



PathSolutions was founded to bridge the gap between *monitoring* and *resolution*, delivering root-cause troubleshooting solutions. It has a simple mission: to ensure high performing networks at the lowest possible cost. The company's VoIP and network root-cause troubleshooting solutions install and deploy in less than twelve minutes, continuously analyze the performance of a business's entire network, reveal when, where, and why problems occur and even recommend fixes in plain-English. The company was the brainchild of Tim Titus, a self-described network geek who is now its CTO. He provided a brief analysis of the value proposition of PathSolution's root cause analysis capabilities.

*Why do all VoIP systems have quality problems and what makes it so difficult for businesses to identify them?*

Most VoIP systems end up having quality problems because there are so many possible locations where problems can occur, and a wide variety of reasons that problems can occur at each location. Most networks just re-transmit data packets so those problems are not apparent to users. With VoIP, there is no ability to re-transmit lost packets because they cannot be re-sequenced back into the conversation correctly. Thus, if a single packet is lost, a word or phrase might be missing from the conversation.

Network teams and their monitoring solutions don't have enough data to understand when, where, or why packets get dropped. As a result, many networks have dropped packets and the network team isn't aware of it.

*How does your TotalView solution ensure that companies achieve reliable phone service at minimum cost?*

TotalView automatically collects 19 error counters, QoS, performance, and configuration information from every interface on every device on the network. Thus, if packets are lost, buffered, or mishandled anywhere in the network, we can pinpoint when, where, and why they were lost.

*In what ways does Unlimited Call Simulation enable companies to troubleshoot VoIP call stability for multiple contact center sites as well as for home agents?*

Many other products require expensive agent hardware to be deployed to do call simulation. Each agent hardware box has to be shipped to an agent's location to perform the testing.

# ICMI 2018 Contact Center Expo and Conference Summary

Our license-unlimited model allows for anyone in the organization to run a simple program and perform tests. This allows testing to quickly and easily be performed from remote offices or work-at-home users without shipping hardware or requiring an expensive license.

*What differentiates your solution from other offerings in the marketplace?*

We provide Total Network Visibility that shows the entire network in enough depth to allow the root-causes of VoIP problems to be resolved quickly. Our network prescription heuristics engine analyzes error counters to provide plain-English answers to problems: "The call from x1234 to x4567 at 2:35pm was poor due to the Finance2 switch interface #3 dropping 12% of its packets due to a duplex mismatch."