

Abstract

In this thesis project presents an analysis of the network traffic in a modern telecommunications network. Questions of self-similarity of the network traffic in packet network. The analysis of real network traffic with Wireshark analyzer and the resulting simulation environment GPSS World.

And also there were analyzed the questions of safety of vital activity, and moreover electrical safety of employers in working place.

The aspects of economic activities were pointed in economical part, targeted the term recoupment; studied types of services, which presented by customer and contact-center.