COUNTERPATH
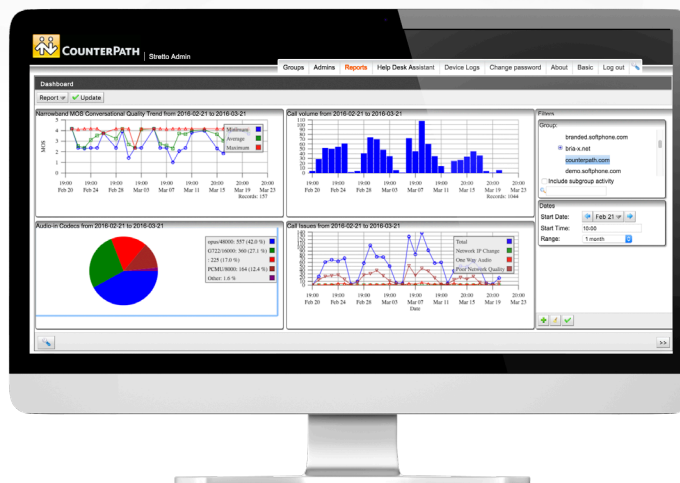
DATA SHEET | Stretto Platform™

New to Stretto 2.1

- **New API interface for premise-based User Experience Metrics.** With more organizations utilizing Business Intelligence tools, this new API makes is easier for administrators to create custom reports to make informed business decisions based on user and call quality data.

- **Stretto report enhancements.** Reports now have more precise descriptions and references to documentation, enabling administrators to review data faster and more accurately.

- **Let's Encrypt support.** Let's Encrypt automates the obtaining, configuring and renewal process of server certificates. Now supported in Stretto, this feature can help streamline operations and reduce costs and headaches for administrators.

Key Benefits

- Empowers enterprises and operators with a single platform to manage, enhance and augment Bria softphone clients.

- **Management Tools** - Provisioning, User Experience Metrics, and Help Desk.

- **Messaging and Presence Solutions** - Messaging and Presence, Messaging Sync.

- **Mobility Solutions** - Push Notification (Battery Saver), Call Continuity.

Overview

CounterPath's Stretto Platform is a provisioning, messaging, collaboration and mobility gateway platform that enables enterprises and operators to build flexible solutions that meet their specific communication and user deployment requirements.

The Stretto Platform is agnostic to existing network elements, providing further versatility as deployments can be made on top of current SBCs, IMS components, VoIP switches, PBXs and cloud communication services. It can also be deployed as a customer-hosted (premise-based or virtual/cloud-hosted server) or CounterPath-hosted solution, offering flexibility to organizations looking for enhanced security, scalability or geo-redundancy. Hosting Stretto on a virtual server, such as Google Cloud Platform or Amazon Cloud Computing, provides enterprises and operators with the ability to deploy in any available region without having a physical presence there. Not only do organizations benefit from global access, but also realize cost savings by eliminating the need to maintain physical hardware. As server traffic grows, or patterns change, additional servers can be added or relocated as needed, as well as upgraded over time with new functionality for enterprise or operator OTT (Over the Top) deployments.

Let's Start Talking

For more information please visit **www.counterpath.com** or contact your CounterPath sales representative.

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Provisioning Module

The Provisioning Module of the Stretto Platform is a carrier-grade software solution that provides organizations with the ability to deploy, initially configure, and manage ongoing configuration updates and upgrades to Bria clients. It simplifies the end user experience and optimizes IT and operations staff efficiency with control for over 250 settings, including default codec selection, NAT traversal settings and keep-alive timer values. Administrators can customize and change client settings on-the-fly to efficiently manage large-scale Bria deployments in near real-time.

User Experience Metrics Module

The User Experience Metrics Module encompasses both Analytics and Voice Quality Monitoring features, which provide valuable insight into end user behaviors and experiences. It enables operations teams to accurately measure the frequency of end user issues, and provides insight into how and which features within the clients are being used. The module collects data from Bria clients and can display it in raw form, export it to an application, such as Exel, Tableau, or PowerBI or display it as a chart or graph within Stretto™ Admin.

Help Desk Module

Providing support staff with more effective and efficient troubleshooting, the Help Desk Module of the Stretto Platform allows operations staff to remotely support and troubleshoot Bria clients. Using the Help Desk Assistant, Bria users can give system administrators access to remotely view and/or control their Bria client to troubleshoot complex problems in real-time.

Push Notification Module – Power Saver

One of the most common end user complaints with VoIP applications is the high battery drain rate when applications are left running in the background. Leveraging the Stretto Push Notification Module, the Power Saver feature enables Bria mobile clients to automatically de-register from the SIP server when not in the foreground and "wakes" them only when an incoming call, message or voicemail is pushed to the client. This provides near-zero battery loss on Android and iOS devices when Bria is running in the background.

Messaging and Presence Modules

The Messaging and Presence module provides the ability to extend next generation messaging and presence potential, regardless of the platform, and over-the-top of existing SMS network infrastructures. The Stretto Platform acts as a presence and messaging server, even enabling messaging and file transfer options for VoIP numbers.

Messaging Sync Module

Messaging Sync allows you to start a conversation on one device and pick it up on another; from Bria desktop to Bria mobile, conversations can be carried on seamlessly.

Call Continuity Module

The Call Continuity Module of the Stretto Platform keeps users connected no matter where their business takes them. It enables seamless continuity between devices and networks and is agnostic to other network elements. It provides Bria clients with the ability seamlessly handover calls from Wi-Fi to cellular networks without dropping calls.