

eoFinder Browse™

Fast & flexible event analysis

Introduction

eoFinder Browse™ provides fast access to subscriber activities (such as calls, SMS, data sessions) using data collected from mobile/fixed networks by MasterClaw® passive probes.

Customer care

In a world with decreasing customer loyalty, when a customer calls your service centre, it is important to quickly identify the nature and cause of the problem that the subscriber has experienced.

eoFinder Browse™ is an ideal tool for handling customer complaints. If all you need is to confirm to a customer that their problem can be identified, eoFinder Browse™ provides results in seconds. Once found, the details of the problem can easily be shared with other departments for deeper investigation and resolution.

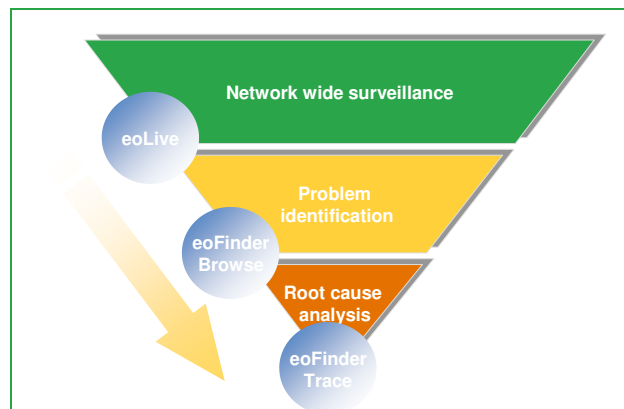
Special Investigations

For special investigations, long data storage ensures that relevant information is available months after the original event. With EoFinder Browse™, retrieving details of calls, SMS or data events is quick and easy.

Troubleshooting

eoFinder Browse™ is an ideal entry point to investigate network performance problems detected by eoLive™'s real-time dashboards. With up to five fields indexed for quick searching, and up to 30 fields available in the database, engineers can quickly make an initial assessment of any problem. Comprehensive filtering capabilities help to nail-down the problem, speeding up the whole troubleshooting process further.

Finally, for truly deep investigation, viewing every bit and byte of the network signally, eoFinder Browse™ is linked to eoFinder Trace™ for network-wide, end to end call tracing, supporting multi-protocol correlation, message sequence charts and full protocol decodes.



Key benefits

- Easy to use tool for handling customer complaints
- Fast access to information speeds up the troubleshooting process
- Bridges the gap between customer care and engineering teams
- Customisable database includes just the event information you need, and indexed how you need it

Key features

- Fast access to subscriber activities collected over wide range of network interfaces
- Long data retention time (over 90 days)
- Post filtering and grouping function for easy data analysis
- Supports drill down from simple view to detailed trace using eoFinder Trace™ (full PDU decode and message flow details)
- Scalable architecture that supports expansion in data growth and concurrent usage

Features

Unified user interface

The eoFinder Browse™ is part of the MasterClaw® eoFinder™ troubleshooting platform, which has a unified GUI interface to perform Event Browsing, Call Tracing and Raw Data Capture.

Flexible format definition

eoFinder Browse™ comes with a configurable data format that can store up to 30 fields per unit with the choice of 5 fields to be indexed.

Data formats can be formed from a single signalling interface or from a more complex correlation of several interfaces.

Scalability

eoFinder Browse™ is highly scalable system, able to support many simultaneous users, long storage duration and high traffic volumes.

Post filtering and grouping function for easy data analysis

To speed up the analysis of event data, eoFinder Browse™ provides a filtering and grouping function based on data record fields to easily perform analysis of the received result set.

Data formats

eoFinder Browse™ comes with a set of predefined data formats that can be altered to fit the customers needs.

Summary

Increasingly, speed matters. And when you need fast information, eoFinder Browse™ is the tool to use. Whether you have a customer waiting on the phone, or just too much in your inbox to wait for information, eoFinder™ is quick to use and quick to deliver results.

Customer satisfaction is vital to sustain and increase the revenue of your business. Choosing eoFinder Browse™ will remove a major obstacle in providing the high service quality that is a key part of your customer's satisfaction.

Special investigations often need information on events that occurred weeks, or even months before. eoFinder™ supports long storage duration, and because the data is indexed, there is no impact on performance.

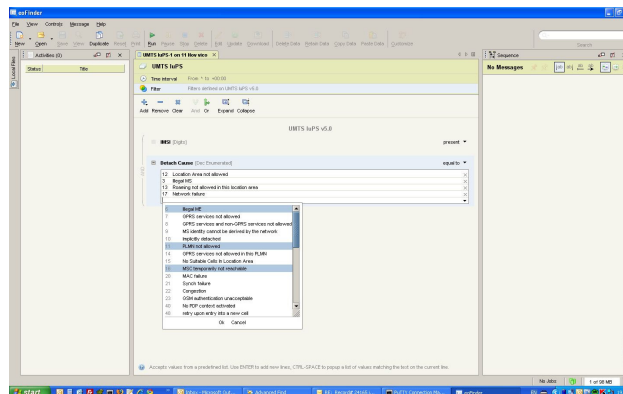


Figure 1: eoFinder Browse uncluttered search GUI

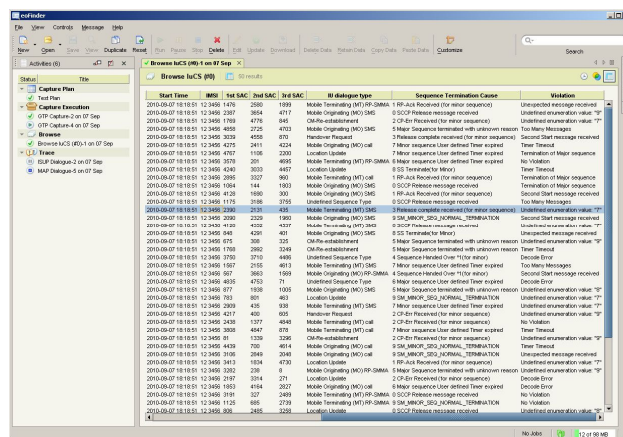


Figure 2: Example from GUI – result overview