Reply Cloud

VoIP Monitoring & Service Assurance Platform

Migrating your phone system to the Cloud?

When migrating a phone system to the cloud, the largest point of failure becomes your own local network. To avoid headaches, the most important thing to know is whether or not your network is ready for a new VoIP installation. Reply Cloud is an all in one solution that will **assess your network**, **monitor your phone system** after installation, and provide key **troubleshooting tools** to diagnose and resolve issues.

VoIP Network Assessment

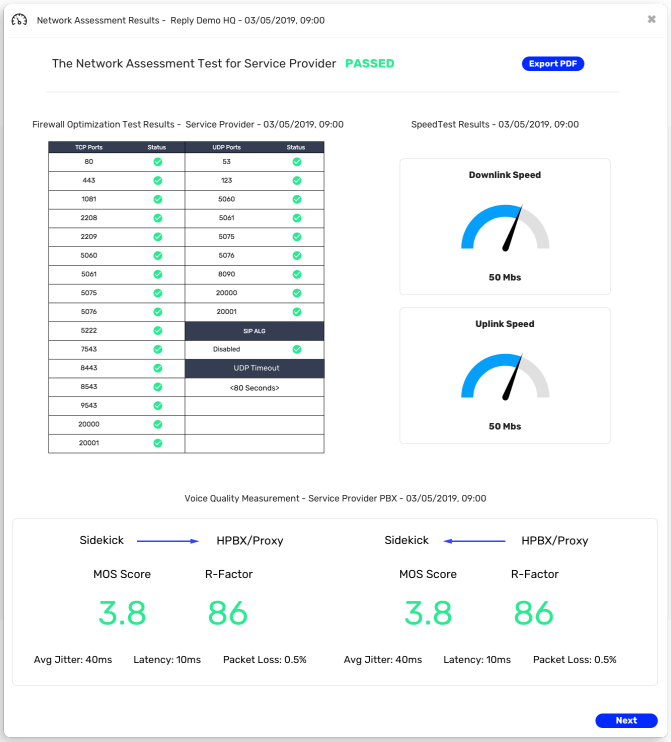
Make sure your network is ready! The Reply Sidekick runs a customized initial VoIP Network Assessment to identify any issues or network settings that need to be changed **before** you install your new VoIP service.

Daily LAN and Performance Monitoring

After installation, Reply Cloud will continue to monitor the network and phones to send alerts for setting changes, VoIP quality performance, device registration, and much more.

Troubleshooting Tools

Remotely perform and schedule a variety of network and VoIP tests to help identify issues, perform packet captures, dive into SIP Signal Data, and review historical reporting for fast troubleshooting.



VoIP Network Assessment

- Validates all required TCP & UDP ports are open on the Firewall
- Runs a Latency & Bandwidth test, SIP ALG, UDP Timeout, and Double NAT Discovery
- Makes real VoIP calls to validate performance

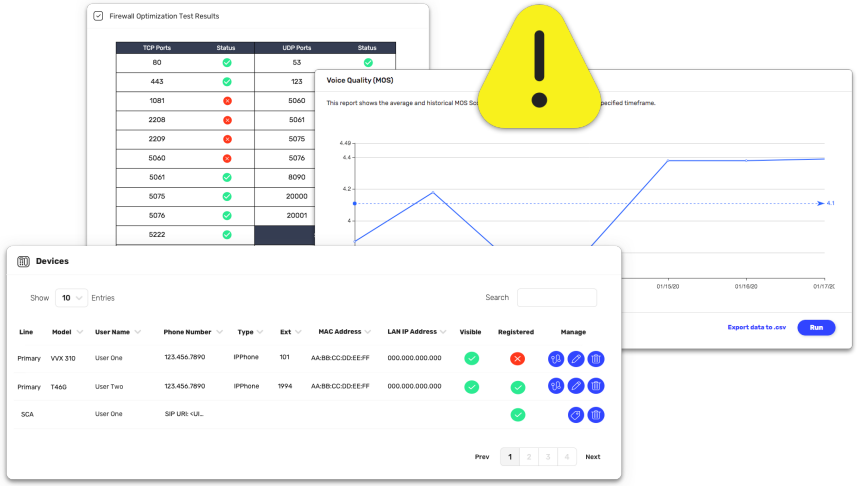
Know if there is an issue before users report it!

Daily LAN and Performance Monitoring

Monitor VoIP critical network settings and send alerts when they are not optimized

Monitor & diagnose poor VoIP quality with industry leading network path & perfomance anaylitics

Monitor device registration status & send alerts when devices aren't working



Diagnose and resolve issues faster

Troubleshooting Tools

Reporting

Identify network changes and trends with historic reporting for Location Reachability, Firewall Optimization, VoIP Quality MOS scores, and Device Registration.

Remote Packet Capture

With Reply Cloud, there is no need for a technician on site. Remotely capture packet flow (PCAP) for devices in minutes from the user friendly portal.

Network & VoIP Testing

Remotely run or schedule network tests for key settings and VoIP performance. Concurrent Call tests, Latency, Firewall Optimization and more.

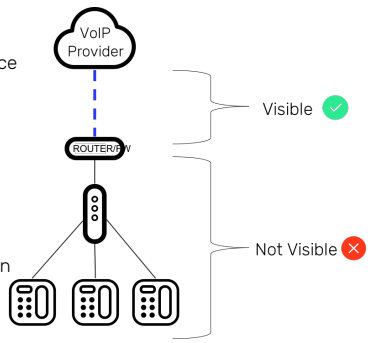
SIP Signal Monitoring

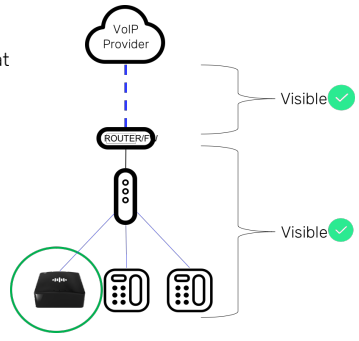
Stop trying to recreate issues for troubleshooting. Pull packet flow and analyze data for any call that had an issue instead of wasting time with test calls.

The Reply Difference

Hosted VoIP deployment without Reply Cloud

- No monitoring or alerts for potential LAN issues
- Network issues blur into poor service quality perception
- VoIP Service Provider has no visibility into customer's network
- No historic baseline for network & call quality performance
- Troubleshooting puts the burden on the customer to resolve, and can significantly increase the time to resolution for VoIP issues



Hosted VoIP deployment with Reply Cloud

- Monitors network and sends alerts for potential LAN changes & issues
- Clearly identify network settings that can lead to issues
- Provide key data to service provider for troubleshooting
- Establishes baseline for VoIP & network performance
- Significantly decrease time to resolution on VoIP issues with relevant network and call data