

## **Support tools for network management**

**Ticketing:** The main purpose of ticketing is the problem registration and problem tracking during network operation. Ticketing allows the information exchange between network administrators. Ticketing is important to effective network management; ticketing results in higher service level.

**Router configuration management:** Saves the active device's configuration file to a central configuration server. Modifications in the configurations become backtrackable and downloadable using a web interface.

**VoIP statistics and traffic analysis:** This program collects and creates traffic graphs for a VoIP network. Using these graphs we can draw a conclusion according to the VoIP traffic, and any possible errors. The program can send alerts to track any traffic anomalies.