

BroadCloud™ PacketSmart™ Dashboard

The current BroadCloud PacketSmart dashboard has been improved from just capturing raw data and placing into readable information to actually presenting knowledge base intelligence to make decisions much easier for Service Providers

The dashboard will allow our customers to visually observe the data metrics across different domains, sites and call quality performance from a single screen view.

Key attributes within the new dashboard are:

- Total poor calls across an entire domain/company
- Poor calls by site/customer
- Number of sites assigned
- Device type allocations, on-line, off-line, licensing and firmware version

Deeper drive analysis will be possible on individual site/device levels with call performance breakdowns including codec scoring on both audio and video portions with used codec type.

All proactive notifications are categorized on the same single screen view for quicker problem analysis and resolution. The primary benefit of the new dashboard is to provide the Service Provider a quick analysis across all sites and calls being monitored by PacketSmart.

The dashboard will operate in any web based browser environment with form and scale adjustments to tablets and smart mobile devices.

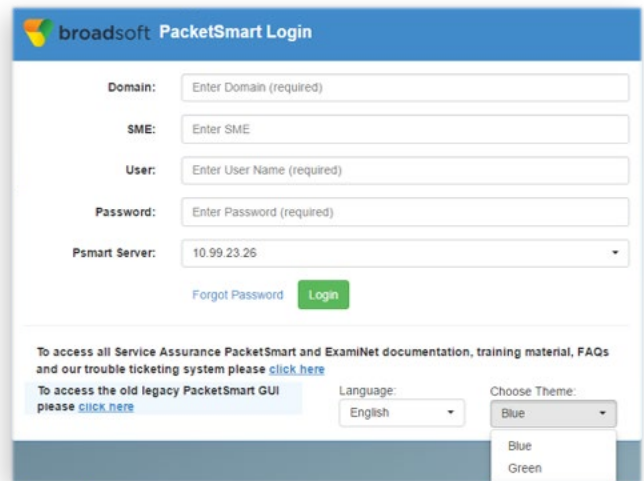
As with the current PacketSmart offering, our dashboard will continue to provide analytics on all types of PacketSmart products, PI-100, PI-150, PI-500 and embedded agents with OEMs.

Based on firmware release-specific PacketSmart hardware or agent, certain features and functions may not be available within the new dashboard.

Dashboard Attributes

- Easily Accessible Dashboard via mobile devices
- Desktops, Tablets, or smart phones
- Delivers single screen view for immediate analysis of call quality
- Majority of critical data is aggregated on main screen
- Identify poor performing customer sites
- Pinpoints individual customer sites in trouble
- Now Indicates low MOS calls on both voice and video codecs with MOS slider
- Complete analysis on poor calls by codec types
- All proactive notifications categorized in single screen view

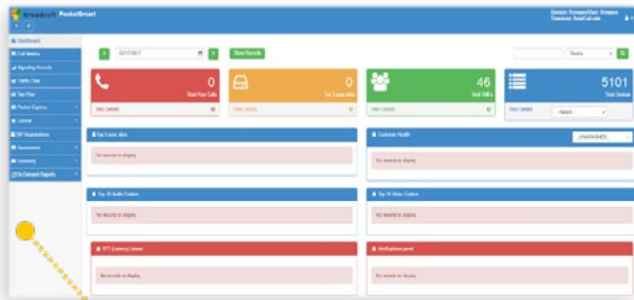
- Seven (7) notification categories offered
- Multiple level access points for end- user customers
- Single site login option
- Resolve customer issues in less-time
- All quality issues presented in main dashboard screen
- Improves call performance visibility across all customers



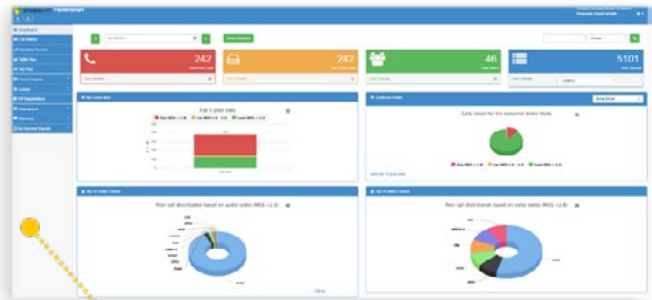
Designed with a single login screen for quicker access to PacketSmart analytics viewed on the dashboard.

New Dashboard Supports Multiple Platforms.

- PC and MACs, Tablets and Mobile devices like smart phones OS supported Windows, Apple, IOS, and Android



Example:
Main Dashboard Screen (No quality issues)



Example:
Main Dashboard Screen (With quality issues)

Key Reports & Capabilities

Only on-demand reports can be submitted via our dashboard. Scheduled reports are accessible via the admin portal today. (The next release of our new dashboard will have scheduled reports included).

- VoIP Assessment (standard and premium options)
- WAN SLA -Over The Top (OTT) continuous low level assessment performance testing
- VoIP SLA (configuration 1-30 days of historical call performance)

- Network Quality Report (1-30 days of historical VoIP calls and WAN Latency performance)
- Video Assessment (H.264 codec performance)
- VoIP Verification (Live test calls reporting)
- Network Behavior Analysis (up to 24 hours of top 10 TCPflows)
- Call Detail Record (24 hour CDR)
- Network Discovery (LAN device discovery and topology)
- SIP Dump (24 hour signaling dump)




Summary

The dashboard will allow service providers and their customers to easily check call quality with any device that support HTML-5. The form factor will enhance the experience by narrowing down immediate issues and locating poor sites with poor call performance. The dashboard design will provide faster response to problems with simpler diagnostics to root causes.

The overall approach to the dashboard design is to unify all key elements that measure real-time application quality and place it within your fingertips for clear and concise decision making process.

About BroadSoft

Cloud business unified communications, team collaboration and contact center Software-as-a-Service (SaaS)

	Company	NASDAQ: BSFT	\$341M Revenue (2016)	25% CAGR Since '10	1,800 Employees (2016)	80+ Country Presence
	Channels	25 of the top 30 service providers by revenue		600+ Channel Partners	\$8B Estimated enterprise revenue based on BroadSoft solutions	
	Leadership	#1 Global Market Leader	41% Market Share	16M Business lines installed base (Q4 2016)	85M+ Estimated total end users served	

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