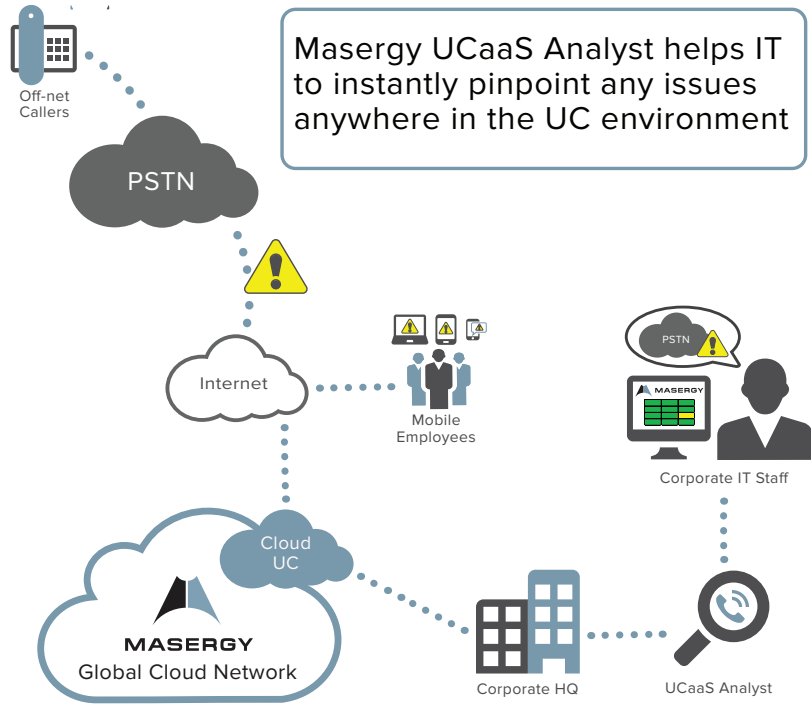




UCaaS Analyst

Real-time Enterprise UC Metrics in a Cloud-based Dynamic Dashboard View

Masergy UCaaS Analyst provides industry-unique performance tracking and user management tools for our global Unified Communications as a Service (UCaaS) customers. UCaaS Analyst delivers the real-time data visualization and service management all enterprise IT managers need to optimize their business communications.



Unmatched Global Performance Visibility

Masergy's UCaaS platform is embedded in the fabric of our global Hybrid Network. We own and operate this software-defined network, providing our users with end-to-end visibility and control over every network packet using Masergy UCaaS Analyst. This industry-unique feature empowers IT administrators to proactively find and mitigate UC call quality issues *before* they become issues.

FEATURES

- Built into Masergy's award-winning Intelligent Service Control
- Unlimited monitoring of endpoints for all subscribed users and services
- Ability to view MOS for every call
- Powerful search engine to quickly locate CDRs
- Real-time management of key Masergy UC services

BENEFITS

- Gain valuable insight and drive strategic business planning with detailed analytics
- Reduce the time to resolution for UC issues from days down to mere minutes
- Simple user interface integrated into Masergy's cloud-based performance management tools
- Proactively manage quality and performance of the end-to-end UC environment
- Manage, filter and analyze data into actionable insights to reduce time to resolution for support teams

Real-time Performance Metrics

Masergy UCaaS Analyst includes these global measurements:

- Mean Opinion Score (MOS), the industry-standard measure of audio call quality, defined for both incoming packet flow and outgoing packet flow
- Utilization reports
 - Max sessions on a SIP trunk for a given time interval
 - Max sessions on Meet-Me Conference bridge for a given time interval
- Searchable Call Detail Record (CDR) reports with corresponding analytics information including:
 - Per-call MOS details including jitter and packet loss information for both inbound and outbound flows
 - Network-related metrics that affect call quality such as IP network addressing and packet flow information in transmission path
 - Call codec assignments and performance data



Global Visibility and Control

Masergy UCaaS Analyst is accessible via Intelligent Service Control (ISC), our award-winning visibility and control application. ISC provides a consolidated view of Masergy UCaaS user profiles, service inventory reports and online access to invoices directly from the UCaaS Analyst dashboard—along with integrated customer support service management. Best of all, we include this comprehensive suite of cloud-based productivity measurement tools with our UCaaS solution at no extra cost.