

## Abstract

There have been significant changes in telecommunications markets in the last decade as new technologies and products such as the internet, mobile phone, cable, satellite and new service providers have emerged. These new markets are typically composed of new consumers' usage patterns together with users of existing and competing services who shift to the alternative services. Analyzing and forecasting demand for these products and services is obviously of interest to commercial actors but also to governments and nongovernmental organizations (NGOs) who see access to and usage of telecommunications as a key enabler of both economic growth and social inclusion.

This study discusses the practical role of quantitative analysis for forecasting telecommunications Occupancy and Traffic business concern. There are several techniques and procedures available for use by these firms in making future estimates of demand. Such a procedure is discussed from a realistic perspective by noting circumstances which do come up in the real world and how one may adjust one's forecast methodology to account for such situations.

The designed system is geared towards being an assistant to an expert in the telecommunications field. It handles the basic concepts of quantitative analysis and forecasting and provides expert assistance for decision making in a single task oriented package.