

BRIGHTLINK LIVEVIEW

Improve Customer Service with Deeper Insight into Network Traffic

In an increasingly connected world, providing the best communication experience for your customers requires actionable insights.



Why Brightlink LiveView?

Brightlink LiveView, our award-winning analytics software, empowers communications service providers and enterprises to monitor important call statistics and ultimately deliver higher-quality customer service. Through an intuitive interface and powerful pre-built reports, accessing and interpreting your communication data has never been easier.

What Insights Does Brightlink LiveView Provide?

Brightlink LiveView provides insight into your voice and messaging traffic on the Brightlink network. Having visibility into real-time and historical trends by carrier, geography, cause code and more, enables you to have all the relevant statistics needed to maintain a robust communications network and be responsive to changing customer needs.

How is Brightlink LiveView Implemented?

Brightlink LiveView is included in Brightlink's standard voice and messaging offerings. Simply log in to the online portal and see all of your communication interactions on our network.

Brightlink LiveView Capabilities



Track Your Calls

See where your calls are originating from and terminating to, based on geography, carrier and type



Monitor Traffic

See all of your real-time traffic in and out of the Brightlink network



Generate Reports

View full statistical reporting, graphs, and more with an intuitive web-based user interface



Set Alerts

Set customized event notifications and alerts for proactive network management



Identify Trends, Changes and Patterns

Easily compare your current stats against historical data



Open Trouble Tickets

Instantly open a trouble ticket or share your screen with our engineers for quick resolution to common connection issues

Put Our Award-Winning Analytics To Work

Brightlink Analytics provides comprehensive analytics software solutions designed to provide the most pertinent insights in the most digestible format.

Brightlink LiveView Offers a Full Set of Features

For Voice:

- Real-time usage reports
- Graphical charts
- Historical data
- Error reporting
- Call Detail Record (CDR) access
- Alerting

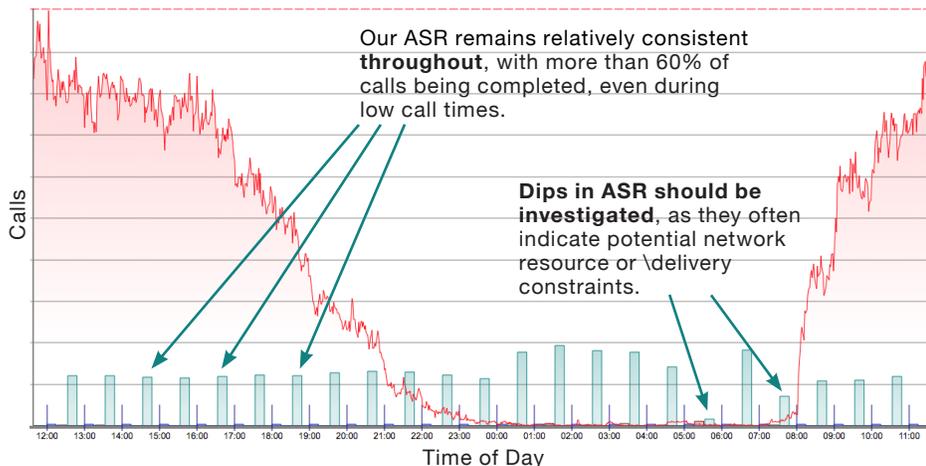
For Messaging:

- Message counts
- Short Message Peer-to-Peer (SMPP) cause codes
- Delivery rates
- Messages per second
- Message Data Record (MDR) access with content filtering

Real-time Views Into Your Traffic

Proactively identify and resolve issues with LiveView.

In this example, you can actively monitor trends in your call volume and identify changes in the percentage of calls that are completed over the network (ASR).



In Calls
The number of active calls on the network at a given time.

In Answer Seizure Ratio (ASR)
The percentage of completed calls over the network.

Turn Actionable Insight into Results. Contact Brightlink today.

+1-888-871-4575

2859 Paces Ferry Rd SE,
Suite 1850
Atlanta, GA 30339

 Brightlink.com
 @BrightlinkComms
 Brightlink
 Brightlink

ABOUT BRIGHTLINK

Founded in 2009, Brightlink is a leading communications platform and technology company that delivers voice, messaging, analytics, and cloud-based solutions. Our industry-leading CPaaS platform, technology solutions, and network services are used by companies ranging from small to mid-sized businesses to the largest enterprises and communication service providers around the globe.

We power more than 30 billion communication interactions each year with industry-leading quality of service, 24x7 support, and a next-generation IP network that has the highest levels of performance, reliability, scalability, and security.