



Call Quality Manager

Call Quality Manager analyses delay variation and packet loss on calls made on a shift*eight™ telephone system to provide call quality reporting; enabling purposeful troubleshooting that can save time and support money.

Call Quality Manager can identify call quality issues as they occur because it is constantly running and analysing call quality in real time. Notification alerts can be configured to send a message via email to a specified recipient whenever call quality degradation exceeds a threshold.

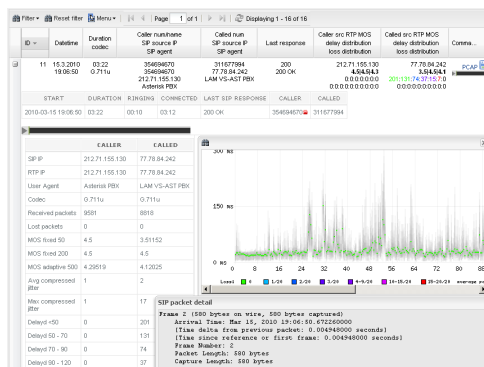
By providing instant alerts to call quality issues, swift troubleshooting is then possible that can identify whether the cause of the problem is the VoIP provider, the Telco infrastructure provider or the telephone system itself.

- ✓ Call quality reporting
- ✓ Identify root cause of quality issues
- ✓ Notification alerts
- ✓ Scalable to 1000s of calls
- ✓ Record and listen to calls

Safeguard your call quality

- Monitor and troubleshoot VoIP call quality
- Receive alerts whenever call quality issues occur
- Decode speech and play via a web GUI
- Scalable to handle thousands of calls
- Archive all SIP and RTP signalisation
- Track and archive all calls and save CDR records to a database
- Record and listen to calls

- Provides information to help manage your VoIP SLA



Manage your VoIP SLA
with shift*eight™
Call Quality Manager