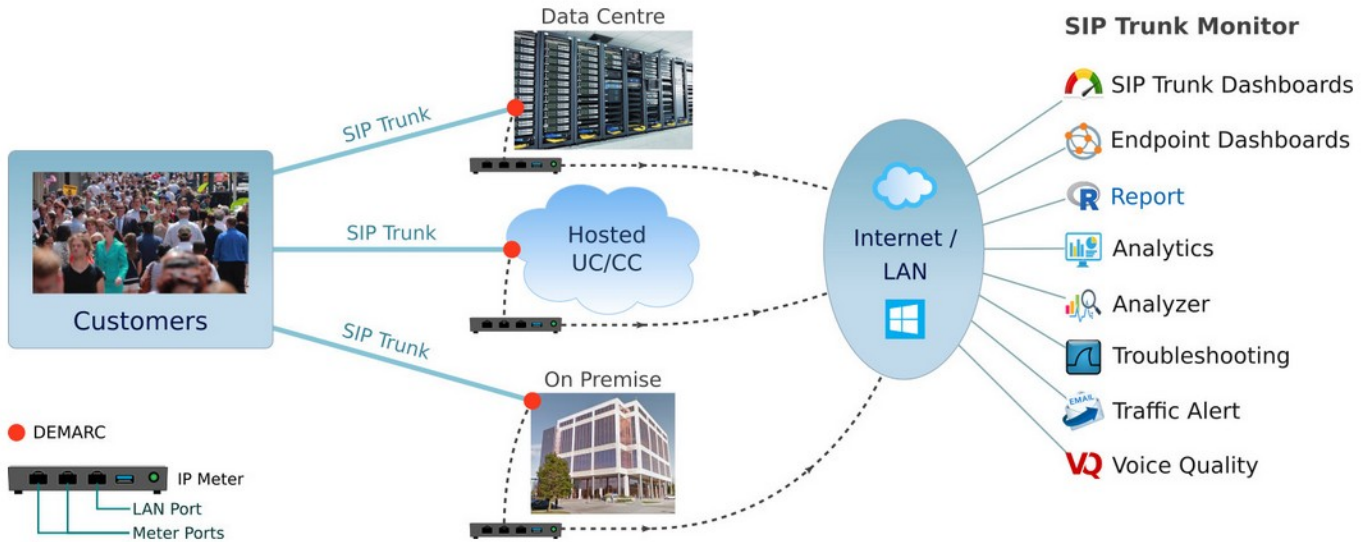




**SIP-Trunk DEMARC Monitor is used by contact centre and enterprise to monitor SIP Trunking Services from Telco. It provides DEMARC Telco dashboard and SIP Trunk analytics for business to analyze network traffic and call detail records (CDR), troubleshoot SIP Trunk and validate contact centre performance metrics**



**SIP-trunk dashboards** visualize the activities of Telco network in real-time, from IP to voice application layer. At a glance, users can distinguish anomalies from the normal inbound and outbound traffic.

**Analyzer** provides an easy to use interface to search and analyze SIP-trunk traffic and IP and SIP endpoints, over the last 400 days. Not only is it a great tool for internal business groups, it also provides convincing analytics for contact centre to collaborate effectively with Telco regarding SIP-trunk QoS, SLA, provisioning and service performance.

**Endpoint dashboards** track up to 128 ACD queues and phone numbers at DEMARC. Only with DEMARC reference, users can validate the ACD traffic from PBX and act quickly when blocked calls are piling up.

**Troubleshooting:** Stop guessing whether application or Telco is causing the problems experienced by customers. Our platform enables users to trace calls from application endpoints to DEMARC, and capture IP packages from DEMARC to Wireshark safely even during heavy live traffic.

**Report** is insightful and easy to understand. It includes the most active inbound and outbound traffic summary by phone numbers, traffic anomalies, how many blocked calls and why, and the QoS of ACD queues and special phone numbers at DEMARC.

**Traffic Alert:** Network traffic measurement is crucial to call routing and resource planning. Using DEMARC visibility and Network Time Protocol (NTP), our platform compiles precise traffic and sends email alert that matters. Alerts are triggered by the events of IP bandwidth anomalies, SIP-trunk traffic anomalies and when the active calls and blockage of special phone numbers exceed thresholds.

**Analytics** is a complete database of SIP-trunk traffic and connection records of all IP and SIP endpoints, including malicious IP blocked by firewall and blocked calls unreported by SBC/PBX. Data storage cost is minimal, it requires only 5 GB to save 1-year's worth of data from a contact centre with 32K daily calls.

**Voice Quality** is important to customer experience, most can adjust to delay but not to the missing audio caused by high packet loss. By adding the bi-directional audio bandwidth used by every call at DEMARC in CDR, our real-life analytics clarifies when and where packet loss is having an impact to voice quality.



## How does it work?











We monitor the demarcation point of SIP-trunk using a smartphone sized [IP-meter](#) attached to the network tap or mirror port of edge router. Engineered for SIP-trunk up to 5,000 active calls, our meter analyzes every IP packet in real-time and accurately compile the analytics of SIP-trunk and all IP and SIP endpoints. Data is transmitted to a local Windows server/PC or to the cloud over Internet.

## Why do I need SIP-Trunk DEMARC monitor?

For mission critical operations such as contact centre (CC), it is a best practice to use independent analytics to validate performance metrics. Compiled at DEMARC, our analytics is independent from SBC/PBX and is the **baseline** reference to validate CC performance. It also improves the work experience of CC managers when it comes to Telco network visualization, network monitor and forensic, business support, voice quality audit and SIP-trunk troubleshooting.

## Is it easy to scale?

Yes, our platform can simultaneously monitor 64 SIP-trunks worldwide.

	 Cloud	 On-Premise
 SIP-trunk Dashboards	✓	✓
 Endpoint Dashboards	✓	✓
 Report	✓	✓
 Analytics (*)	✓	✓
SaaS	✓	✓
 Voice Quality		✓
 Traffic Alert		✓
 Analyzer		✓
 Troubleshooting		✓
Purchase		✓
Product Code	SIP-DEMARC	TelcoDP-SIP

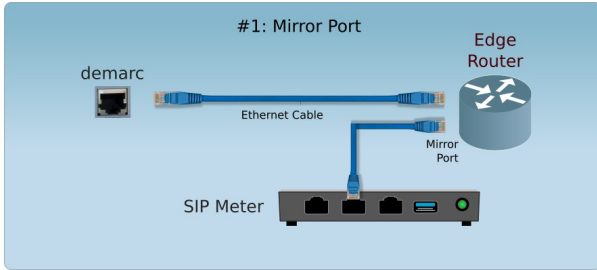
(\*): For Cloud option, analytics data are stored in the cloud in CSV format. Users have 7 days to download data before it is purged. For On-Premise option, analytics data are stored on local PC hard drive in binary format. Storage requirements depend on call volume. A contact centre with 32K calls per day requires about 16MB storage per day.

[Contact us](#) at +1-866-261-0649 or [sales@prilink.com](mailto:sales@prilink.com) for a quote or field trial.

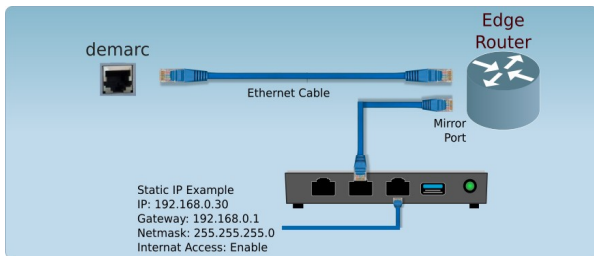


## Implementation

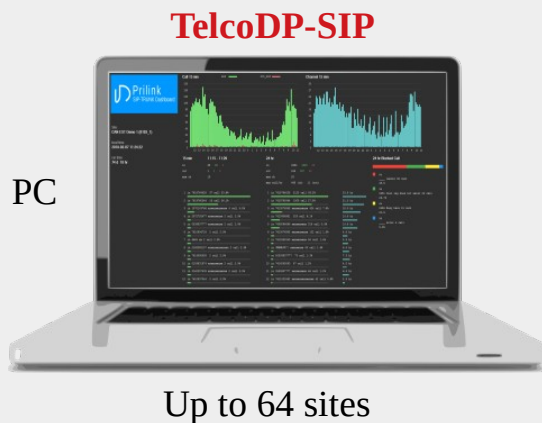
### Step 1: Connect SIP meter to demarc



### Step 2: Connect SIP meter to LAN



### Step 3: Install **TelcoDP-SIP** to a Windows PC



- Voice Quality**  
Bi-directional audio bandwidth used by every call at DEMARC
- SIP Dashboard**  
SIP call traffic and CDR in every 15 minute interval
- ACD Dashboard**  
Exact ACD call volume and number of blocked calls
- Traffic Analyzer**  
Daily / monthly call traffic stats over the last 4 years
- CDR Summary**  
Daily most active phone numbers by call volume
- Protocol Analyzer**  
Identify the root cause of call failure
- IP bandwidth dashboard**  
IP bandwidth, speed & CDR in every 15 minute interval
- R-Report / Excel**  
Generate reports using R language and export to Excel
- Email alert**  
Send email alert for SIP failure and traffic anomalies