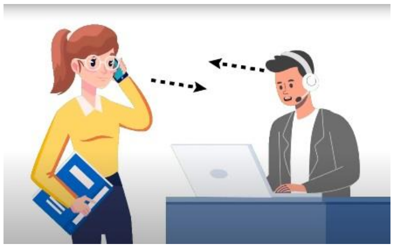
Prilink
Network Traffic Analytics

Network Traffic Analytics for Contact Center (ccNTA)



Overview

ccNTA is a cloud service providing Network Traffic Analytics (NTA) for contact centers. By analyzing mirrored traffic from SBC, WebRTC, media, web and proxy servers, it provides NTA that can reduce the time of finding root cause of application and network performance issues. Besides problem solving, ccNTA provides network traffic visualization and metadata for network audit. These features enable IT support staff, vendors and business users to collaborate effectively to drive CC excellence and mitigate operational technology (OT) security risks:

Visualize Internet traffic interacting with customers and application servers.

Independently **validate** the quality of WebRTC and VoIP in terms of RTP/SRTP package loss.

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

Audit network performance and security for any application server, using 24x7x365 IP-metadata stored in your computer.

Setup Procedures

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

1. Run our setup script in any application server, which will configure the server to mirror network traffic through a VXLAN tunnel to Prilink ccNTA cloud service.
2. Visit a unique URL provided by PRILINK to view online network dashboard.
3. Install t-console (Windows app) to view NTA and IP metadata on your desktop.

visit: agent.prilink.com email: sales@prilink.com Tel: 905-940-8844

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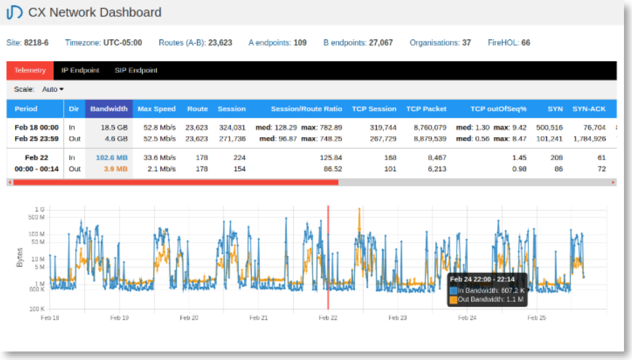

CX Network Dashboard

Site: 8218-6 Timezone: UTC-05:00 Routes (A-B): 23,623 A endpoints: 109 B endpoints: 27,067 Organisations: 37 FireHOL: 66

Telemetry | IP Endpoint | SIP Endpoint

Scale: Auto

Period	Dir	Bandwidth	Max Speed	Route	Session	Session/Route Ratio	TCP Session	TCP Packet	TCP outOfSeq%	SYN	SYN-ACK
Feb 18 00:00 Feb 25 23:59	In Out	18.5 GB 4.6 GB	52.8 Mb/s 52.5 Mb/s	23,623 23,623	324,031 271,736	med: 128.29 max: 782.89 med: 96.87 max: 748.25	319,744 267,729	8,760,079 8,879,539	med: 1.30 max: 9.42 med: 0.56 max: 8.47	500,516 101,241	76,704 1,784,926
Feb 22 00:00 - 00:14	In Out	102.6 MB 3.9 MB	33.6 Mb/s 2.1 Mb/s	178 178	224 154	125.84 86.52	168 101	8,467 6,213	1.45 0.98	208 86	61 72

Feb 24 22:00 - 22:14
In Bandwidth: 807.2 K
Out Bandwidth: 1.1 M

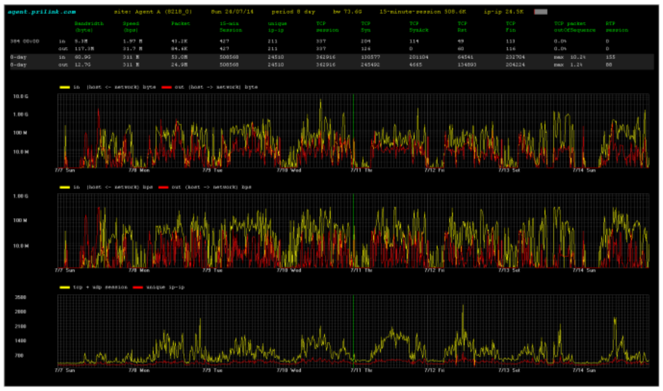
Online Network Dashboard

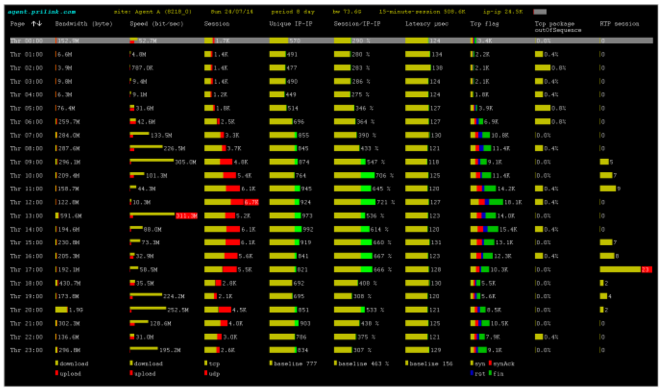
Get a boost in CC productivity. You can access and share NTA with your team anytime anywhere.

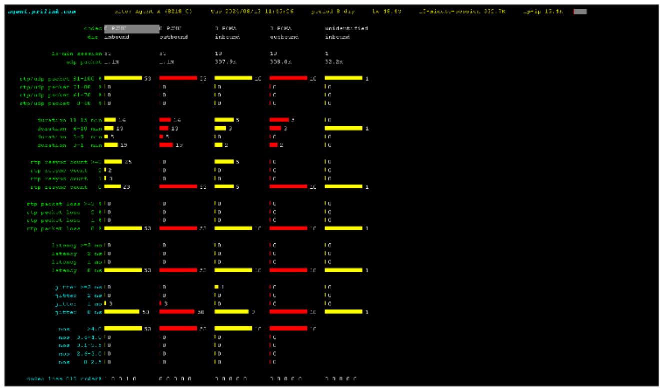
All you need to do is visit the unique URL provided by PRILINK, using a web browser on any desktop or mobile device.

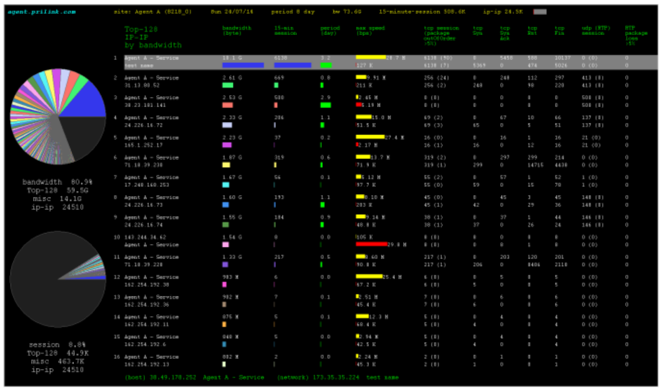
Ultimate troubleshooting experience

t-console is a Windows app available for Windows 11, Windows server or Azure Virtual Desktop. It can provide reliable network traffic analytics of all network endpoints, 24 x 7 x 365, without the need of expensive storage. For ultimate network and application troubleshooting experiences, users can also capture IP packets directly from Traffic Mirroring to Wireshark for Deep Packet Inspection.


8-day Network Telemetry


Hourly traffic analysis


RTP QoS measurement


Top endpoint analytics

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