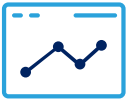


One Voice Operations Center (OVOC) Voice Quality Data Layer Monitoring



Assured voice quality with One Voice Operations Center (OVOC) data layer monitoring

In the world of unified communications and contact centers, voice quality is a key factor in successful voice deployments. AudioCodes OVOC Advanced Quality Package helps to identify call quality related issues quickly so you can take immediate action to resolve them.

OVOC data layer monitoring is powered by NEC's MasterScope Network Manager and MasterScope Network Flow Analyzer, enabling root cause analysis (RCA) for calls with quality issues through multi-layer drill down.

By correlating the monitoring information between the voice and data layers, OVOC data layer monitoring provides a complete and powerful solution for detecting and immediately correcting any voice-related problems in the network.



Benefits

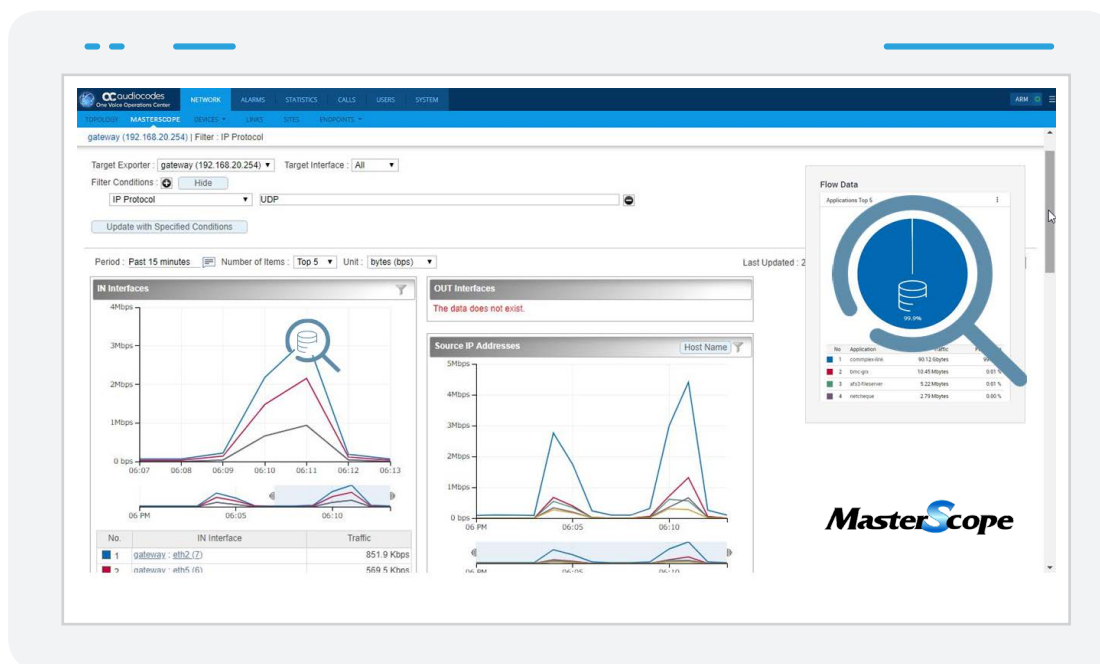
- Monitor, analyze and troubleshoot voice and data layers from a single pane of glass
- Access all current and historical call data and underlying data layer information with just a few clicks
- Intelligent insights into network trends and performance to assist in planning and design
- Intuitive UI to simplify voice network operations, improve user experience and reduce downtime

Key features

- Drill down from the OVOC Advanced Quality Package into the details of a specific call leg in a network segment using MasterScope
- Get full details of the data layer network behavior at the same time a call is being made
- Perform historical RCA on the data traffic and router behavior
- Perform corrective actions on either routers or session border controllers (SBC) from OVOC after identifying the root cause of the problem
- Launch MasterScope directly from the OVOC dashboard

MasterScope at a glance

MasterScope displays a detailed data layer topology map, including all the network elements (such as routers and switches). By analyzing the SNMP alarms and NetFlow/SFlow data, it identifies which data element may be causing the quality issues. MasterScope displays a comprehensive data analysis for the suspected element by presenting all interface traffic and applications activity. It then recommends the configuration changes required to prevent the same quality issues from occurring in the future.



How to use the OVOC Advanced Quality Package and MasterScope

To analyze a specific call, drill down into it for full details, including the exact call network leg and the direction of the media where the quality issue lies.

1. Analyze specific call details using OVOC to troubleshoot a voice quality issue:
 - The OVOC Call Details screen shows all related call information, signaling and media and presents a schematic view of all the call's legs, including direction and quality scores, as well as impairment characteristics, call quality trends and the SIP ladder
2. Click on a specific call log to access MasterScope and complete the root cause analysis:
 - When clicking on the problematic leg, OVOC launches MasterScope for data layer monitoring and analysis

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07/19 V.1