NEXUSTELECOM

VoIP QUALITY MONITORING

How to master voice quality and guarantee customers stay connected

Voice quality is the "killer criteria" in VoIP networks. Gain visibility on voice quality & performance in your network. Easily identify impaired calls.

Customer Voice Call Experiences

Voice quality monitoring provides the evidence of how customers experience your voice services. Features include:

› Monitoring of 100% of calls, 100% of streams
› Real Time Protocol (RTP) monitoring for each direction
› Mean Opinion Scores (MOS) in 5 sec. intervals
› Overall quality analytics
› IP packet statistics for jitter, delay and packet loss
› KPIs per interconnect link, origin, destination, user device
› SLA verification of VoIP interconnect service quality
› All call details exported in RTP-CDRs

Voice Service performance monitoring

Voice call KPIs identify potential issues affecting VoIP service quality. KPIs includes:

› Total voice call setups (NC)
› Average call set-up time (ACST)
› Session Establishment Effectiveness Ratio (SEER)
› Session Duration Time (SDT)
› Session Defect Ratio (SDR)
› Session Disconnect Failure (SDF)
› Session Completion Ratio (SCR)

RTP Monitoring for MOS Analysis
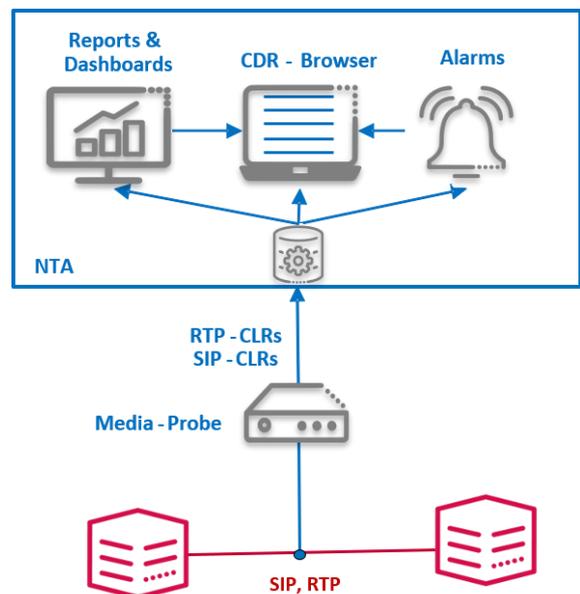
Call Classifications based on MOS measurements allows to get a quick overview on the number of calls and the different issues in the network. The CDR browser allows drill down and detailed investigation of the issues.

Normal calls

Bad quality terminating calls

Uni-directional calls

Bad quality calls
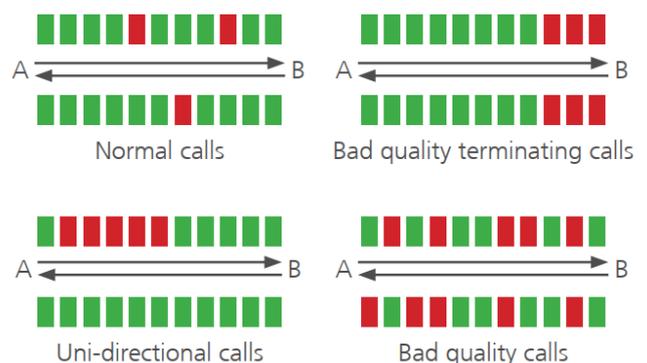
Extensive Reporting and exporting capabilities, a variety of dashboards, customer defined KPIs plus alerting via email / SNMP based on user defined thresholds do complete the functionalities needed for proper VoIP network surveillance and optimization.
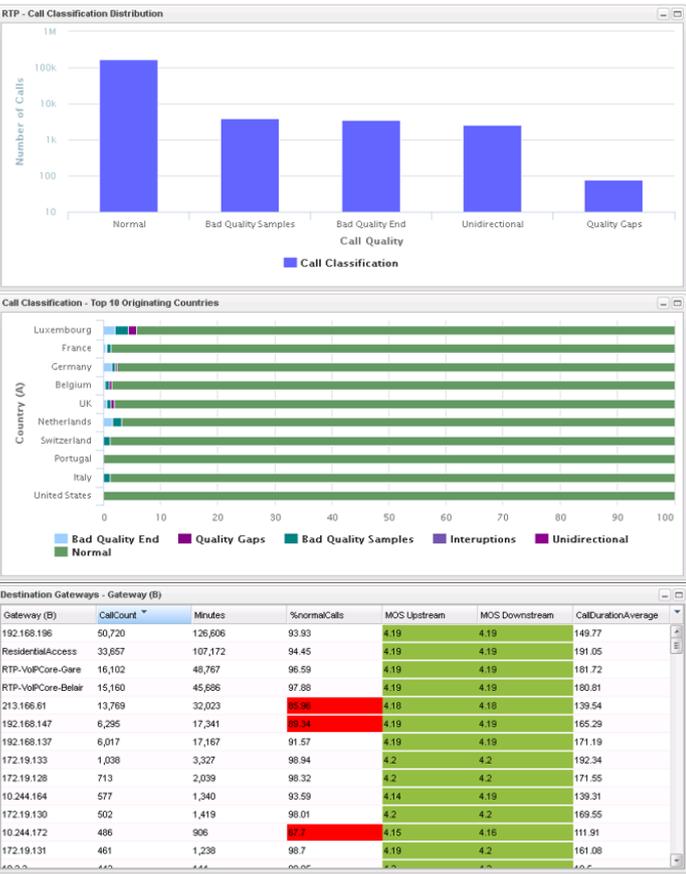
Multidimensional filter capabilities, VIP Grouping, thresholds on SLA criteria etc. provide an add on provide an add on to ensure proper SLA fulfillment.

Interconnect links can be monitored to survey quality to / from different countries or carriers

› Enterprise monitoring
› SLA surveillance
› Gateway analysis
› Interconnect analysis
     › country analysis
     › carrier analysis
     › Detect and troubleshoot destinations with issues

Nexus VoIP Solution

For voice quality analysis and voice service performance includes following benefits:

› Increase operational efficiency: Multiple sites in one monitoring system
› Exports correlated CDRs for billing, revenue assurance, intelligent routing and many other utilities
› Maintain customers by monitoring any quality deviation in real time
› Offer VIP packages by ensuring superior level of quality

NEXUS SOLUTIONS

Nexus Telecom´s analytical software solutions detect telecommunication service issues and network malfunctions in 2G/3G/4G and 5G networks and helps resolve them proactively in minutes.

› Roaming & Interconnect Assurance
› VoIP/VoLTE Voice Quality Monitoring
› Network & Service Monitoring
› OTT surveillance

› VoLTE Service Assurance
› Network & Subscriber Intelligence,
› Customer Experience Management

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