

FOR IMMEDIATE RELEASE

callstats.io Announces Integration with Microsoft Universal Windows Platform

Kognitiv Spark uses callstats.io to improve customer support for its VR/AR application

HELSINKI, 9 January, 2019, --- callstats.io, a leader in real-time communications monitoring and analytics services, today announced an integration with Microsoft (NASDAQ: MSFT) Universal Windows Platform, enabling developers to monitor real-time voice, video and data streams in applications ranging from virtual and augmented reality to gaming. The Universal Windows Platform supports development across the Xbox One family of devices and HoloLens mixed reality smart glasses, as well as Windows 10 desktop and ARM powered mobile devices.

With support for callstats.io on the Universal Windows Platform, developers can easily monitor and troubleshoot any application that relies on real-time communications. The callstats.io service collects from the platform over 500 metrics every few seconds and uses AI-driven algorithms to detect network problems and automatically troubleshoot them.

Kognitiv Spark, a leader in mixed reality systems and a Windows 10 developer, is using the callstats.io service with its RemoteSpark application. “Our operations team had faced challenges helping customers resolve network problems that can disrupt a mixed reality session,” said Ryan Groom, cofounder and CTO, Kognitiv Spark. “With native support in Windows 10, we were able to turn-up the callstats.io service in a few hours and begin using the rich data available in its dashboard to detect and expedite problem resolution.”

Developers add a few lines of code to their applications that enables them to report data to the callstats.io cloud service. A dashboard visualizes the data and enables users to analyze trends and troubleshoot problems.

“One thing we’ve heard consistently from developers is that they want better insight into the quality of WebRTC calls on their applications,” said James Cadd, product manager, Microsoft. “We’re pleased to work with callstats.io to provide platform portable .NET integration for the company’s WebRTC monitoring and analytics service.”

“This is the culmination of a joint effort by Microsoft and callstats.io to provide developers the tools they need to deliver high quality user experiences when applications are connected by the Internet,” said Varun Singh, CEO, callstats.io. “We are excited to help the innovators in VR/AR, gaming and other markets make their products successful.”

About callstats.io

The callstats.io SaaS product helps contact center operators, software developers and product managers monitor, analyze and troubleshoot the performance of their real-time communications

services. Founded in 2014 and based in Helsinki, Finland, callstats.io was named a Cool Vendor in Unified Communications by research firm Gartner. The [callstats.io](https://www.callstats.io) product is integrated into a wide range of third party SDKs and CPaaS solutions, including Amazon Connect. Learn more at www.callstats.io.

Contact:

Carl Blume

Carl.blume@callstats.io

+1 617-957-5777