

# EXFO Web Agent

## BROWSER-BASED ON-DEMAND TROUBLESHOOTING PLATFORM

- Browser-based on-demand troubleshooting tool for remote performance analysis and diagnosis.

### KEY FEATURES

- Web-based remote troubleshooting solution
- Fully interoperable with the EXFO Worx system and verifier probes
- Automatic storage of all test results for analysis
- No installation required, quick to deploy
- Simplify and control the process with test templates and variables

### BENEFITS

- Reduce mean time to repair by accelerating the troubleshooting process
- Reduce truck rolls through remote initiation
- Controlled test process eliminates inconsistencies when assessing an issue
- Track all test results for deeper analysis and trending

## SUMMARY

Business services and residential services are challenging and critical markets for operators, where customers demand the best quality of service and experience for triple play services. Providers face significant challenges in meeting these customer expectations, and also have to try to balance reduced budgets while contending with enormous profitability pressure due to loss of revenue due to customer churn.

One key element of the business services relationship is mean time to repair. This simple metric, which is now an integral service-level agreement (SLA) for business services, quantifies the maximum amount of time between the discovery of a failure and the restoration of the service to normal conditions. Traditionally, mean time to repair was heavily influenced by process and the personnel who are dispatched to sites to perform test and troubleshooting. This type of truck roll severely increases the cost of the whole process, and several visits are often required to complete the task.

EXFO Service Assurance is introducing a new approach to remote testing and troubleshooting, specifically designed to address troubleshooting needs and provide a cost-effective approach to quickly resolving subscriber issues. This innovative method leverages the EXFO Service Assurance's decades of experience and collaboration with the world's largest tier-1 business service providers to devise an efficient method.

## INTRODUCING THE EXFO WEB AGENT

The EXFO Web Agent is an innovative on-demand platform designed for quick deployment. This tool leverages EXFO's years of expertise in test and troubleshooting, in addition to powerful new browser-based tool, in order to enhance the troubleshooting process.

This web-based approach leverages the following tools:

- The EXFOWorx test orchestration platform that hosts web performance tools
- The subscriber's computer, which is used as a host for the test applets
- A browser on the host computer, which acts as a conduit between the EXFOWorx test orchestration platform and the running test applets

This web-based approach provides significant benefits: subscribers can quickly perform troubleshooting tests without requiring any specialized tools or hardware, and therefore participate in the restoration of the service. This participation accelerates the entire process and effectively reduces the disruption time, which in turn reduces the mean time to repair metric.

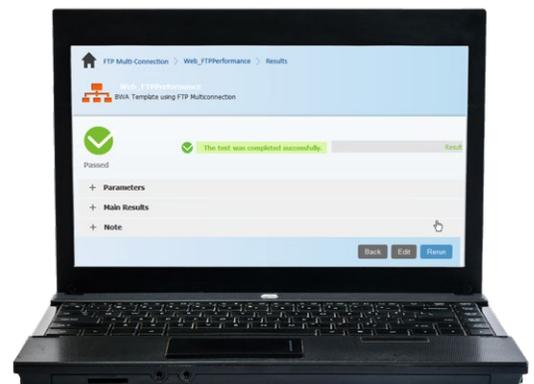
Operators also gain significantly from this method through overall cost reductions resulting from shorter disruption time and the elimination of unnecessary truck rolls. An added advantage is the automatic storage of all test results in the EXFOWorx platform, which prevents the operator from having to chase results. These results can be tagged with additional notes for drilldown and correlation purposes, and are available to all teams as soon as the test is completed. Test metrics are also displayed to the user with operator-definable pass/fail criteria.

## USE CASES

The main use cases for the EXFO Web Agent are as follows:

### 1. On-demand remote test/troubleshooting

Because operators are continuously aiming to reduce mean time to repair, delivering tools that effectively and efficiently troubleshoot issues is a necessary objective. By deploying the EXFO Web Agent for use by technicians and subscribers alike, operators can quickly start the troubleshooting process while reducing truck rolls and addressing service degradation efficiently.



## 2. Subscriber performance testing

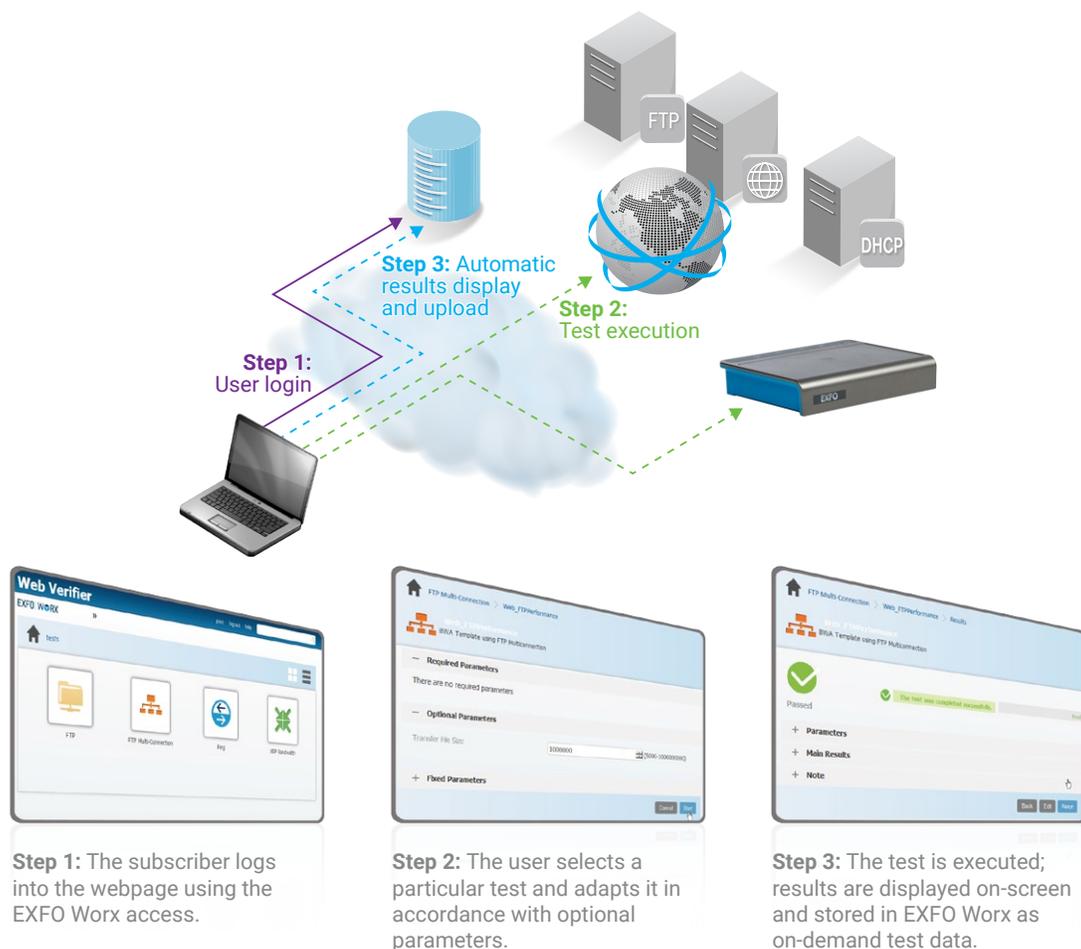
Subscribers continue to demand the highest QoS and QoE, with many using different tools to measure and qualify the services they are using. In many cases, these tools are not sufficiently comprehensive, or do not provide enough information about the actual process and available configuration to enable operators to use or challenge performance test results.

The EXFO Web Agent gives operators the capability to deploy test routines using predefined templates. These test templates can be extremely rigid with no configuration element, or be very flexible, allowing the user to manipulate and modify multiple parameters. Ultimately, controlling the test process enables operators to efficiently participate in the performance assessment and provide better views of performance to their subscribers.

## 3. Subscriber self-help

When service calls arise, front-line support teams are often blind to the actual degradation perceived by the customer. Data is subjective and based on feelings, or a sense that the problems are not associated with the service offering.

EXFO's Web Agent provides visibility into customer experience by allowing subscribers to carry out subjective tests according to predefined routines. Using integration application programming interfaces (APIs), the EXFO Web Agent platform can easily be integrated into any existing operator's self-help portal. Furthermore, all results are immediately available for analysis by support and technical teams, without any additional action required by the user, or the loss of any test sequences.



## PERFORMANCE TESTS

The EXFO Web Agent platform is dedicated to user QoE, providing tools geared toward troubleshooting and analysis of user experience. The basic system is heavily focused on throughput measurement using UDP- or FTP-based bidirectional throughput measurement. But, to meet the needs of operators providing VoIP and trunking services, the platform is also growing to support Web QoE and SIP-based VoIP quality and performance measurement.

## SPECIFICATIONS

### SUPPORTED PERFORMANCE TESTS

FTP performance

FTP multiconnect

UDP bandwidth

Ping

### HOST REQUIREMENTS

Windows XP 7

Supported Browsers: Internet Explorer, Firefox

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