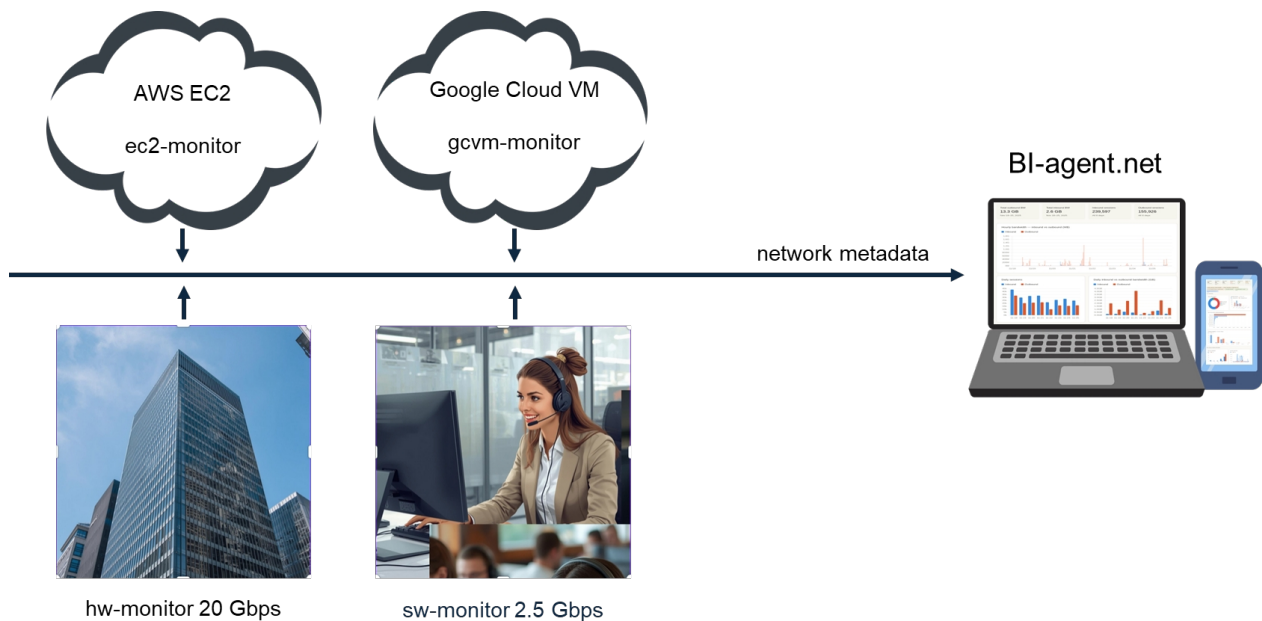


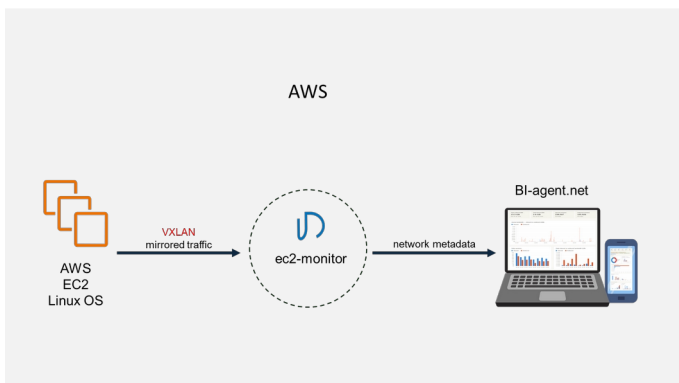


In the digital economy, devices, employees and software applications are network endpoints participating in business operations. BI-agent.net provides independent network metadata for endpoint visualization, troubleshooting performance issues and AI transformation. Engineered for simplicity, BI-agent.net is easy to setup in the Cloud and on-prem. Below are sample of use cases :

- provide independent metadata for reporting and AI transformation in telecom, contact center, NG911, and more
- monitor internal and external network traffic, such as Internet, SIP-trunk, VM inside AWS and Google Cloud
- streamline business workflows that network metadata and employee activities are correlated
- identify network endpoints participating in business operations
- visualize endpoint activities through multi-dimensional network telemetries



Specifications



ec2-monitor

Network Traffic mirroring:

source: EC2 Linux kernel

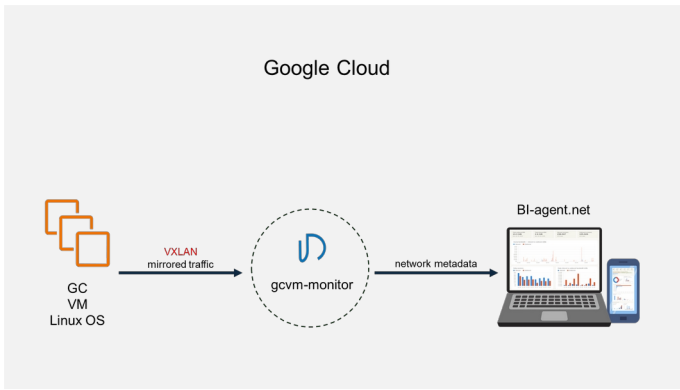
destination: ec2-monitor

aggregated bandwidth: 5 Gbps, up to 16 EC2 per ec2-monitor

EC2 setup: VXLAN script creates 2 tc queues in kernel. Regular traffic queue has higher priority. Mirrored traffic queue sends VXLAN packets to the IP address of ec2-monitor in the AWS region chosen by users.

EC2 setup time: approx. 1 minute per EC2

YouTube <https://www.youtube.com/watch?v=2QgY2ZER7rE>



gcvm-monitor

Network Traffic mirroring:

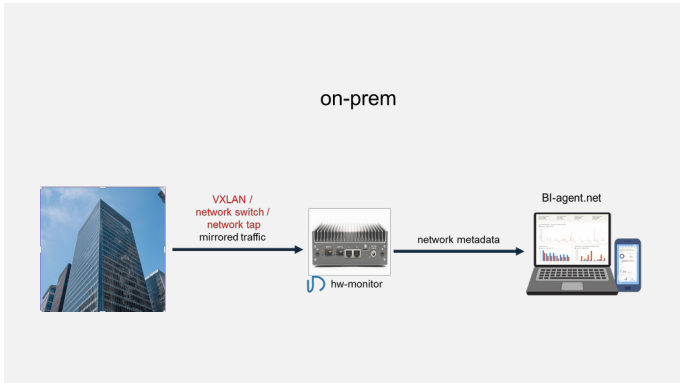
source: VM Linux kernel

destination: gcvm-monitor

aggregated bandwidth: 30 Gbps, max 16 VM per gcvm-monitor

VM Setup: VXLAN script creates 2 tc queues in kernel. Regular traffic queue has higher priority. Mirrored traffic queue sends VXLAN packets to the IP address of gcvm-monitor in the GC region chosen by users.

VM Setup time: approx. 1 minute per VM



hw-monitor 20 Gbps

Network Traffic mirroring:

source: VXLAN, switch mirror port, network tap

destination: hw-monitor

aggregated bandwidth: 4 x 2.5 Gbps or 2 x 10 Gbps, RJ45

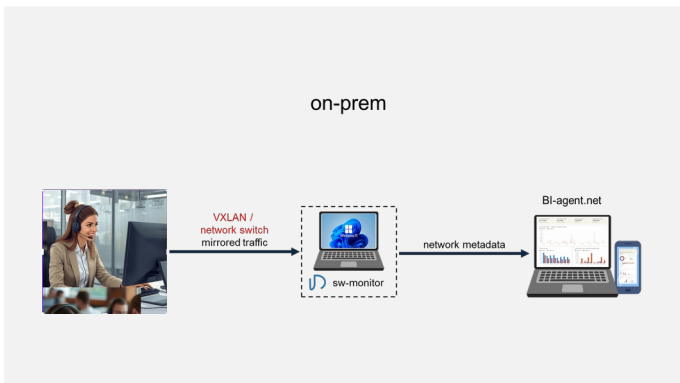
hw-monitor:

IP: dynamic or static IPv4

dimension: 170mm x 152mm x 53mm, weight: 1.57kg

power: max 45W

setup time: approx. 30 minutes



sw-monitor 2.5 Gbps

Network Traffic mirroring:

source: VXLAN, switch mirror port

destination: sw-monitor

aggregated bandwidth: 1 x 2.5 Gbps

sw-monitor

host: user's Windows 11 pro PC or Windows server

host resources: 2 cpu core. 2G ram

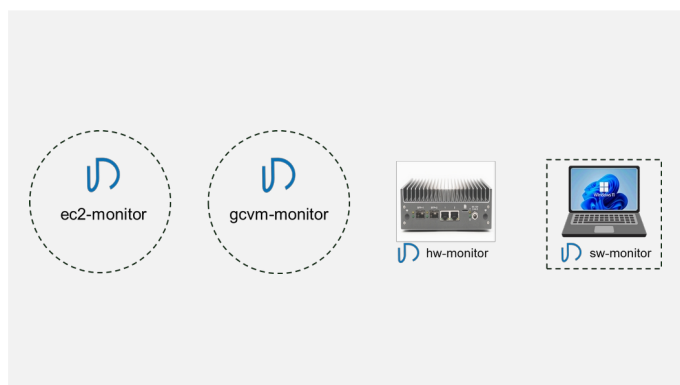
BI-win OS: Debian 12 ISO running on Windows Hyper-V

BI-win interface: dedicated intel nic

BI-win IP: dynamic or static IPv4

setup time: approx. 30 minutes

YouTube <https://youtu.be/NhABXx1juV0>



ec2 / gcvm / hw / sw monitor

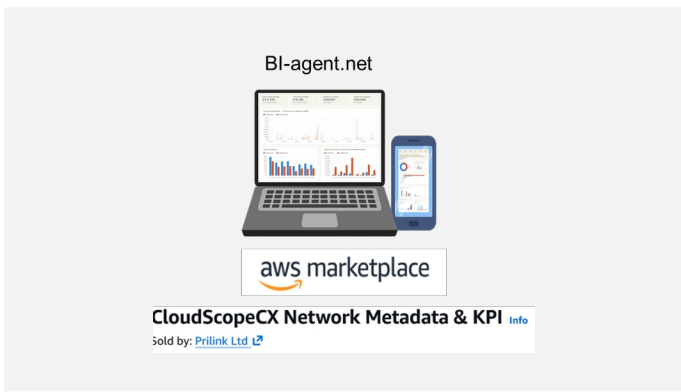
- track up to 1 million IP sessions simultaneously
- generate metadata per session every 15-min
- track up to 1k SIP sessions simultaneously (port 5060)
- 64k DNS lookup table

multi-dimensional metadata:

- IPv4, IPv6, tcp and udp ports
- bandwidth, speed, packet count, duration, hop/ttl
- tcp QoS: reTx, outOfSeq, sync failure, tcp flags, window size
- media QoS: rtp/srtp packet lost, jitter, latency, MOS, codec code

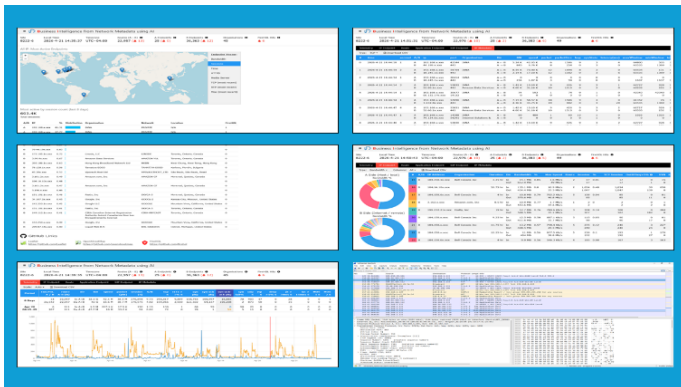
SIP metadata

- phone number, SIP IP and port, RTP IP and port
- setup, ans, block and release timestamp, sip response code
- media QoS: packet lost, jitter, latency, MOS, codec code



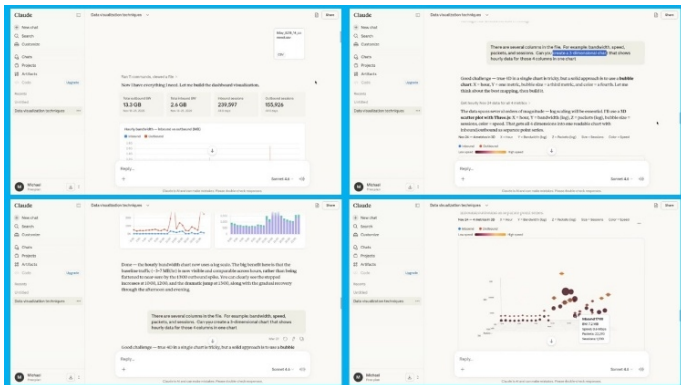
BI-agent.net

- connect up to 1024 monitors in the Cloud and on-prem
- cache network metadata up to 31 days
- endpoint network traffic visualization
- turn network metadata into actionable insights using AI-tools
- available in AWS marketplace as CloudScopeCX



Web-UI Network Traffic Visualization

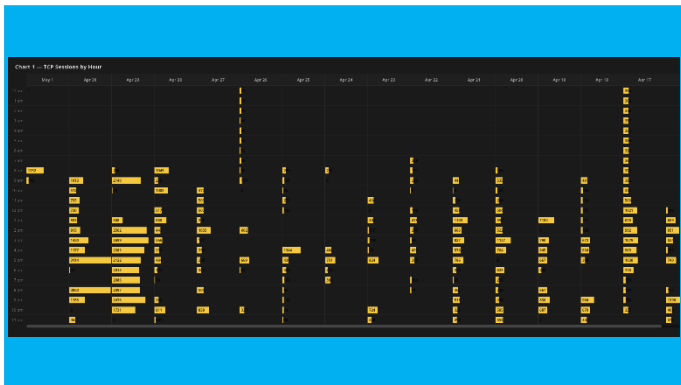
- interactive 7-day multi-dimensional telemetries
- IP geo-locations and organization names
- most active endpoints by BW, IP-session count, and duration
- malicious IP identified by open source FireHOL
- traffic anomalies identified by 31-day metadata analysis
- multi-dimensional metadata record display
- capture network packet from BI-endpoint to Wireshark



Actionable insights using network metadata and AI

BI-agent provides 15-day network metadata in CSV or other formats for AI transformation. Screenshot at left shows how user interacts with Claude to uses different data visualization techniques to extract business insights.

YouTube <https://www.youtube.com/watch?v=GUrKKEeROz8>



How can network metadata help manage your contact center workforce?

As contact center agents, customers, AI-tools and software applications are network endpoints. BI-agent.net becomes a simple and independent solution to elevate the agility of CC operations:

1. Network traffic and agent activities are highly correlated. BI-agent.net transforms agent workload and time reference into unified network metadata that streamline the tasks of WFM scheduling, compliance and quality assurance.
2. Network metadata are independent statistics of endpoints. BI-agent.net provides data for CC to pinout the root cause of intermittent connection issues, validate the true voice quality as experienced by agents and more, significantly reducing time spent in problem resolution and vendor collaboration.

YouTube <https://www.youtube.com/watch?v=AYI3cqdyo2k>

YouTube <https://www.youtube.com/watch?v=bB0vfA06RY0>

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