Proteus® VoIP QMS

Monitor and manage the service quality of your Skype for Business network.

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Overview

Proteus® VoIP Quality Management System (QMS) is a monitoring and reporting tool that allows voice and network managers to define quality metrics and service levels for VoIP calls in order to manage and alert on Quality of Service. It does this by collecting call management records from the Skype for Business system and correlating them with their associated call detail records to produce accurate records of the network's performance at any given time.

Proteus® VoIP QMS acts as an extension to the Proteus® call accounting solution, which provides detailed analysis of telephony systems including Skype for Business.

The main features and benefits of Proteus® VoIP QMS include:

- A set of reports showing service levels, call quality, overall network performance, usage trends and capacity planning data.
- Simplifies VoIP troubleshooting by automating the identification of service issues.
- Provides the ability to set up alert monitors to detect events such as fraud, changes in service quality, and system availability.
- The solution is fully embedded within Proteus® Enterprise.
- A dashboard displaying real-time quality of service data.

Skype for Business

Proteus® VoIP QMS Reporting

The reports are designed around quality of service data such as packet loss and mean opinion score. A report wizard enables standard report templates to be customised to provide exactly the data that is required. Reports can be run on-demand, or scheduled for regular or one-off distribution. Output formats include output to the screen or as attachments to an email, with formats such as Word, Excel and PDF supported.

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Proteus® VoIP QMS Dashboard

The dashboard provides a real-time view of quality data.

The data includes:

- Call volume and associated call quality
- Daily average and peak usage (Mb/s and packets/second)
- Most recent calls
- Busiest agents
- Alarms of events triggered by any pre-defined monitors

Application Benefits

- Browser-based dashboard and reporting solution
- Highly granular access policies, defined and limited by the system administrator, allowing secure access
- ITU standard E-Model based MOS calculation
- Can monitors multiple systems across a geographically dispersed organisation
- 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 the specific E1/T1 and SIP 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 such as call origination, destination, duration, and termination status. Usefully, they can also contain UserID (Extension Mobility), IP Address and MAC Address information for users and devices on VoIP networks. Most VoIP systems also provide information about the quality of the calls they process, including metrics such as latency and packet loss. Proteus VoIP QMS is designed to ease the management of complex VoIP networks.

Call or email our Sales team for a demonstration today.