

Mitel Performance Analytics

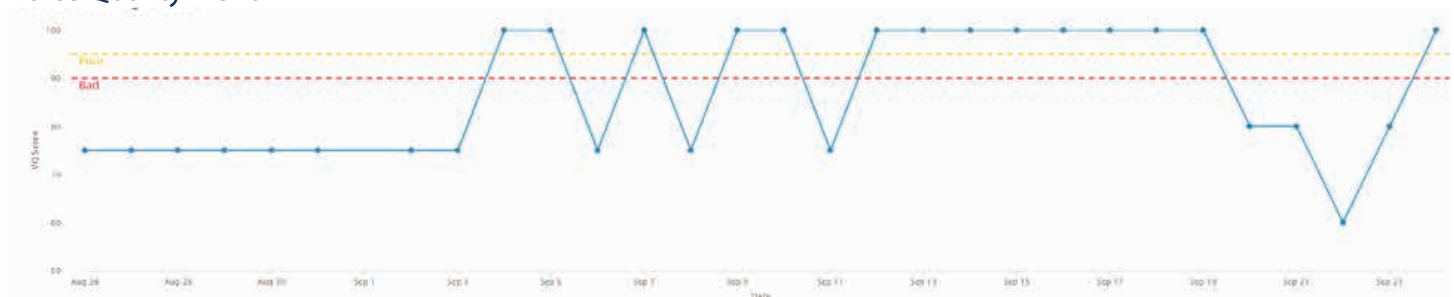
VOICE QUALITY REPORT

If you are using a VoIP phone system, there is a good chance you have experienced poor call quality. Poor-quality business phone service can be embarrassing and project an unprofessional image of your brand. It also impacts employee productivity and even worse, may result in lost sales that hurt your bottom line. There are many reasons why poor voice quality (VQ) may be occurring and finding the cause can be time-consuming and costly. There are tools available that can indicate that an issue is occurring but now with Mitel Performance Analytics (MPA) 3.1 you have a tool that will help you find the cause faster. The new MPA 3.1 VQ Report will quickly provide you with the information necessary to keep your network performing optimally.

Voice Quality Report



Voice Quality Trend



Features:

- Simple, intuitive dashboard
- No external downloads or applications required – it is built into MPA 3.1
- Color-coded visuals to help quickly determine network status
- Scheduled report options will deliver a PDF copy directly to your inbox
- Measures both Internal and External call quality
- Monitors teleworker units
- Unique patented formula to determine VQ scores
- Quickly print the report from within the application
- Available with all the platforms that MPA supports, including MiVoice 5000

MPA 3.1 doesn't just tell you that you have a VQ problem, but it helps with the initial steps of diagnosing the cause of the VQ problem.

1. Where the problem is: container, sub-container, subnet, internal/external calls
2. Who is affected: how many, which site, teleworkers or internal employees
3. How bad it is: a score is provided that represents the number of users with good quality



Score Breakdown

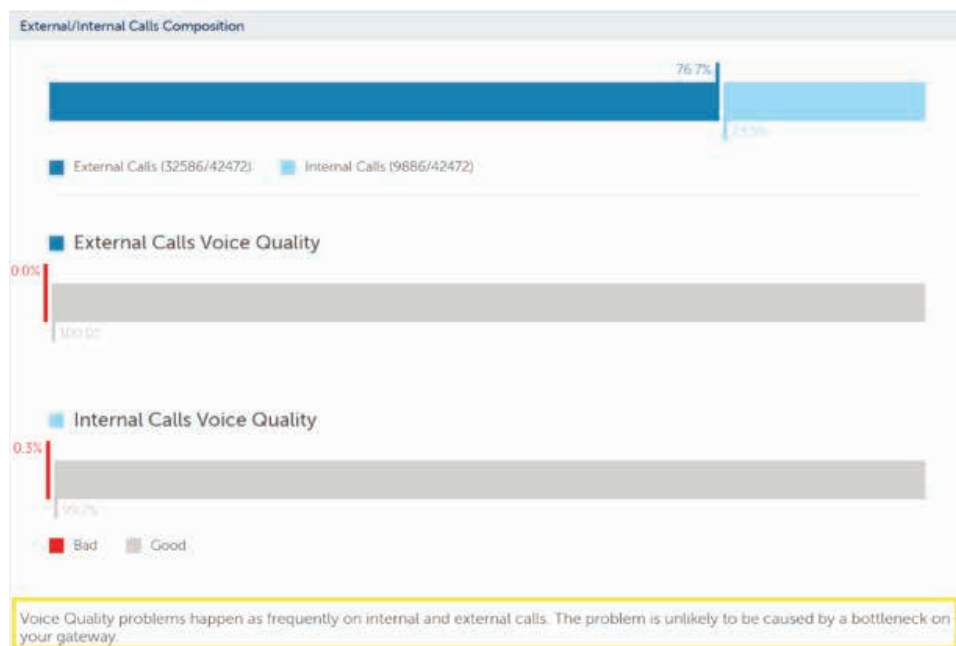
Breakdown by Container		
Container Name	Voice Quality Score	Call Count
Effigy-Flex	52%	22935
Neptune Cluster	100%	46646
MBG		0

The new VQ Report provides Network Administrators with more in-depth information to help manage their network better. The report also quickly determines if any recent network changes have impacted VQ.

Breakdown by Subnet		
Subnet	Voice Quality Score	Call Count
10.11.40.0/24	69%	29
10.21.30.0/24	79%	29
10.20.30.0/24	91%	58
10.20.37.0/24	93%	35
10.20.38.0/24	97%	29

Using Martello's unique patent-pending algorithm, the report determines the overall health status of your network and displays the origins of VQ problems. This helps you save time by starting your troubleshooting skills at the right place*.

Origin of Voice Quality Problems



The Cost of Poor VQ Networks

In a UK study**, 68% of consumers will hang up if they experience poor voice quality. For those calling about a new product or service, they will likely call a competing company instead. "Stress" is the most commonly used word when consumers were asked to explain how they felt after a poor voice quality call.

The same report indicated that only 1 in 6 organizations have appropriate tools to monitor poor VQ issues or plan to install them over the next 12 months. Of the Call Centers surveyed, 72% can't find the root cause of the problem and have issues regularly.

The MPA 3.1 VQ report puts things into perspective and helps you decide your next course of action towards resolving quality issues. With MPA 3.1, there is no reason why your customers should ever experience a bad VQ call experience. Save time and money by using the information the new VQ Report presents and maintain your SLA's.

Mitel Performance Analytics is available as part of your Mitel Premium Software Assurance subscription.

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** <https://www.businesswire.com/news/home/20100920005225/en/Survey-79-Percent-Consumers-Experienced-Poor-Voice>