

Call Quality Manager analyses delay variation and packet loss on calls made on your telephone system enabling key call **quality** reporting that limits excessive **troubleshooting** ultimately saving **time**



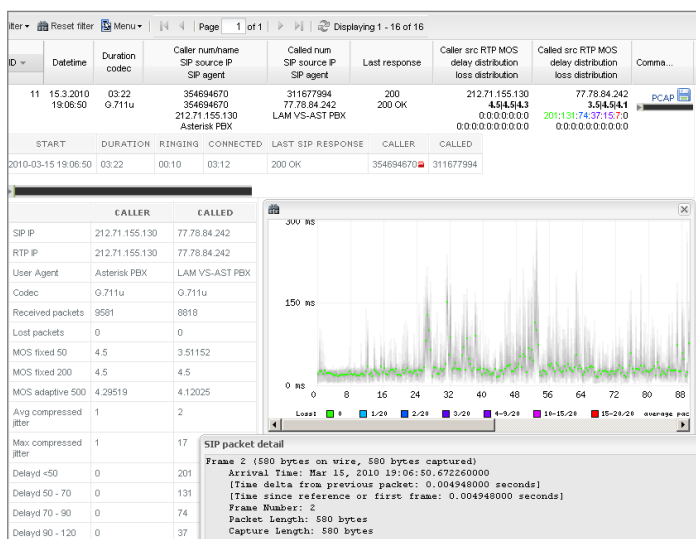
Manage your VoIP SLA with Call Quality Manager

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 the thresholds.

By providing instant alerts to call quality issues, swift troubleshooting becomes possible. Identification becomes transparent whether it is the VoIP provider, the Telco infrastructure provider or the telephone system itself.

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 service levels



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

