RADCOM

RADCOM Release Cause Distribution Solution

Telecom operators must attain service-level awareness and understand the customer experience from the subscribers' perspective, in order to offer the highest quality customer experience. RADCOM Release Cause Distribution (RCD), part of the RADCOM Network Discovery suite, enables telecom operators to gain visibility into unsuccessful call flows, sessions, and events by various service and network dimensions for all network functions and protocols in one place and see impacted subscribers. It offers operators the ability to monitor release causes across the overall network and drill down to see individual or group subscribers' behavior in real-time with advanced root cause analysis for network incidences.

RADCOM RCD provides a simple and efficient view of the network health and the impacted user experience and utilizes AI/ML-driven anomaly detection and alerts to reduce mean time to resolve (MTTR). The solution can be used for multiple use cases, such as investigating and reporting the impact of issues on an entire network, a specific region service, or protocol by various dimensions, ad-hock analyses, and filters. It enables operators to drill to session and packet level and allows for deep investigation.

Key Features
- Requires no thresholds or other configurations on the operator's side
- Integrates with AI/ML to save engineering resources while reducing time to resolution
- Provides real-time and historical network health time series monitoring
- Offers customer and customer group complaint investigation
- Saves time and resources with anomaly detection alarm management with drill down to session and packet analysis
- Enables network element observations, analytics and impacted service degradation
- Delivers northbound integration with NMS and trouble ticketing
- Extends data output via an API to third party tools

RADCOM Release Cause Distribution is part of RADCOM Network Discovery suite. Other applications include:
- **RADCOM Network Analysis (NAM)** – Enables operators to monitor KPI trends and troubleshoot multi-network environments
- **RADCOM Packet Analysis (PAM)** – Allows operators to view any packet flowing through the network, for any subscriber at anytime
- **RADCOM Session Analysis (SAM)** – Offers an end-to-end correlated view of subscriber or network sessions for root cause analysis and fast 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/