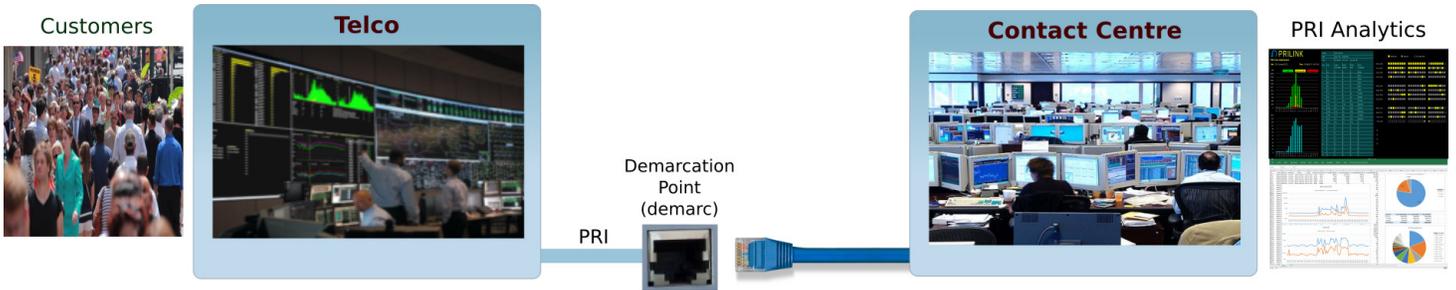




As all calls pass through the Telco demarcation point (demarc), it is the best point to compile Telco analytics crucial for business voice performance and PRI monitoring.

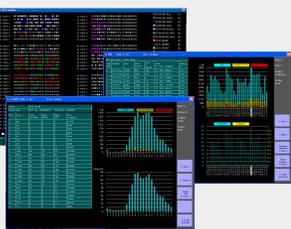


Although CRM software provides high-level call statistics, call centre managers will find a very different picture of call routing, B-channel usage and customer call-blockage at Telco demarc during **busy hours**.

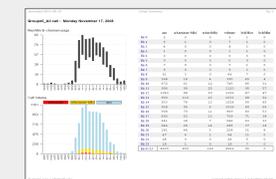
Missing the Telco network baseline negatively impact the integrity of business voice key performance indicators (KPI).

By compiling PRI analytics at demarc in real-time and streaming data into a Windows PC, **TelcoDP-PRI** is a PRI Analytics App that is simple and accurate.

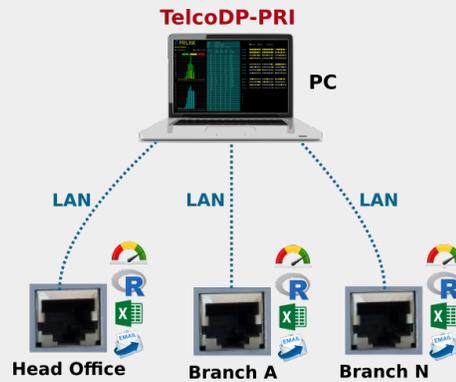
Starting at \$30 a day, it is a cost effective business quality assurance solution. It also helps managers to easily monitor and quickly troubleshoot any PRI worldwide.



Provides a real-time view of Telco network. With full visibility, managers can reliably monitor call-blockage and identify any traffic anomalies during busy hours.



Daily **R**-report providing the details of B-channel activities, all blocked calls, maximum channel usage per ACD queue and more ...



Raw data files can be easily exported into Excel and other systems. Managers can create a complete voice KPI metrics starting from Telco network to business objectives.

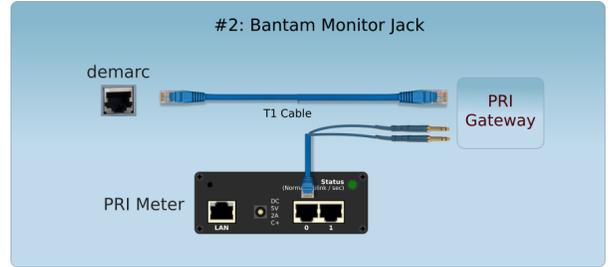
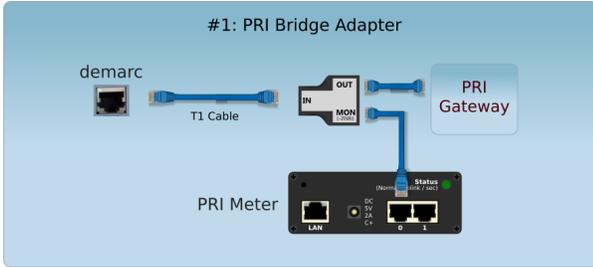


By comparing the real-time traffic versus patterns from previous weeks **TelcoDP-PRI** can intelligently detect traffic anomalies, including PRI circuit failure, during busy hours.

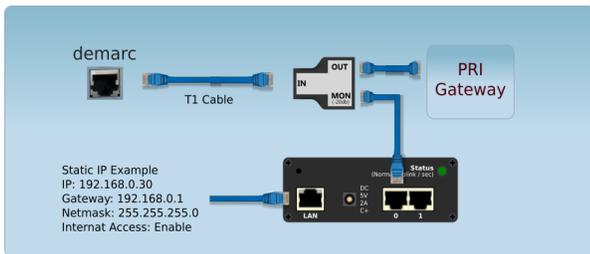


### Implementation

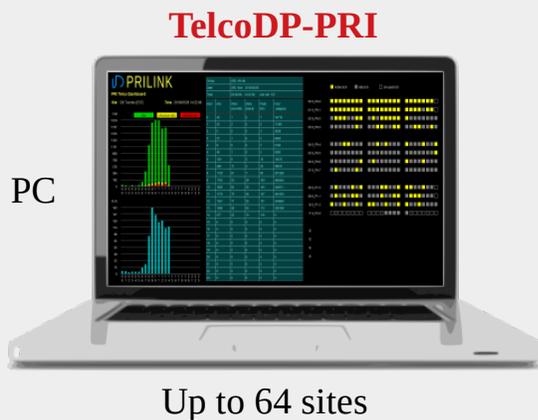
**Step 1:** Connect PRI meter to demarc (2-T1 meter shown, 8-T1 meter available)



**Step 2:** Connect PRI meter to LAN



**Step 3:** Install **TelcoDP-PRI** to a Windows PC



- PRI**  
PRI call traffic and blockage for the last 64 days.
- ACD Groups**  
Hourly / daily ACD traffic for the last 64 days.
- Live B-channel**  
Real-time display of Bch activity on up to 64 T1/E1
- Live D-channel**  
Diagnostic info indicating signal quality and continuity
- Live Q.931 CDR**  
Real-time Q.931 messages of calls in progress
- Analyzer**  
Quickly analyze call traffic statistics over the last 4 years
- R-Report / Excel**  
Generate reports using R language and export to Excel
- Email alert**  
Send email alert for T1/E1 failure and traffic anomalies