

## About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Routers, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VoIPerfect HDTM, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

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## AudioCodes SIP Trunk Monitoring

### Leverage the Cloud for Efficient and Cost-Effective Enterprise Voice Performance and Quality Monitoring

In an effort to reduce costs and increase efficiency, many organizations are moving away from legacy PSTN connections and adopting SIP trunks as their primary voice communications link to the outside world. For this move to be successful, administrators need an efficient way of monitoring SIP trunk performance and SLA assurance, as well as troubleshooting and resolving quality issues.

AudioCodes SIP Trunk Monitoring solution is a cloud-based service that enables administrators to monitor and analyze their IP-based voice network, receive alerts in real time and troubleshoot and resolve issues rapidly. Based on AudioCodes' Session Experience Manager (SEM) technology, the SIP Trunk Monitoring solution delivers voice network performance and health monitoring including detailed alarms and advanced diagnostic capabilities.

#### Features:

- Real-time SIP trunk and voice network capacity and quality monitoring
- Extensive statistics covering calls success/fail ratio, concurrent calls, voice quality and bandwidth
- Real-time alerts with user-defined thresholds
- Fast drill-down to call details
- Historical reports to help identify trends

#### Benefits:

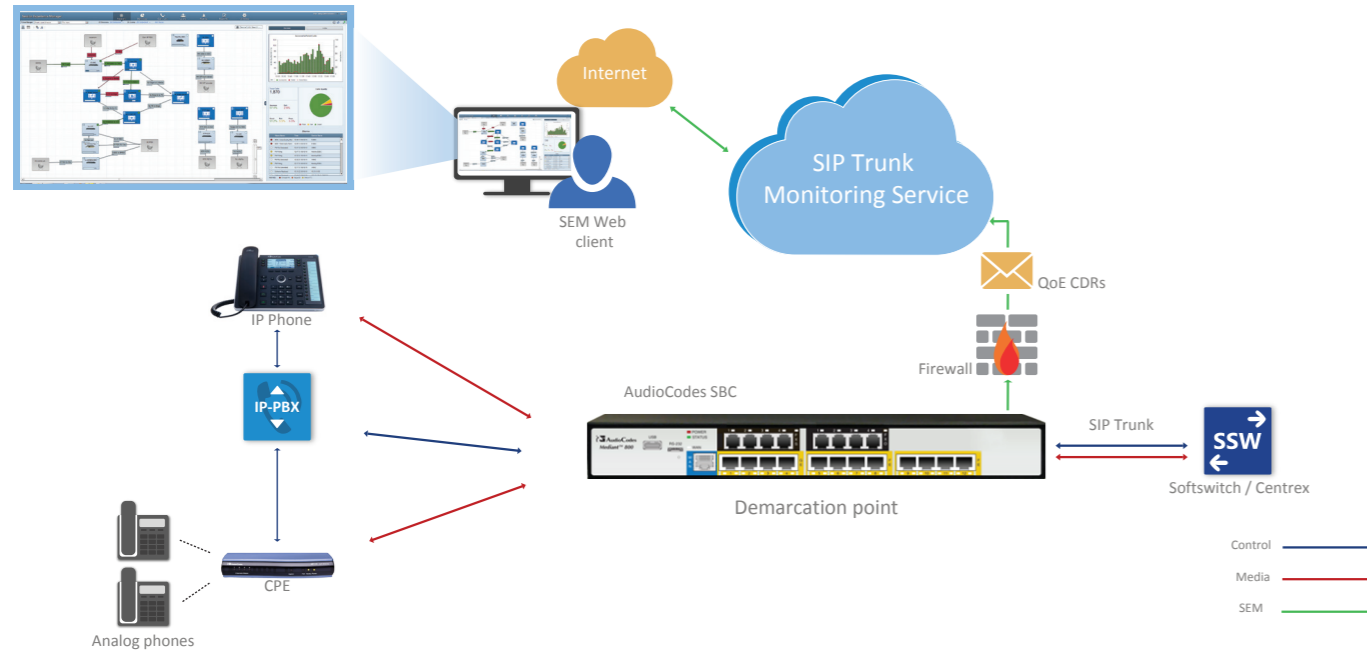
- Monitoring of SIP trunk service for SLA adherence
- Rapidly identify and resolve voice quality issues
- Validating SIP trunk capacity and usage
- Cloud-based solution:
  - No upfront investment
  - Predictable costs with pay-as-you-go pricing
- Quick and easy deployment with no on-site installation required
- Identification of voice traffic trends to assist network and service planning



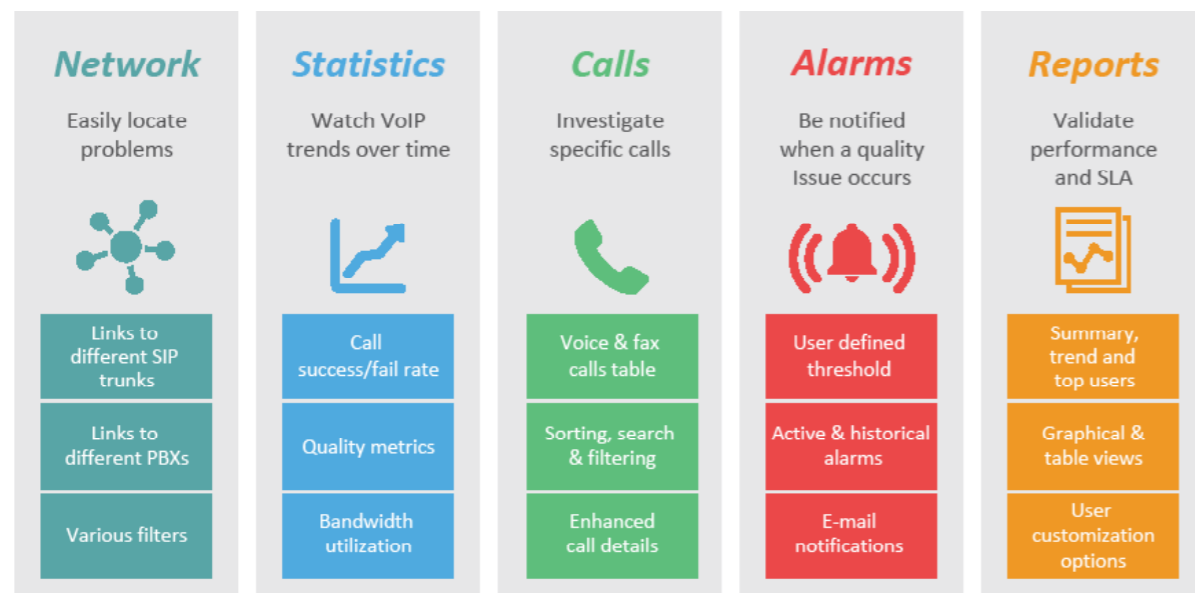
## AudioCodes SIP Trunk Monitoring Solution - At a Glance

As a cloud-based solution, AudioCodes' SIP Trunk Monitoring requires no additional on-site installation and enables organizations to control their expenses with a fixed monthly fee.

The solution performs its analysis via call data gathered in real time from AudioCodes Mediant session border controllers (SBC) located at customer premises. The SBC acts as a demarcation point between the customer and the SIP Trunk Monitoring service making it ideally placed to analyze voice connectivity and quality issues. Access to the AudioCodes SIP Trunk Monitoring service is fully web-based meaning that administrators can access the system at any time wherever they may be.



## SIP Trunk Monitoring's intuitive GUI provides a wealth of real-time and historical information



## Solution Specifications

### Voice Quality Measurement

<b>Call rating measured metrics</b>	<ul style="list-style-type: none"> <li>Mean Opinion Score (MOS) (as specified by ITU-T recommendation P.800)</li> <li>Jitter</li> <li>Packet Loss</li> <li>Delay (or Latency)</li> <li>Echo</li> </ul>
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<b>Call quality policy</b>	Three sensitivity zones (green, yellow, and red) configurable per media port group. Defaults available
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<b>Monitoring end points</b>	AudioCodes SBCs probe the network. No need for external dedicated probes.
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### Main capabilities

<b>Contextual reports</b>	<ul style="list-style-type: none"> <li>Entire network</li> <li>Selected devices</li> <li>Selected links</li> <li>Per time selection</li> </ul>
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<b>Call trend statistics</b>	<p><b>Call performance:</b></p> <ul style="list-style-type: none"> <li>Failed calls vs. successful calls</li> <li>Average Call Duration (ACD)</li> <li>Failed calls percentage</li> <li>Concurrent sessions</li> </ul> <p><b>Call quality:</b></p> <ul style="list-style-type: none"> <li>MOS /Jitter/Packet loss/Delay graphs</li> </ul> <p><b>Utilization:</b></p> <ul style="list-style-type: none"> <li>Received and transmitted average traffic load (Kbps)</li> </ul> <p><b>Summary:</b></p> <ul style="list-style-type: none"> <li>Failed calls – top reasons summary</li> <li>Calls quality and bad quality cause split summary (pie chart)</li> <li>Average utilization (Kbps)</li> </ul>
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<b>Per call details</b>	<p><b>Call lists (per device/link):</b></p> <ul style="list-style-type: none"> <li>Summary</li> <li>Media and control extensive information</li> <li>Search</li> <li>Various filters and sorting capabilities</li> </ul> <p><b>Extensive voice quality details:</b></p> <ul style="list-style-type: none"> <li>Per MOS/Packet Loss/Delay and Echo metric</li> <li>Trends over time during the call</li> <li>Poor Quality By MOS /Jitter /Delay /Packet Loss Rate</li> <li>Fax Quality</li> </ul>
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<b>Alarms</b>	<p><b>Alarms from devices, activated upon user-defined threshold</b></p> <ul style="list-style-type: none"> <li>Active alarms</li> <li>Historical alarms</li> <li>Alarm details in both active and historical views</li> <li>Search entire alarm table for any data string</li> </ul>
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<b>Reports</b>	<p><b>Network and trend reports (per device/link):</b></p> <ul style="list-style-type: none"> <li>Summary</li> <li>Voice quality</li> <li>Network Utilization</li> </ul> <p><b>Top user reports:</b></p> <ul style="list-style-type: none"> <li>Call count</li> <li>Call duration</li> <li>Poor quality by MOS/jitter/delay/packet loss rate</li> <li>Fax quality</li> </ul>
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### Service specification

<ul style="list-style-type: none"> <li>Up to 2000 concurrent sessions on a single AudioCodes SBC</li> <li>Mediant 500/800/1000/2600/4000/9000/SW SBC</li> <li>Version 6.8 and up</li> </ul>	<ul style="list-style-type: none"> <li>Monthly payment</li> <li>Minimum registration period is one year</li> <li>Service can be terminated each month</li> </ul>
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