



Proteus VoIP QMS



Proteus VoIP Quality Management systems (QMS) is a monitoring and reporting tool that allows voice and network managers to troubleshoot VoIP calls for failures and quality of service deterioration.

Overview

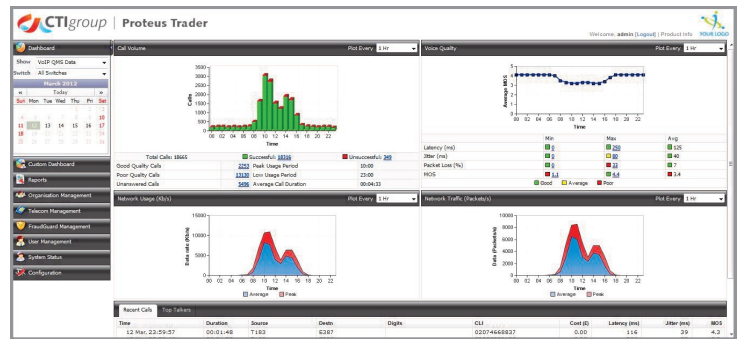
It is important to monitor IP telephony networks as it is impossible to determine in advance when problems will occur. Proteus VoIP QMS is an add-on module for the Proteus family of call management solutions designed for businesses demanding a better performance from their VoIP network. It is differentiated by its ability to reliably monitor large volumes of VoIP traffic across many sites, helping managers to effectively understand the traffic characteristics of their networks.

So that high quality service levels are ensured:

- IP telephony servers must be available
- Data networks must continue to operate at maximum performance
- Call quality must meet end-users' expectations
- VoIP security must be monitored to ensure availability and integrity.

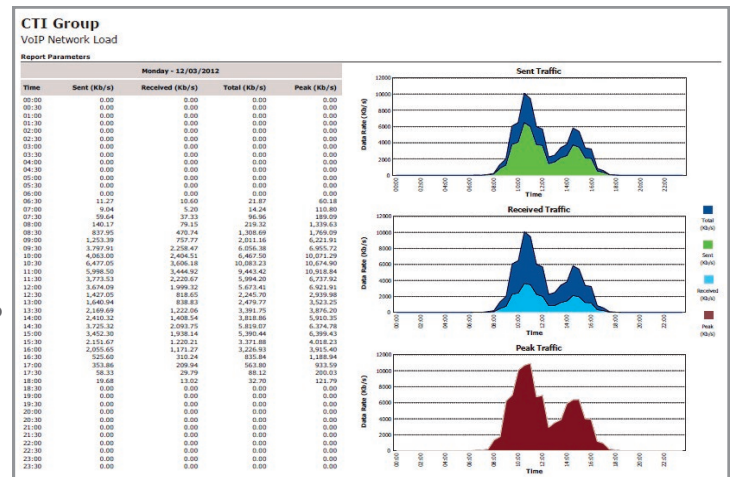
Proteus VoIP QMS offers high-quality, real-time, graphical monitoring of QoS and call information such as jitter, latency, packet-loss, MOS, call count, average call duration and bandwidth utilization.

When caused by network problems, lost or dropped packets can result in high noticeable performance issues, such as jitter, on VoIP telephony solutions.



CTI Group VoIP Device Summary

Device	Calls	Duration	Cost (€)	Traffic (C/s)	Data Transferred (KB)	Packets Transferred	MOS	Jitter (ms)	Average Latency (ms)
SP001229088P4	770	80:31:31	119.83	10:10	763,338.42	4,896,833	3.27	40.14	122.72
SP001229088P5	1834	1:29:39:44	225.34	18:51	1,926,118.23	9,834,617	3.28	39.84	124.00
SP001229088P6	1483	1:54:31:27	188.42	18:59	1,428,234.03	9,130,979	3.36	39.73	122.76
SP001229088P7	1451	1:54:12:40	178.72	18:56	1,403,432.13	8,892,264	3.31	40.34	123.71
SP001229088P8	1448	1:53:32:49	182.31	18:42	1,447,821.34	9,413,991	3.34	39.89	123.43
SP001229088P9	1448	1:53:33:38	181.13	18:26	1,378,842.46	8,821,269	3.31	39.88	124.79
SP001229088P4	1438	1:53:33:41	181.61	18:44	1,394,242.84	8,898,018	3.34	39.73	124.18
SP001229088P6	1427	1:57:14:46	179.30	17:59	1,332,130.21	8,479,820	3.38	40.74	124.88
SP001229088P5	1427	1:53:40:44	181.17	18:12	1,424,788.11	9,517,484	3.27	39.43	122.92
SP001229088P7	1320	1:55:14:52	181.64	18:47	1,411,117.71	9,039,900	3.36	40.28	125.24
SP001229088P8	1481	1:52:38:27	180.69	18:49	1,390,512.00	8,912,281	3.38	39.82	124.88
SP001229088P9	1469	1:58:34:14	208.43	19:53	1,526,837.20	9,439,774	3.38	40.19	123.02
SP001229089C0	1465	1:53:38:27	180.69	18:40	1,405,830.73	8,536,106	3.36	39.80	124.79
SP001229089C1	1499	1:57:09:43	204.39	19:47	1,471,749.64	9,441,237	3.38	40.13	122.50
SP001229089C2	1475	1:53:38:27	180.69	18:41	1,422,312.40	8,536,106	3.36	39.80	127.47
SP001229089C3	1482	1:53:03:23	171.10	18:47	1,433,990.03	9,142,427	3.36	39.79	124.86
SP001229089C4	1418	1:59:33:20	193.69	18:21	1,376,566.24	8,805,117	3.39	39.83	125.90
SP001229089C5	1412	1:52:38:28	180.69	18:26	1,406,336.70	8,517,484	3.34	39.98	124.98
SP001229089C6	1444	1:52:31:40	177.98	18:40	1,391,245.56	8,918,013	3.37	39.47	125.82
SP001229089C7	1462	1:53:13:29	182.18	19:13	1,446,180.91	9,278,101	3.34	40.21	123.31
SP001229089C8	1433	1:58:02:22	171.49	17:53	1,322,588.83	8,488,249	3.37	40.39	122.83
SP001229089C9	1478	1:52:17:17	180.09	18:45	1,394,800.88	8,599,113	3.38	39.68	125.07
SP001229089C0	1510	1:57:34:44	200.30	19:59	1,511,011.87	9,482,440	3.38	39.82	124.41
SP001229089C1	1492	1:53:08:26	207.98	19:01	1,440,131.13	9,220,485	3.36	40.24	127.42
SP001229089C2	1474	1:53:38:28	180.69	18:46	1,413,714.80	8,610,018	3.36	40.24	125.31





Proteus VoIP QMS



Key Business Drivers

VoIP solutions can give businesses significant advantages over traditional voice technologies, but maintaining the performance and availability of VoIP applications can be daunting because of their complexity and the critical role they play.

Monitoring VoIP networks is particularly vital as even the slightest changes in performance can have a dramatic impact on the quality of service end users experience, especially when compared with other network applications, such as Web and email services, which are not real-time applications. Users are much more likely to complain about delays on their phone conversations than about momentary delays in receiving emails.

Simplifies VoIP Management

Proteus VoIP QMS reduces the skills required for VoIP troubleshooting by automating each step during troubleshooting, identifying problems and prioritizing them.

Application Benefits

- Sophisticated web browser based, dashboard-style interface
- Highly granular access policies, defined and limited by the system administrator, allowing secure access
- ITU standard E-Model based MOS calculation
- Monitors multiple systems
- Powerful reporting and filtering features
- Auto scheduling of reports
- Export reports to Word, Excel, CSV, PDF etc.
- Immediate, proactive warning of call quality issues
- End point identification and reporting based on MAC or IO address
- Identifies gateways that are handling the largest amount of bandwidth or call volumes
- Identify and specific E1/T1 trunks used on the gateway
- Confirm that switches are functioning correctly

Proteus VoIP QMS collects and reports on the call records produced by VoIP telephony systems. These records contain information for users on VoIP networks. Most VoIP systems also provide information about the quality of the calls they process, including metrics such as jitter and latency, as well as the number of packets that were sent, received and lost.