



Real-Time Data Analytics

In order to maximize the potential of any unified communication solution, users need to be able to monitor everything and make sure things are running smoothly. The simplest way to achieve this goal is with CallTower's CT Cloud Analyze hardware.

CT Cloud Analyze is a remote sensor, and it's placed in the customer's network where a phone or Softphone enabled computer would sit - this differentiates it from other monitoring devices which only test the router or internet connection. The sensor connects to the network over Wifi or can be plugged directly into a switch port. Simulated voice traffic is sent to the sensor every 30 seconds and mirrored back to the monitoring server in CallTower's data center. This gives CT Cloud Analyze real-time and historical QOS data, available for the user in the dashboard. Alerts can be configured for any detected problems.



CT Cloud Analytics comes in three distinct flavors:

BRONZE

- Tests the quality of user connection back to CallTower
- Uses simulated voice traffic to report on meaningful statistics for voice and video: packet loss, latency, jitter, and MOS score
- Sets up easily - in most networks, it's plug-in-and-play
- Creates Dashboard with real time and historical data
- Enables email alerting systems
- Oversees multiple sensors and sites from a single LogOn

SILVER

- Adds additional interface for network troubleshooting (requires mirror or SPAN port on network switch)
- Allows CT Support to gather troubleshooting data directly from user network, which helps minimize support time for local network or device issues
- Can collect real time information for troubleshooting specific calls or devices, rather than monitoring the quality of connection between the user and CallTower
- **NOTE: CALLTOWER RECOMMENDS CONNECTING THIS DEVICE AND RECONFIGURING ANY CUSTOMER NETWORK EQUIPMENT IN A MAINTENANCE WINDOW OUTSIDE OF NORMAL BUSINESS HOURS**

GOLD

- Adds network tap to connect between a problematic device and the network
- Allows gathering of troubleshooting data without mirror or SPAN capable switch, without network reconfiguration
- Can collect real time information for troubleshooting specific calls or devices, rather than monitoring the quality of connection between the user and CallTower
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