

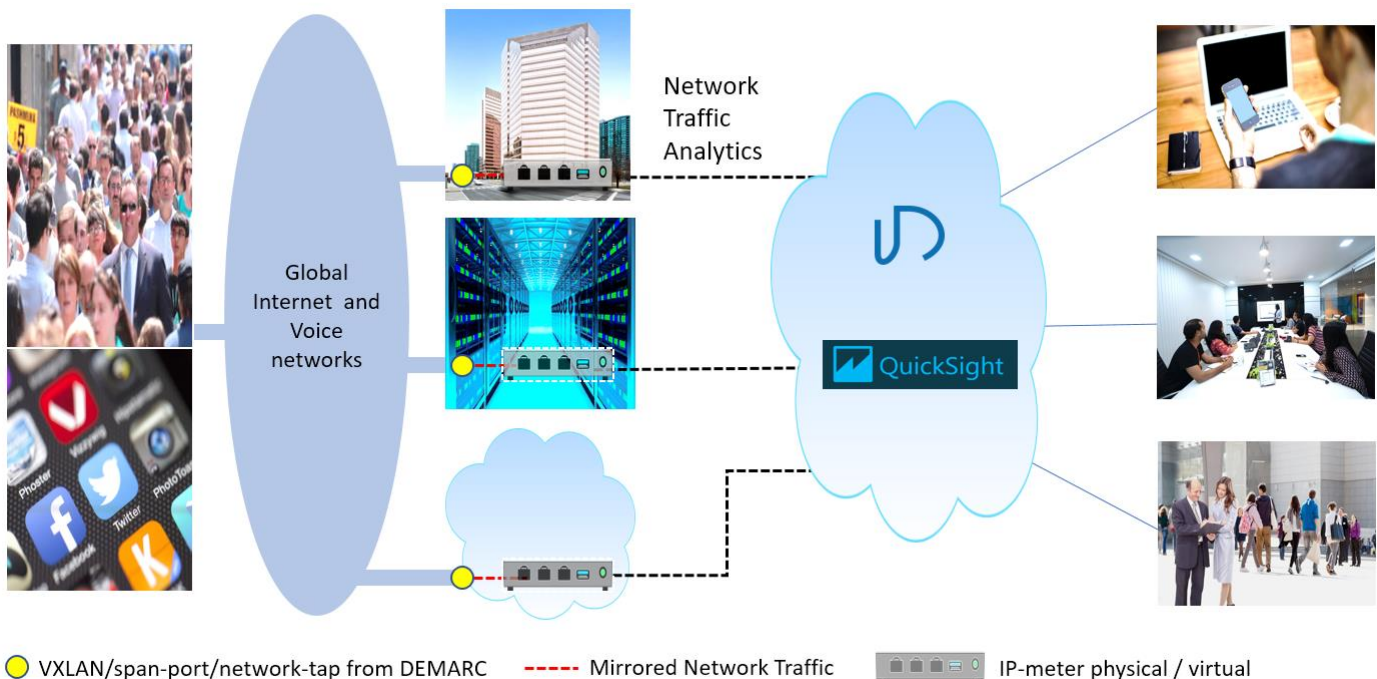
# Ec2Traffic

## Contact Center Traffic at the Edge

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

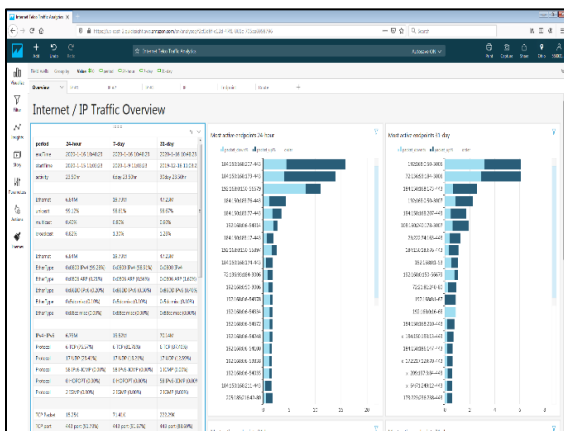
Similar to using smart metering for water and electrical utilities, Prilink’s uses IP-meter to analyse the mirrored SIP traffic from the network edge of Contact Center. Once connected, our meter automatically provides reliable network traffic analytics:

- ✓ 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

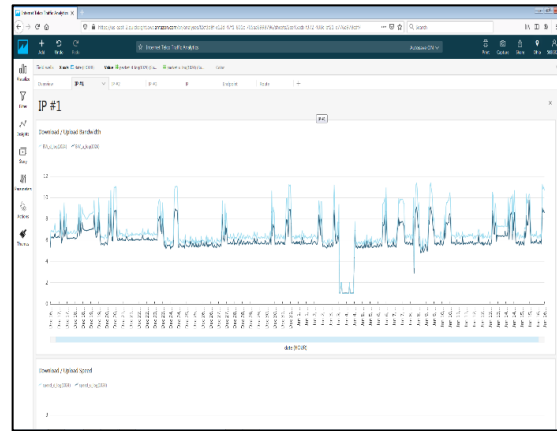


Our solution is composed of 2 packages:

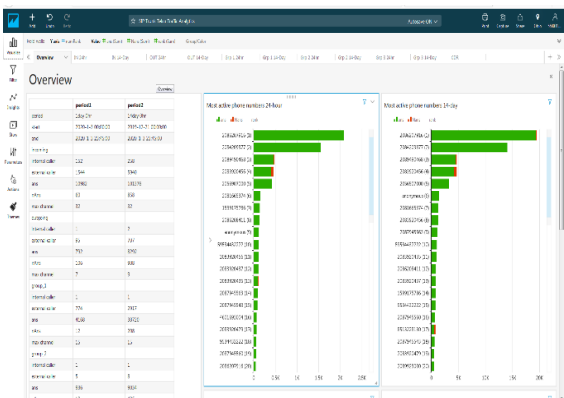
- **QuickSight** is an hourly online overview of omnichannel traffic and traffic summary over 14 days. It is a front-line view of customer journey and an easy way to pinpoint traffic anomalies. Online data sharing accelerates the collaboration with service providers to optimize network performance and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



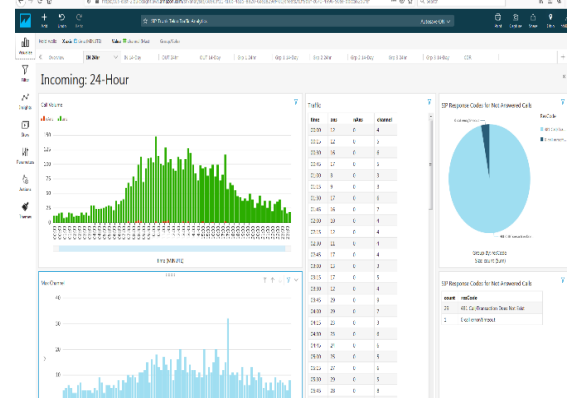
**Internet Overview** Summarizes the activities of all IPs, application end points, routes, MAC address over 24-hour, 7-day and 31-day



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

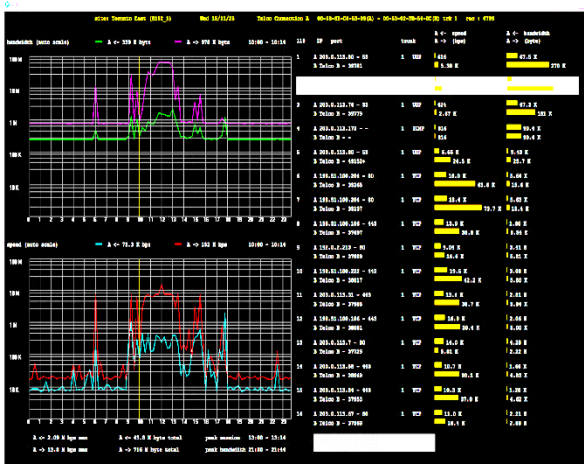


**SIP Overview** Summarizes inbound and outbound traffic, channel utilization, call blockage, and sip response code over 24-hr and 14-day

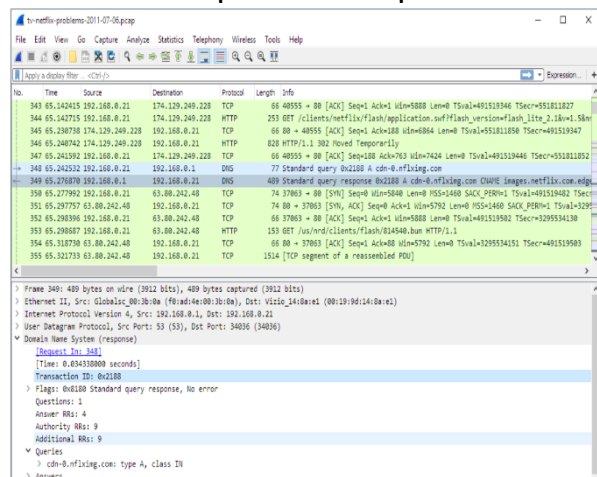


**Track** the traffic of inbound, outbound and call-groups that includes most active#, peak-channel, blockage, every 15-min over 14-day

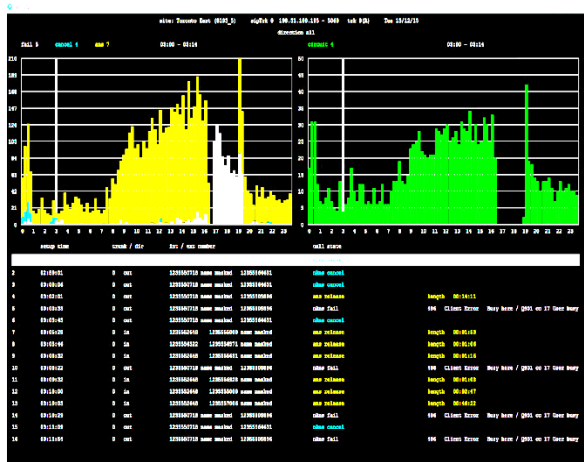
- **T-console** is a self-served troubleshooting tool. It allows users to trace any voice and data connections in and out of CC for network forensic and quality audit. For example, user can check out the MOS of voice calls measured at the network demarcation point, making it easy to isolate network and 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 to connect your Windows Server to Prilink’s Ec2Traffic platform.

## Ec2Traffic implementation

