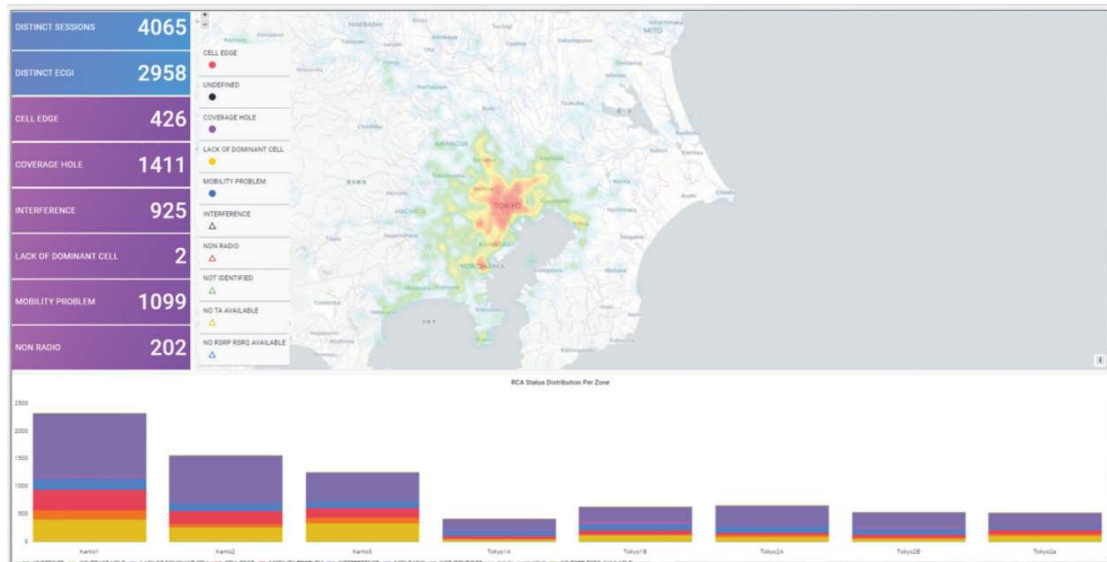


# RADCOM Automated Root Cause Analysis (RCA)

Traditionally, root cause analysis has been a painstaking, time-intensive manual task. RADCOM's Automated Root Cause Analysis (RCA) accelerates the process, enabling operators to analyze network faults efficiently and cost-effectively utilizing the power of automation and AI/ML. RADCOM Automated RCA prevents potential service degradations impacting customers. It automatically performs anomaly detection to expedite issue resolution, saving costs and improving network teams' efficiencies.

Providing comprehensive visibility of the entire process from RAN to the core, the solution monitors incidents and generates analytics out of assembled KPIs, analyzing them on a per cell/user experience problem basis. It offers automated rapid resolution by pinpointing problems, domains, and sources and further determines "normal" or "abnormal" behavior to ensure future best practices.



## Benefits:

- Monitors handovers and assesses their impacts on call quality
- Tracks radio conditions to identify and predict potential issues
- Measures quality metrics, including mean opinion score (MOS), jitter, and packet loss
- Detects specific issues like mute calls and one-way voice problems
- Identifies inter-access network issues
- Performs media analysis across a range of codecs
- Analyzes call quality degradation that leads to call termination
- Utilizes decision trees enriched with expert knowledge to rapidly, automate issue resolution

RADCOM (Nasdaq: RDCM) delivers real-time network analysis, troubleshooting, and AI-driven insights to ensure a superior customer experience. Utilizing cutting-edge technologies for over 30 years, we provide dynamic service assurance through the following solutions, including: RADCOM Customer Experience, RADCOM Network Performance, RADCOM Operational Efficiencies, RADCOM Network Troubleshooting, RADCOM Revenue Generation, RADCOM Service Quality and RADCOM Network Tapping.

For more information visit: <https://radcom.com/>