to work with real UC or Agent CC Computers
- Works will all MS Windows Operating Systems (WinXP, Win7, Win8, Win10)
- Software Supports Citrix and VM ware environments

## Sample Configuration



## Sample Volume Reports

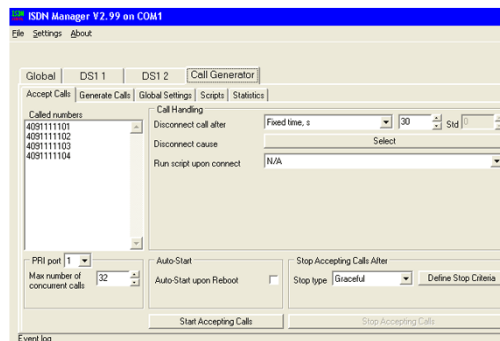
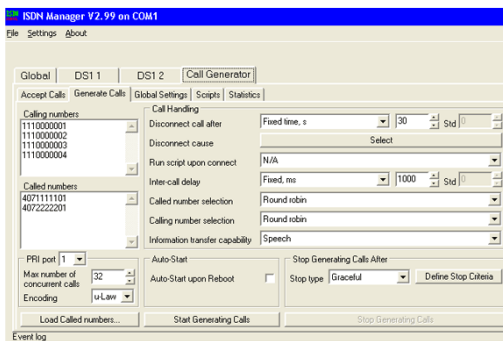
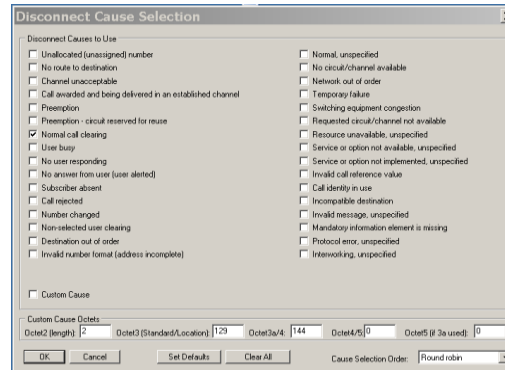
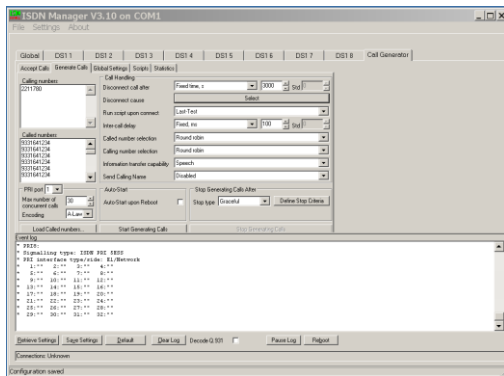
Split/Skill: 1988

Zeit	Mittl. Annah.-Zeit	Mittl. Abbr.-Zeit	ACD- Anrufe	Mittl. ACD-Zeit	Mittl. ACW-Zeit	Abgebr. Anrufe	Max. Wartezeit	Flow In	Flow Out	Nst.-Anr. (Abg.)	Mittl. Nst.-Zeit (Abg.)	Aus Warteschl. entf.	Mittlere Entf.-Zeit aus Warteschl.	ACD-Zeit (in %)	Angen. Anrufe (in %)	Mittl. Anzahl anwes. Pos.	Anrufe pro Pos.
<b>Gesamt</b>	:13		2934	2:01	1:02	0	:22	0	0	0		0		99,55	100,00	200,0	15
00:00 - 00:15	:13		981	2:01	1:02	0	:22	0	0	0		0		99,55	100,00	200,0	5
00:15 - 00:30	:13		979	2:01	1:02	0	:22	0	0	0		0		99,58	100,00	200,0	5
00:30 - 00:45	:13		974	2:01	1:02	0	:22	0	0	0		0		99,55	100,00	200,0	5

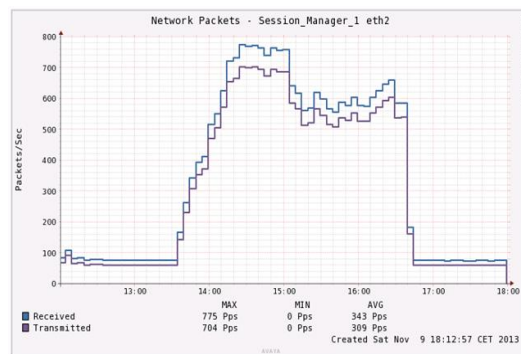
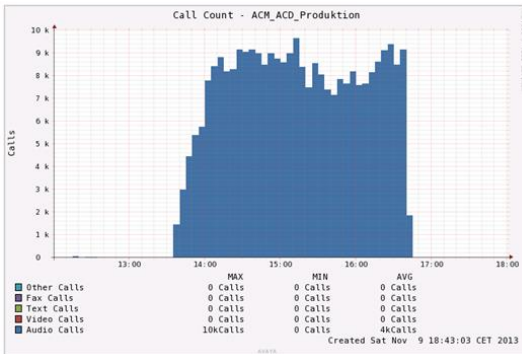
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<b>Gesamt</b>	:18		1932	2:01	1:02	0	1:22	0	0	29	:03	0		99,50	100,00	198,7	10
23:30 - 23:45	:22		950	2:01	1:02	0	1:22	0	0	29	:03	0		99,46	100,00	197,3	5
23:45 - 00:00	:13		982	2:01	1:02	0	:22	0	0	0		0		99,54	100,00	200,0	5

## Graphical Overview Call Flows Generator



## Graphical Traffic Reporting



## Supported Environments

- PRI Switch Types
  - National ISDN (primary-ni), 5ESS (primary-5ess), DMS-100 (primary-dms100), NET5 (primary-net5), Q.SIG (primary-qsig)
- Linecode T1: AMI, B8ZS E1: AMI, HDB3
  - Framing T1: SF, ESF, E1: CRC4, no-CRC4

- Number of Ports  
n x 8 PRI (T1/E1/PRI) Ports or SIP SBC Ports  
Interface type  
PRI: RJ-45 8-pin modular connector  
Numbering Options  
User defined Phone and SPID numbers  
Special Features  
Q.921/Q.931 traffic analyzer  
Configurable Tx/Rx delays for T1/E1/PRI ports  
Call Scripting with DTMF generation  
Generate, Terminate and Pass-through calls at the same time  
Supported Call Types  
Speech, 3.1KHz Audio, 7KHz Audio, 64K Unrestricted
- Management Interface Serial COM Port - DB9  
Supplementary Services  
DNIS, ANI support  
Caller ID  
Calling Name Support

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