



Are you looking for an online voice quality monitoring platform?

**VoIP Quality Data** is an Internet voice quality monitoring platform.

**01** It generates alarms by detecting proactively and in real time, losses and degradations in the quality of service.

**02** **VoIP Quality Data** user establishes quality thresholds, and if these are not met, the platform generates an alarm immediately, which facilitates corrective actions.



## BENEFITS



### Voice quality

**VoIP Quality Data** defines the minimum accepted value of voice quality by means of the Mean Opinion Score (MOS) parameter.

In general, a MOS higher than 4 indicates that the quality is adequate and satisfactory for the regular user.

## Voice quality perception

With **VoIP Quality Data** you can define a maximum Jitter value, the Jitter measures the differential arrivals of the voice UDP packets.

The equipment can operate in two ways:

### - Fixed Jitter:

If the measured value is lower, there will be no fluctuations in quality perception throughout the call unless excessive packet loss occurs.

### - Adaptive Jitter:

This solution adapts to changes in the Jitter value which may cause some small disruptions if the jitter varies substantially along the call. In general all modern equipment uses adaptive jitter.



## Service reliability

**VoIP Quality Data** allows you to define a maximum value for packet arrival delay or "Delay".

This parameter measures the delay in the arrival of voice packets from the source to the destination.

It is generally accepted that a delay of less than 200 milliseconds offers call quality and it is a delay not perceptible by the user.

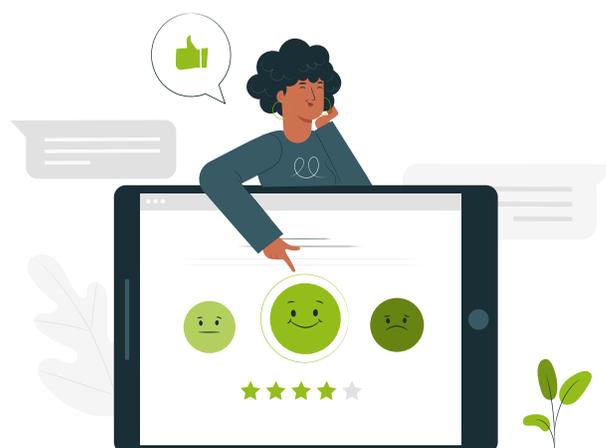
## Telephone Service Satisfaction

**VoIP Quality Data** allows you to define a maximum accepted value for packet loss.

This parameter measures the voice packets percentage that are lost during a call.

Most codecs and voice-over-Internet equipment have several methods to overcome packet loss. Packet loss improvement algorithms include: linear extrapolation and double sending of voice packets per UDP packet.

In general it has been observed that for packet losses higher than 30% it is possible to operate a telephone call with some loss of quality, it is recommended to set this parameter to a lower value.





## FEATURES

VoIP Quality Data offers you the following features:



### Call quality evaluation

The system proactively and permanently monitors the different quality thresholds of each call.



### Automatic notifications

In cases where a call operates below the pre-established thresholds, a notification e-mail is sent with the call parameters.



### Call metrics storage

The system stores, for a given period of time, the call metrics, it is possible to analyze service performance over time.

## CONFIGURATION

VoIP Quality Data customer must consent to the analysis, although it will be monitored anonymously. Once authorized, the thresholds of the 4 quality parameters to be monitored is established and from that moment on, the monitoring of the client's calls begins.

**VOIP Quality Data Alerts**

Mail alerts

Minimum acceptable MOS

Maximum acceptable jitter

Maximum acceptable delay

Maximum acceptable lost packets

## SERVICE NOTIFICATIONS

VoIP Quality Data will send a notification email to those users who were previously configured for this purpose. This email will indicate the details of the call and the value of these parameters.

### Example of a notification email

Dear CallMyWay:  
The following calls do not meet your minimum quality standards:

Tip	Value
MOS	4
Jitter	10
Delay	200
Missing packages	0.1

Start	End	Duration	Source	Destination	MOS	Jitter	Delay	Packages lost
2022-04-12 16:20:13	2022-04-12 16:24:10	237			3.4	3.1	217.5	5.234

## USER INTERFACE

Each customer will have a user interface that will allow him to know in retrospect the calls performance.

Search criteria:

**Start Date**  

**End Date**  

**Maximum MOS**

**Minimum Jitter**

**Minimum Delay**

**Minimum lost packages**

**Result**  Local screen  Excel

**Search**

The search includes a wide range of quality parameters such as those shown in the box below:

- Caller's name
- Date and time of start and end of call
- Caller IP
- Number of origin
- IP of the called party
- Destination number
- CODEC
- Duration
- Last SIP answer
- Measured quality parameters in green for those that are adequate and in red for those that are out of range.
- All call data for both the originating and destination segment

## EXAMPLE OF METRICS GENERATED BY VOIP QUALITY DATA

Caller Name	SIP Caller IP	SIP Called IP	Codec	Last Sip Response	Home	End	Origin	Destination	Duration	MOS	Jitter	Delay	lost packages
Ignacio	184.	64.	PCMA	200 OK	02-09-2022 09:58:54	02-09-2022 10:00:34	20	46	99	4.5	5.9	70	0.393
181.	64.	PCMA	200 OK	02-09-2022 09:50:43	02-09-2022 09:55:11	40004000	268	4.3	3.7	113.33	0.475		
Ext 59	184.	64.	PCMA	200 OK	02-09-2022 09:43:22	02-09-2022 09:46:56	59	39	214	4.5	8	60	0.06
Felipe	45.	131.	PCMA	200 OK	02-09-2022 09:46:19	02-09-2022 09:46:52	40004000	32	4.5	2.1	0	0	

Origin													
MOS Min					MOS Average				Jitter		lost packages		
MOS	Silence	50ms	200ms	Adaptativo	Silence	50ms	200ms	Adaptativo	Average	Maximum	Delay	lost packages	
4.5	4.5	4.1	4.1	4.1	4.5	4.4	4.5	4.5	5.9	10	0	0.262	
4.5	4.5	4.1	4.1	4.1	4.5	4.4	4.5	4.5	2	3	0	0.313	
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	8	15	60	0.06	
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	2.1	3	0	0	
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	3.8	16	60	0	

Destination													
MOS Min					MOS Average				Jitter		lost packages		
MOS	Silence	50ms	200ms	Adaptativo	Silence	50ms	200ms	Adaptativo	Average	Maximum	Delay	lost packages	
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4	14	0	0.269	
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	5	12	70	0.393	
4.3	4.5	2.5	2.3	1	4.5	4.3	4.3	4.2	3.7	96	113.33	0.475	
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	3.3	9	0	0	
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	0.3	1	0	0	
4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	2.2	6	0	0.025	



## BUSINESS MODEL

### ACTIVATION



#### Activation fee

It is defined according to the scope of the project.

### MONTHLY



#### Monthly charge

It is defined according to the scope of the project.

## CUSTOMER SERVICE CENTER

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