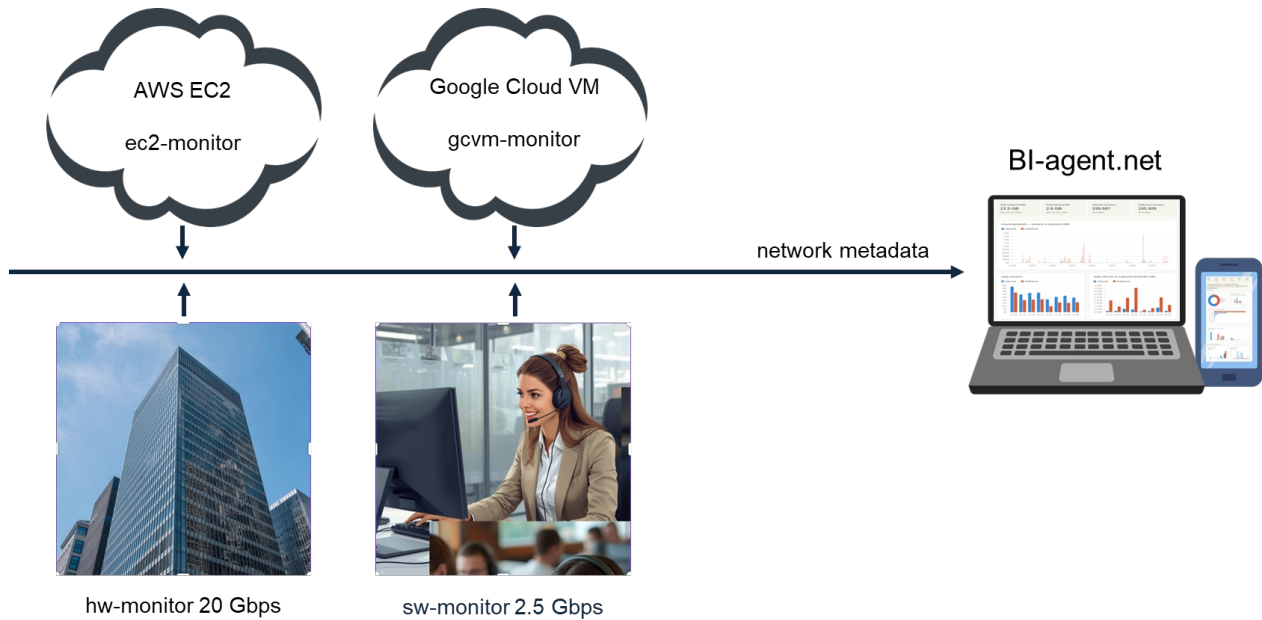


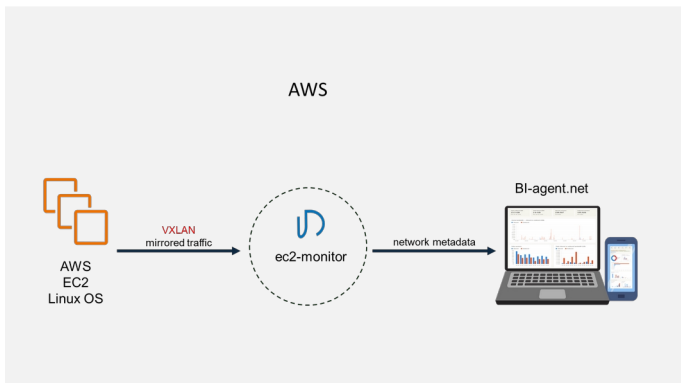


In the digital economy, devices, employees and software applications are network endpoints participating in business operations. BI-agent.net is a business tool that provides network layer monitoring, traffic event notification and independent network metadata for endpoint visualization, troubleshooting 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 :

- independent metadata for reporting and AI transformation in telecom, NG911 and more
- around-the-clock network monitoring of Internet, LAN, SIP-trunk, AWS and Google Cloud
- omnichannel network traffic analytics for contact center quality management
- network endpoint visualization using multi-dimensional network telemetries
- real-time network traffic event notification using SMS and API



## Specifications



### ec2-monitor

#### Network Traffic mirroring:

source: EC2 Linux kernel

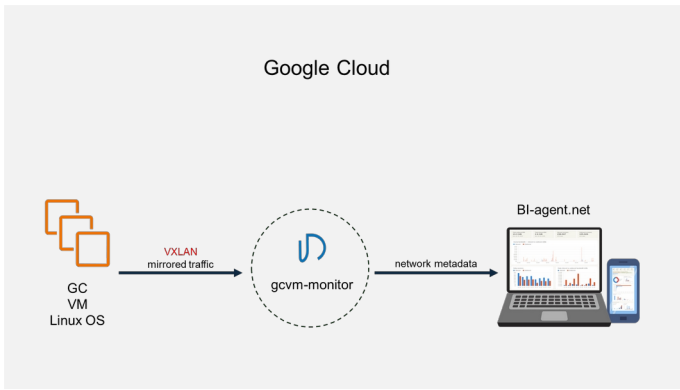
destination: ec2-monitor

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:

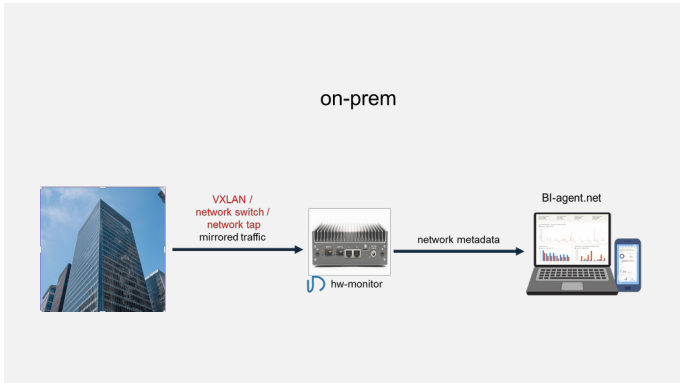
source: VM Linux kernel

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

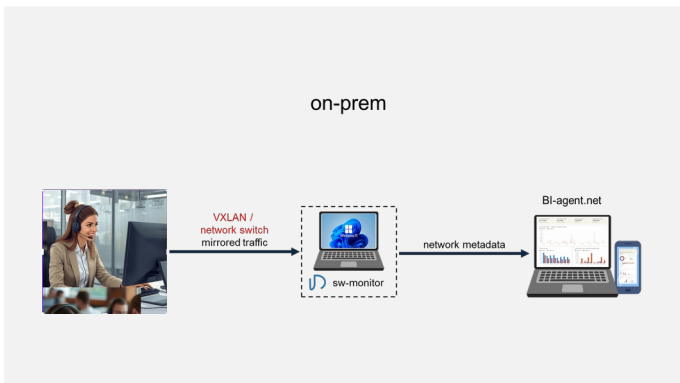
#### hw-monitor:

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

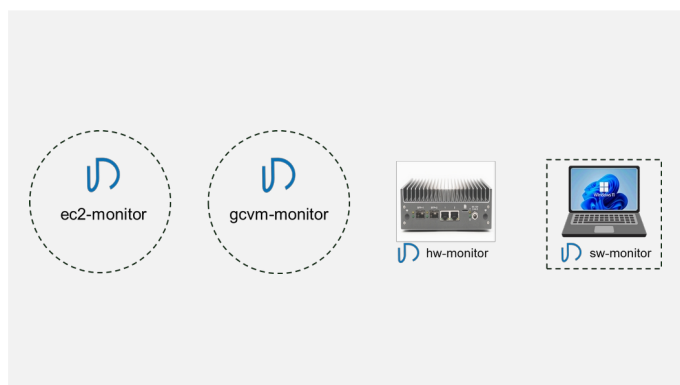
BI-win OS: Debian 12 ISO running on Windows Hyper-V

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

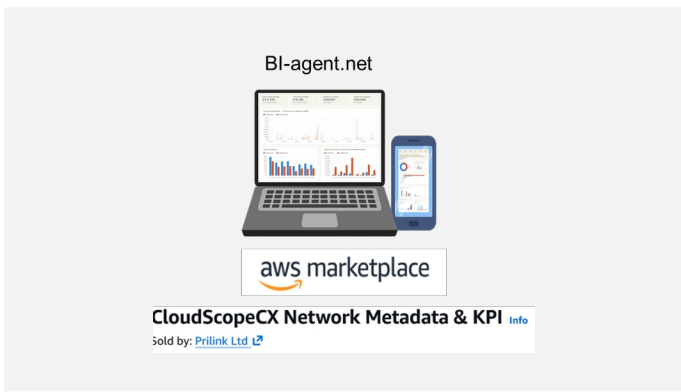
- track up to 1 million IP sessions simultaneously
- generate metadata per session every 15-min
- track up to 1k SIP sessions simultaneously (port 5060)
- 64k DNS lookup table

#### 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

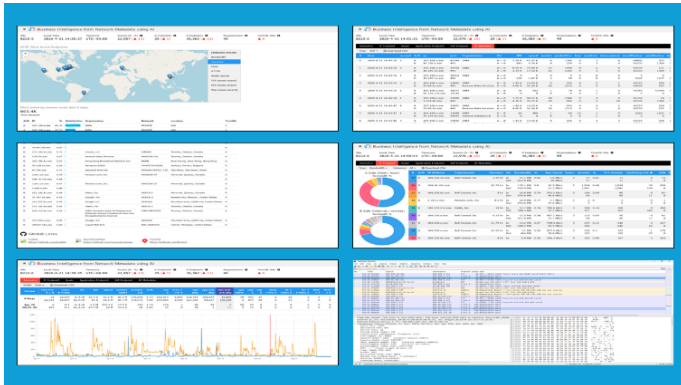
#### SIP metadata

- 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



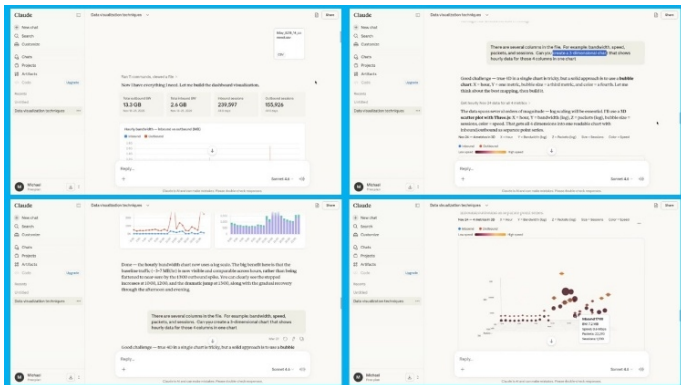
## BI-agent.net

- connect up to 1024 monitors in the Cloud and on-prem
- cache network metadata up to 31 days
- visualize endpoint activities using multi-dimensional telemetries
- turn network metadata into actionable insights using AI-tools
- notify real-time network traffic events by SMS and API



## Web-UI Network Traffic Visualization

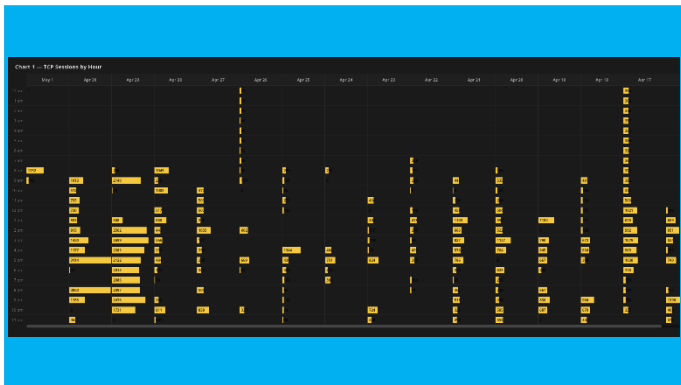
- interactive 7-day multi-dimensional telemetries
- IP geo-locations and organization names
- most active endpoints by BW, IP-session count, and duration
- malicious IP identified by open source FireHOL
- traffic anomalies identified by 31-day metadata analysis
- multi-dimensional metadata record display
- 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=GUrKKEeR0z8>



## 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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