

Simplicity VoIP has a wide range of diagnostic tools available via the online portal. These tools are designed to assist managers and IT to accurately document and trouble shoot call quality.

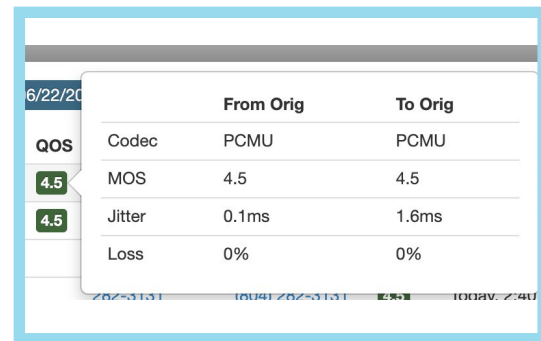
Mean Opinion Score (MOS) gives a numerical indication of the quality of the media with the rating of 1 being the worst. It is a commonly-used metric to measure the overall voice call quality.

Jitter and Packet Loss is when packets don't arrive in the same order they were sent. This is displayed within the call history window for each call.

Call Trace is a log window which displays the SIP signaling. It is critical information when analyzing the progression of the call and helpful for trouble shooting.

Enhanced QoS Scoring decrypts, analyzes and scores all call traffic for QoS regardless of the device, application, or transport method used such as desk phone, webphone or mobile app.

Cradle to Grave outlines call transitions in a simple, easy to understand linear view. This data displays the multiple call legs, time stamps, functions (e.g. hold, call park, call transfer), as well as inbound and outbound phone numbers or extensions.



		From Orig	To Orig
QOS	Codec	PCMU	PCMU
4.5	MOS	4.5	4.5
4.5	Jitter	0.1ms	1.6ms
	Loss	0%	0%

