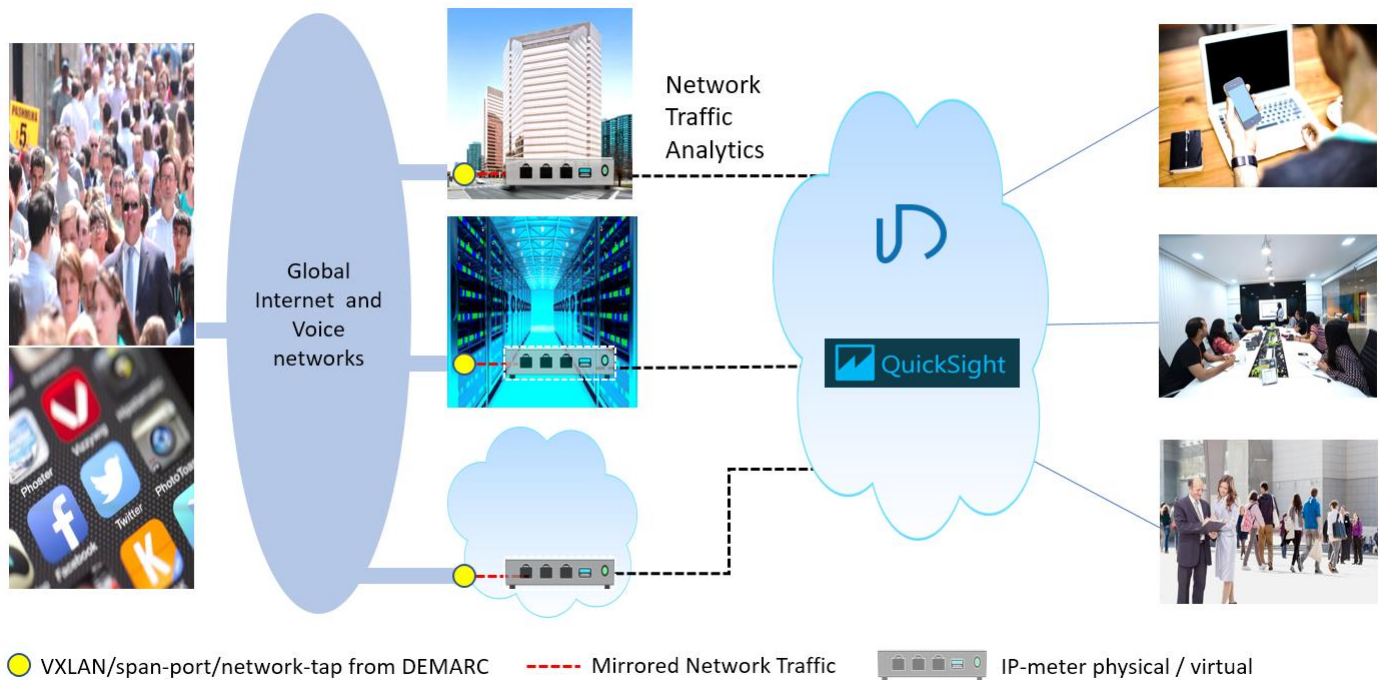


Contact Center Network Traffic Analytics Cloud

Public network is an essential contact center utility, connecting customer endpoints around the globe.

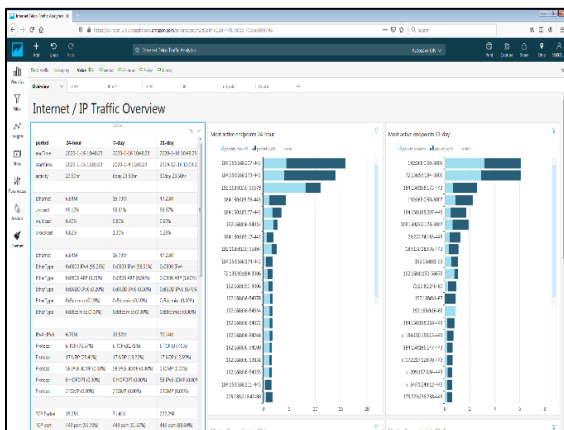
Similar to the smart metering of water and electrical utilities, Prilink’s network analytics uses IP-meter to analyse the traffic mirroring from AWS, Azure and from on-premises network demarcation points. Once connected, our meter automatically provides reliable analytics for:

- ✓ an independent view of network outside of the bubbles of internal CC analytics.
- ✓ determining whether network or CC infrastructure causing problems to customers
- ✓ network security and quality audit of all SIP and IP connections in and out of CC

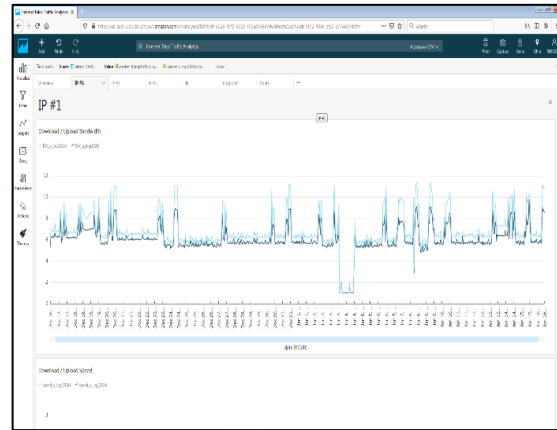


Our solution is available as SaaS or on-premises. It is composed of 2 components:

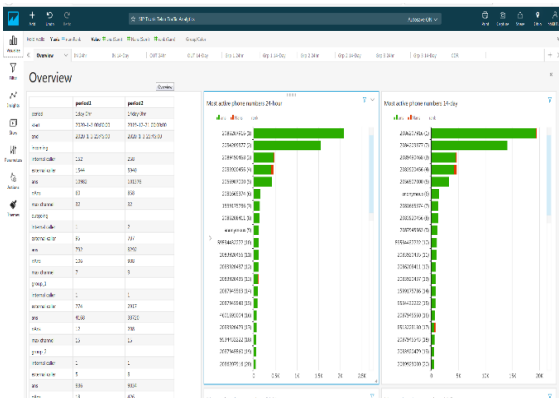
- **QuickSight** is an hourly online overview of omnichannel traffic and traffic summary over 14 days. It is a front-line view of customer journey and an easy way to pinpoint traffic anomalies. Online data sharing accelerates the collaboration with service providers to optimize network performance and CC resource allocations.



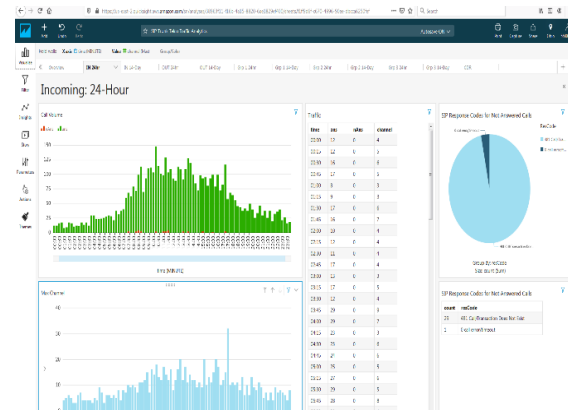
Internet Overview Summarizes the activities of all IPs, application end points, routes, MAC address over 24-hour, 7-day and 31-day



Track the performance of any user defined IP that includes BW, speed, packet, port activities and TCP flags, every 15-min over 31-day

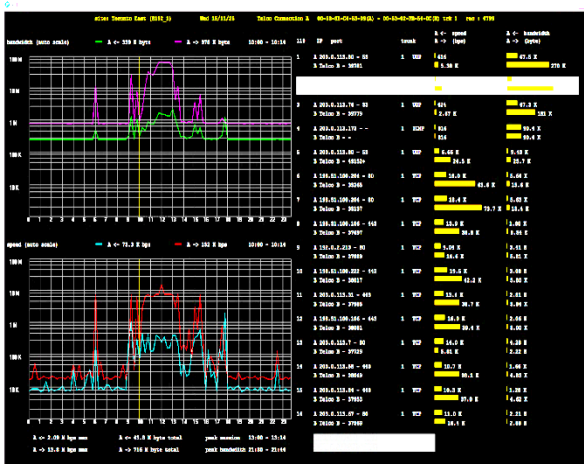


SIP Overview Summarizes inbound and outbound traffic, channel utilization, call blockage, and sip response code over 24-hr and 14-day

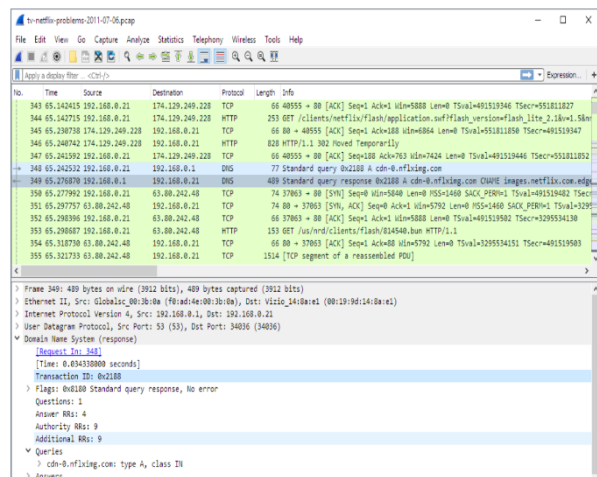


Track the traffic of inbound, outbound and call-groups that includes most active#, peak-channel, blockage, every 15-min over 14-day

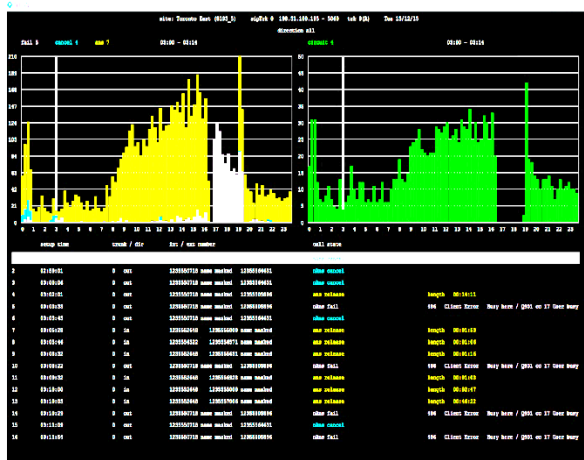
- **T-console** is an optional self-served troubleshooting tool. It allows users to trace any voice and data connections in and out of CC for network forensic and quality audit. For example, user can check out the MOS of voice calls measured at the network demarcation point, making it easy to isolate network and internal CC performance issues. For ultimate troubleshooting experience, users can capture network packets directly from network to Wireshark and other network diagnostic tools for Deep Packet Inspection.



Detail daily traffic and CDR enable users to analysis the bandwidth, speed and endpoints of all Internet traffic for network forensic



Wireshark/DPI capture IP packets from the edge of contact center to provide a mid-point reference to end-to-end application test



Detail daily traffic and CDR enable users to analysis the call history of any phone numbers and up to 128 call-groups

Implementation is simple. Without the hassle of mixing and matching CC software modules, it starts from connecting IP-meter to the Cloud or on-premises. The meter is either virtual or smartphone sized hardware that takes less few minutes to install. The next and final step is logging into our Network Traffic Analytics Cloud using web-browser anytime anywhere.

