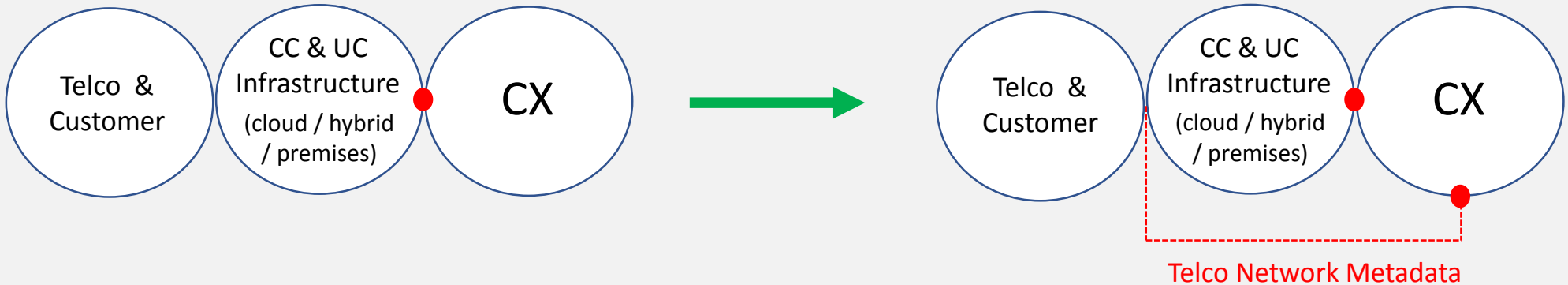




Visible and Stable Telco Network for CX



- Hidden Telco

- 2 reference points
- Eliminate Telco blind spots



PRILINK

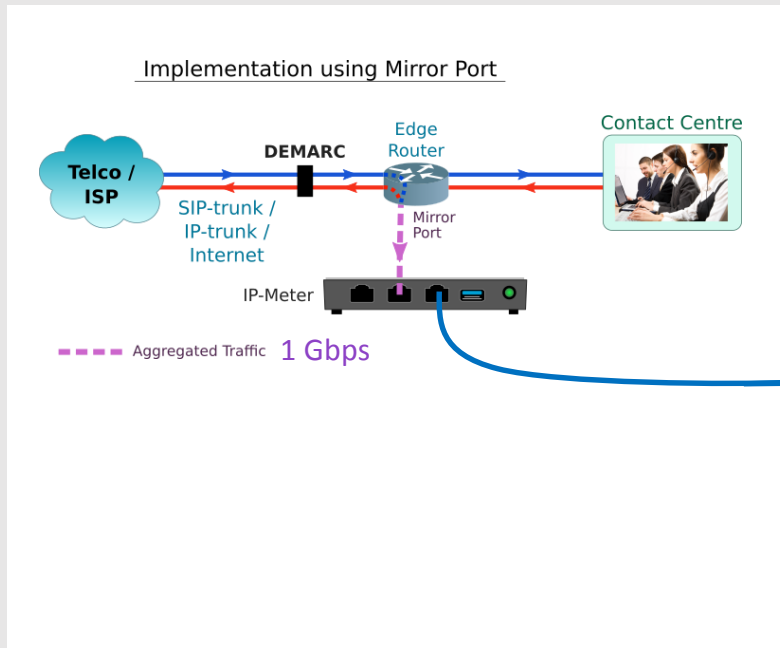
Telco Network Analytics as a Service (TNAaaS)

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Telco Network Metadata in 20 mins

Step 1. Connect IP meter to span/mirror ports (20-minutes)

Step 2. Receive Metadata using any web-browser



PRILINK
Contact Centre Analytics from the Demarcation Point

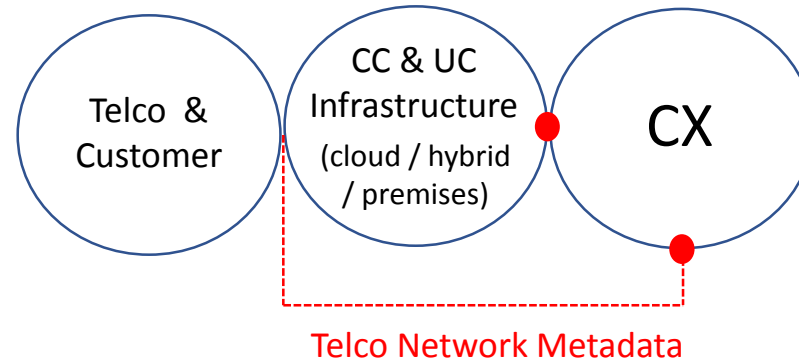
Real-time Dashboards

Daily CSV & report

Demo Site: <http://sip-demarc.com/8192-5/>



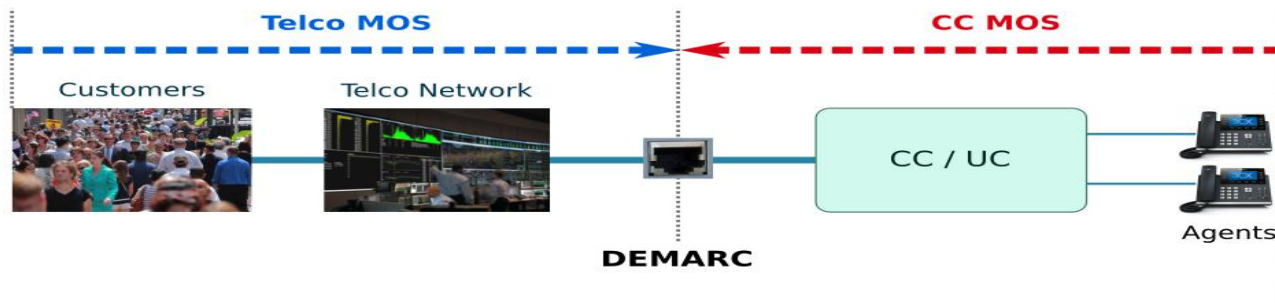
Troubleshooting, Traffic Visualization, Endpoint Intelligence



1. Isolate Telco and CC/UC problems quickly, accelerate collaboration with vendors
2. Improve CC/UC work experience with 100% Telco visibility that includes call blockage and real-time dashboard for 128 routes / ACD
3. Agnostic IP-CDR and SIP-CDR are ready to accomplish many tasks very cost effectively:
1-800 campaign analysis, WFM, call accounting, billing audit, Telco SLA, network forensics and application QoS



Voice quality reference point matter

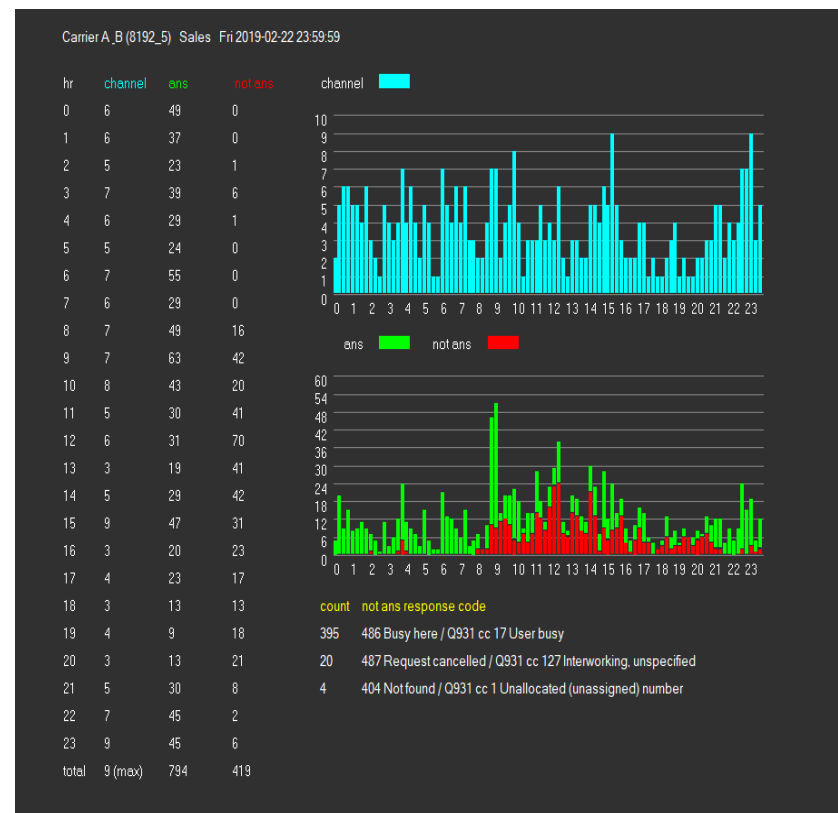


1. MOS score for every call, including end-points not RTCP compliant
2. Based on SDP and RTP analysis, packet-by-packet, call-by-call, in real-time
3. Separate MOS for the Telco and CC/UC sides to isolate performance problems quickly
Pure CC/UC performance, any packet loss, jitter, latency are caused by CC/UC internally
Pure Telco performance, from external end-point to DEMARC



Call blocking is a bad customer experience and important for Workforce Management (WFM) to know

1. Reliable CDR, including INVITE timeout calls , blocked calls with response code and dropped calls
2. Monitor up to 8 SIP-trunks
3. Monitor up to 2048 simultaneous calls per SIP-trunk
4. Monitor up to 128 call-routes, each route can track multiple DNIS





Identify most active endpoints (IP and port#)

Identify all endpoints in CC/UC exposed to public network

Measure the performance of all online applications 24/7/365

Metadata includes:

1. all internal and external end-points
2. Upload and download bandwidth /IP-session /15-minute
3. Upload and download speed /IP-session /15-minute



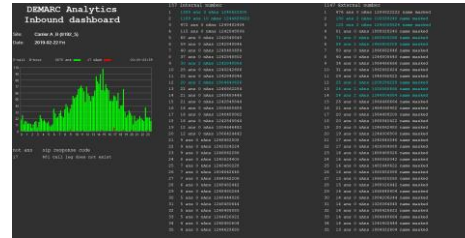


Real-time dashboards

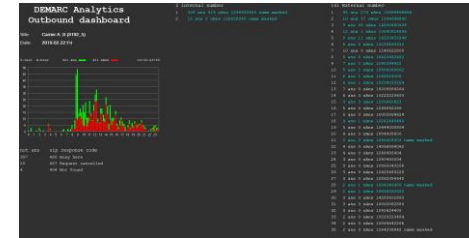
IP Dashboard



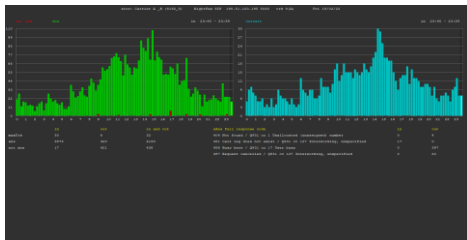
Inbound Call



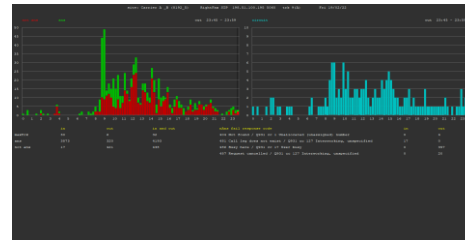
Outbound Call



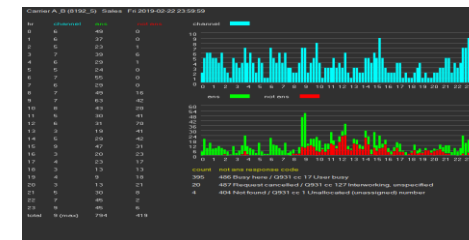
Inbound Traffic



Outbound Traffic



Route Traffic



SMS traffic alert

Set channel threshold for each call-route and receive immediate SMS alert when threshold is reached



Daily CSV file

- SIP CDR
- SIP-Trunk Records
- SIP Route Records
- IP CDR
- IP-Trunk Records

Excel template

- SIP CDR
- SIP-Trunk Records
- SIP Route Records
- IP CDR
- IP-Trunk Records

Daily R-report

- SIP Report
- IP Report

