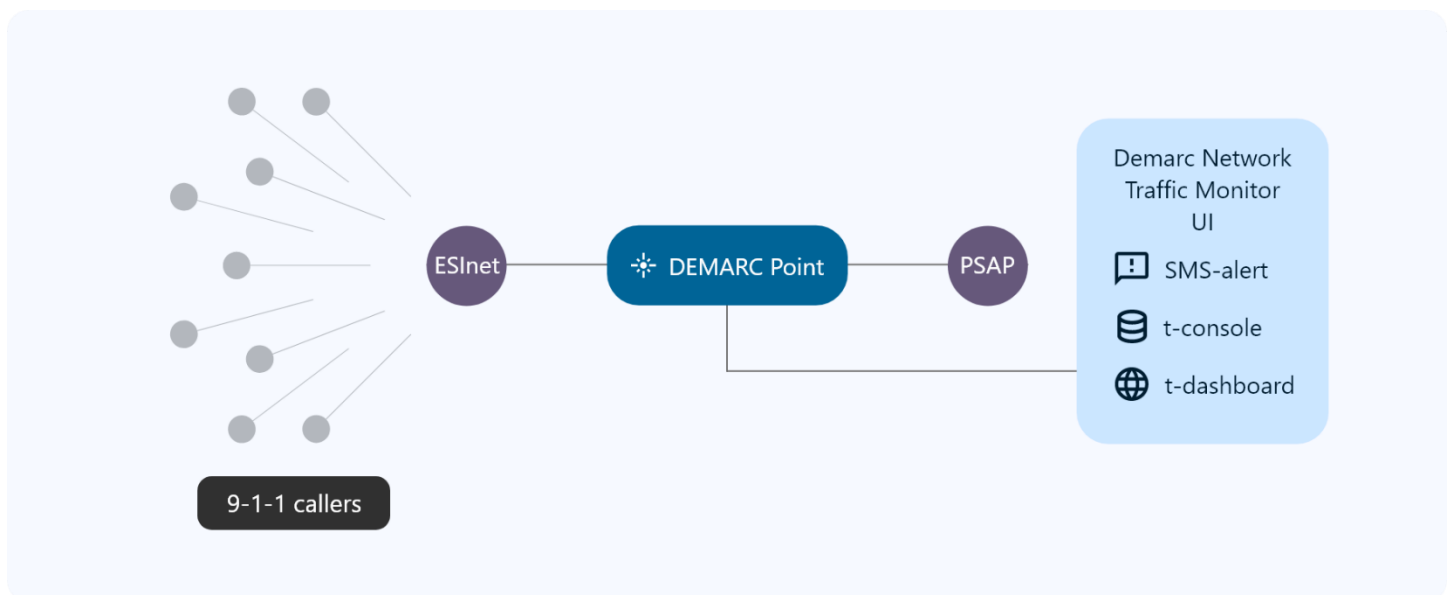


Demarc Network Traffic Analytics for tracking NG9-1-1 instances

NG9-1-1 relies on Emergency Services IP Network (ESInet) to deliver multimedia and location data from callers to Public Safety Answering Points (PSAP) before emergency services are dispatched.

As contact center (CC), PSAPs face similar challenges as their commercial counterparts. High on the list is getting reliable Network Traffic Analytics (NTA) to validate network performance and track network instances 100% around the clock.



Designed for today's CC engaging customers in multimedia and multichannel, PRILINK Demarc Network Traffic Monitor (DNTM) can analyze all call types passing through DEMARC Point in real-time. This provides 100% NTA to PSAP. Requiring only mirrored traffic commonly available in the Cloud and on-premises, DNTM is simple, minimal in logistics and zero-touch to application servers.

Yes, you can quickly augment PSAP management system with NTA, eliminating external network blind spots!



As a lightweight network management tool, DNTM can elevate PSAP operation agility in the following areas:



NG9-1-1 compliance monitoring. DNTM compiles NTA directly from DEMARC Point rather than inside application servers. It reflects what is actually happening in the network. DNTM can independently validate NG9-1-1 traffic terminated to PSAP.



Year-round Network traffic recording. Designed to analyse network protocols at high speed up to 10 Gbps, DNTM can track the traffic from all IP and SIP endpoints requesting emergency services and unknown endpoint activities posing risks. DNTM compiles NTA in real-time, our metadata are compact in size. Year-round metadata can be stored in a single off-the-shelf HD ready for network security audit and forensics.



Reduce time to resolve QoS issues. NTA include directional TCP and UDP packet counts, RTP and SRTP packet loss, TCP signalling and SIP response code for every IP and SIP connections. Available DEMARC references enable PSAP and vendors to quickly determine the root cause of network issues experienced by callers.



Collaboration. Internal analytics are key to guiding contact center operations. But missing external network analytics runs the risk of infuriating callers hit by bad network CX and causing low agent morale. DEMARC dashboard changes that by bringing in the front-line view of network traffic at DEMARC Point, sharable online among PSAP, vendors and emergency services. This keeps everyone in sync, informed and working collaboratively to mitigate the impact of traffic anomalies.

To get more info., please contact info@prilink.com and check out our brochure <https://prilink.com/demarc-network-traffic-monitor-brochure/>.