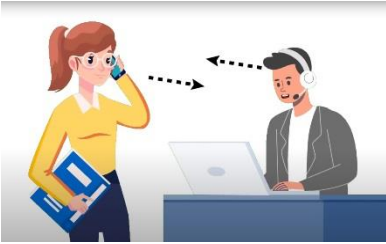# Agent Network Traffic Analytics as a Service (Agent-NTA)

Overview

▶ Watch Overview Video

Following simple procedures, agent computers running on Windows 11 can be configured to provide reliable NTA that are based on network package analysis and traffic mirroring.

Agent-NTA extends agent logistics in contact centres. Without changes to computer hardware or agent workflow, you can:

Visualize agent's Internet traffic interacting with customers and software used for CC, UC, CRM, AI, etc.
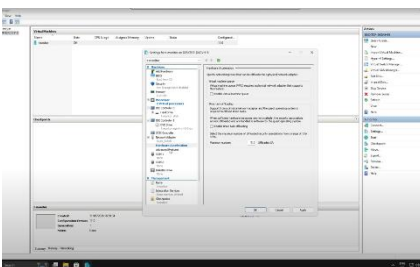
Independently **validate** the quality of WebRTC and VoIP in terms of RTP/SRTP package loss at agent location.

Quickly **identify** the root cause of performance issues experienced by agent by sharing NTA with software providers.

Audit network performance and security at agent endpoint, using 24x7x365 IP-metadata stored in your computer.

Setup Procedures

▶ Watch setup procedure video

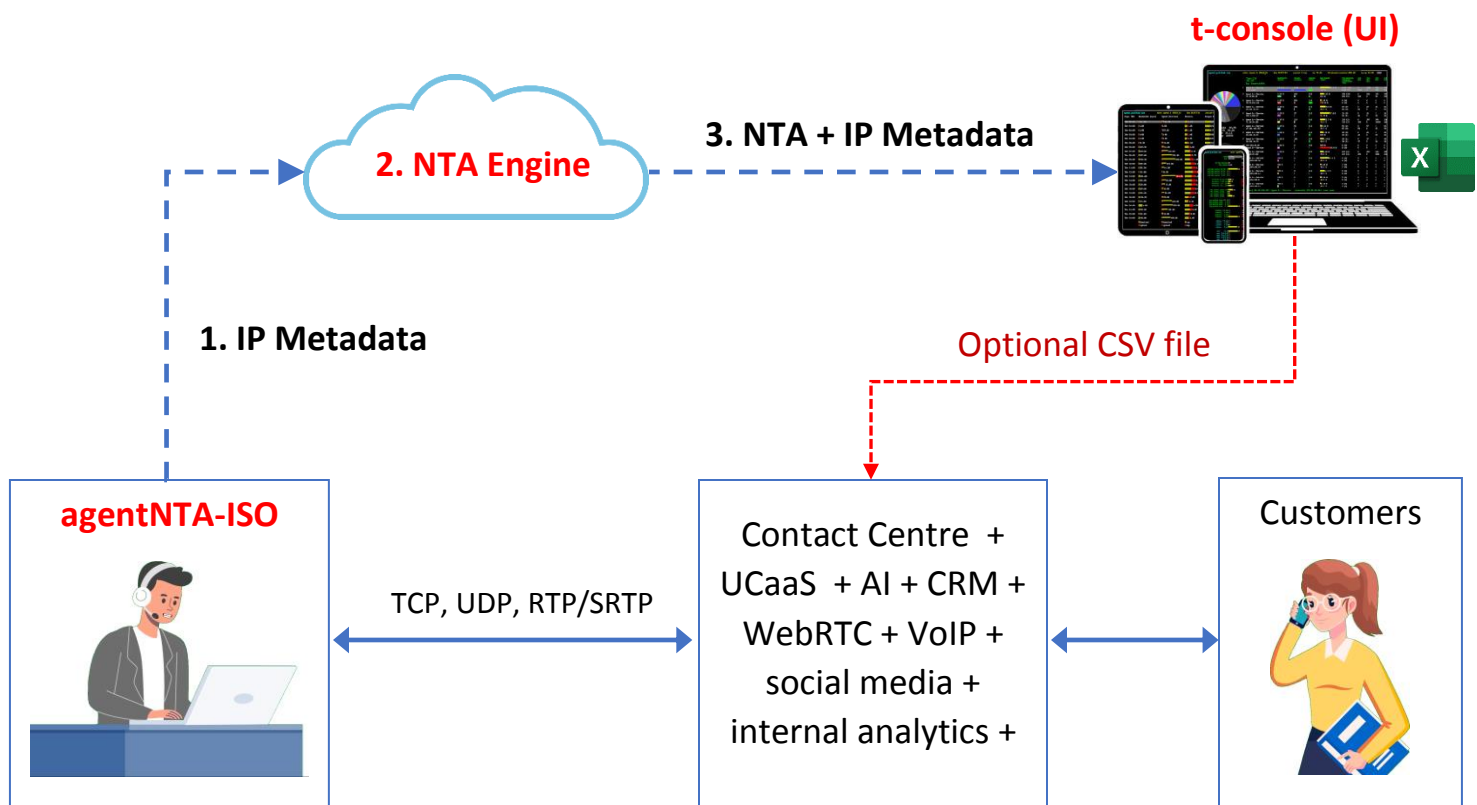DIY procedures are easy to follow and can be completed in few minutes.

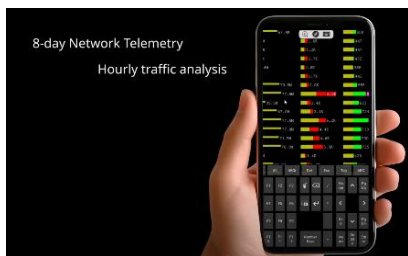There are 3 main steps in the process:

1. Setup Microsoft Hyper-V virtual switch in Windows 11 for traffic mirroring in agent computer.
2. Create Hyper-V VM using agentNTA-ISO provide by PRILINK in agent computer.
3. Install t-console (Windows application) provided by PRILINK to Windows computer or server.

How it works

Agent-NTA are cost effective, scalable, requiring minimum bandwidth, CPU resources and logistics.

1. **agentNTA-ISO** creates **IP-metadata** of network connections that include customer interactions and agent software communicating with Cloud or on-site application servers.

2. IP-metadata are transported to PRILINK's **NTA engine** in the Cloud. It analyzes IP-metadata from multiple agents and create 8-day and daily NTA.

3. **NTA and IP-metadata** are transported to **t-console**. It is a Windows desktop application that provides user-interface (UI) and data export to Excel or CSV files to data centres.

t-console (UI)

2. NTA Engine

3. NTA + IP Metadata

1. IP Metadata

Optional CSV file

agentNTA-ISO

TCP, UDP, RTP/SRTP

Contact Centre +
UCaaS + AI + CRM +
WebRTC + VoIP +
social media +
internal analytics +

Customers

Agent-NTA anytime anywhere   ▶ Watch t-console video

Get a boost in CC productivity. You can access and share Agent-NTA with your team anytime anywhere.

All you need to do is to download Microsoft Remote Desktop App from Google or Apple stores to your mobile devices and to enable Remote Desktop in Windows computer running t-console.

Ultimate troubleshooting experience

You can collaborate with software developer and IT support staff to solve performance issues faster when agent network visibility is necessary. Using t-console, the team can capture network packets filtered by IP address and TCP/UDP port from agent computer to a pcap file for Wireshark troubleshooting. This is done safely in a production environment without compromise CC operations.
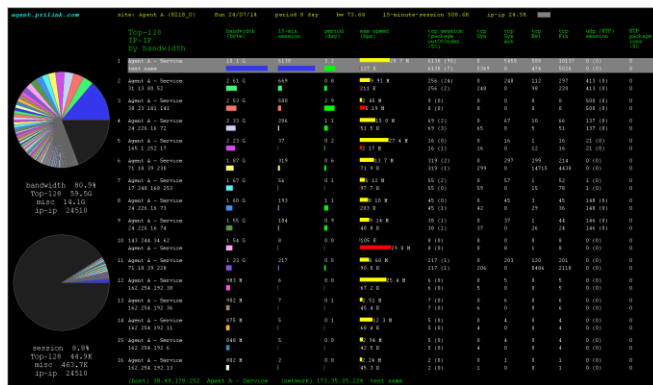

8-day Network Telemetry
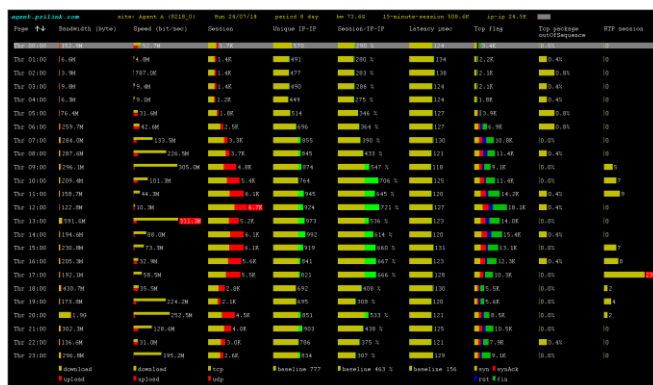
Hourly traffic analysis

RTP QoS measurement

Top endpoint analytics

agentNTA-ISO specifications:

- require 2 vCPU and 1G static memory
- analyze network traffic up to 500Mbps
- up to 512 mac-address pairs
- Up to 512K concurrent IP-metadata of TCP and UDP sessions.
- Up to 16 concurrent SIP sessions from TCP/UDP port 5060.
- SIP CDR includes response code, phone#, SBC and media server IP addresses and port numbers, MOS (PCM only).
- measure WebRTC and VoIP QoS in terms of bandwidth, speed, RTP and SRTP packet loss, jitter and latency.
- measure TCP QoS in terms of bandwidth, speed, retransmission %, max and min window size, latency and TCP flags
- 15-minute traffic granularity
- UTC timestamp

t-console specifications:

- Windows desktop or server
- Up to 64 agent endpoints
- Search IP-metadata by ip address, TCP/UDP port number and date.
- IP-metadata are stored in a single directory with binary files organized by date and agent end-point.
- 8-day and daily traffic telemetries and NTA
- NTA includes 24-hr profile of TCP and UDP QoS, RTP/SRTP QoS, traffic baselines and more over 8-day.
- Pie-chart and table showing the top-128 IP by bandwidth, IP by session, IP by duration, tcp/udp port by bandwidth, and more over 8-day
- IP-metadata can be exported to Excel or as CSV files to data centres.
- Filter and capture network package from agent computer to Wireshark