

ITSPA -Full Monthly

Group VoiceHost
Report Type Monthly
Period Sat Apr 01 2017 - Sun Apr 30 2017

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1. Traffic Statistics

Overview

	Ingress calls	Egress calls	All calls
Calls count	0.0	1250.0	1250.0
Calls duration	0 hours 0 minutes	15 hours 27 minutes	15 hours 27 minutes
Average call duration	0 seconds	44 seconds	44 seconds
Maximum traffic intensity	0.00 erlangs	0.03 erlangs	-
Maximum BHCA	0 attempts	2 attempts	-

Table 1-1: Global traffic statistics overview

Call Sessions

Calls Durations

For the calls connected (answered), the histogram below represents the frequency distribution of the call durations. The intervals represent the call duration and the rectangle height represent the proportion of calls with this duration.

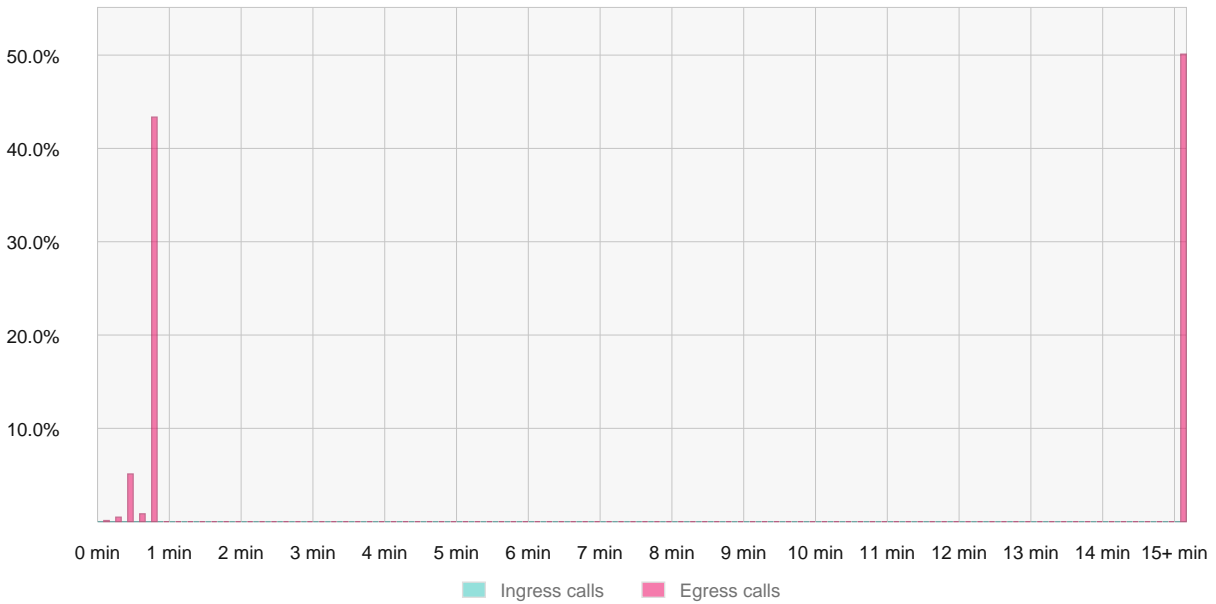


Figure 1-1: Connected calls durations distribution

The histogram below represents the frequency distribution of the ringing durations. The intervals represent the ringing duration and the rectangle height represent the proportion of calls with this duration.

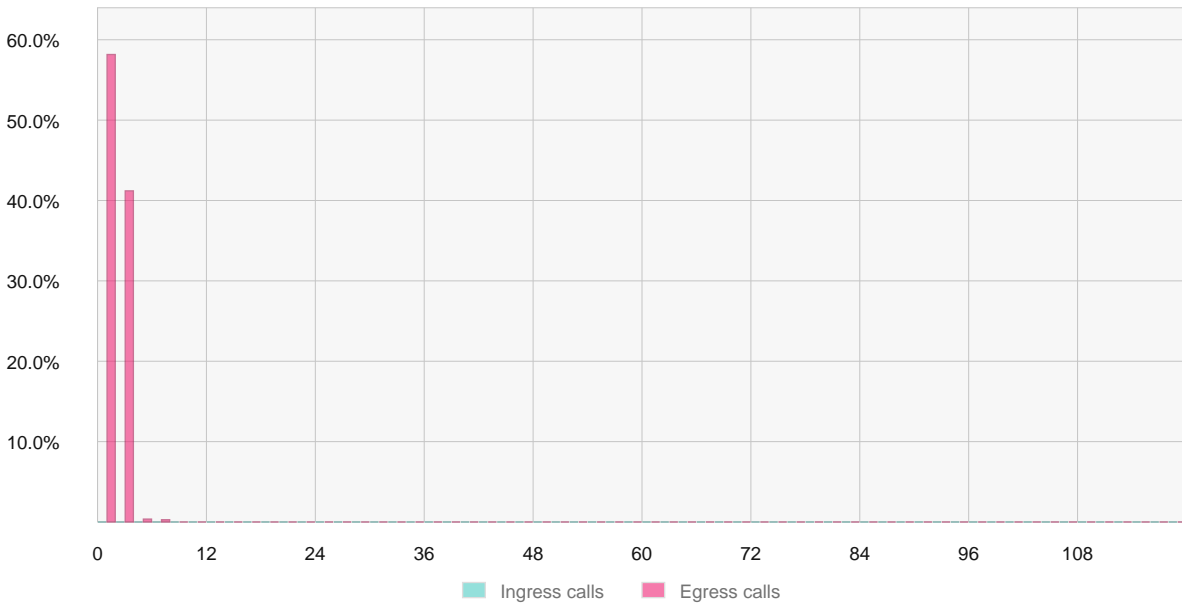


Figure 1-2: Ringing phase durations distribution

2. Voice Quality

Overview

	Ingress media	Egress media
RTP average packet loss	0.00 %	0.14 %
RTP average packet jitter	0.08 ms	0.38 ms
RTP average MOS	4.41	4.40

Table 2-2: Global voice quality statistics overview

Packet Loss

Packet loss occurs when one or more packets of data travelling across a computer network fail to reach their destination. Packet loss over 5% can significantly degrade a VoIP call.

The chart below illustrates the average packet loss over time. The statistics are measured based on the RTP flows observed by the SBC.

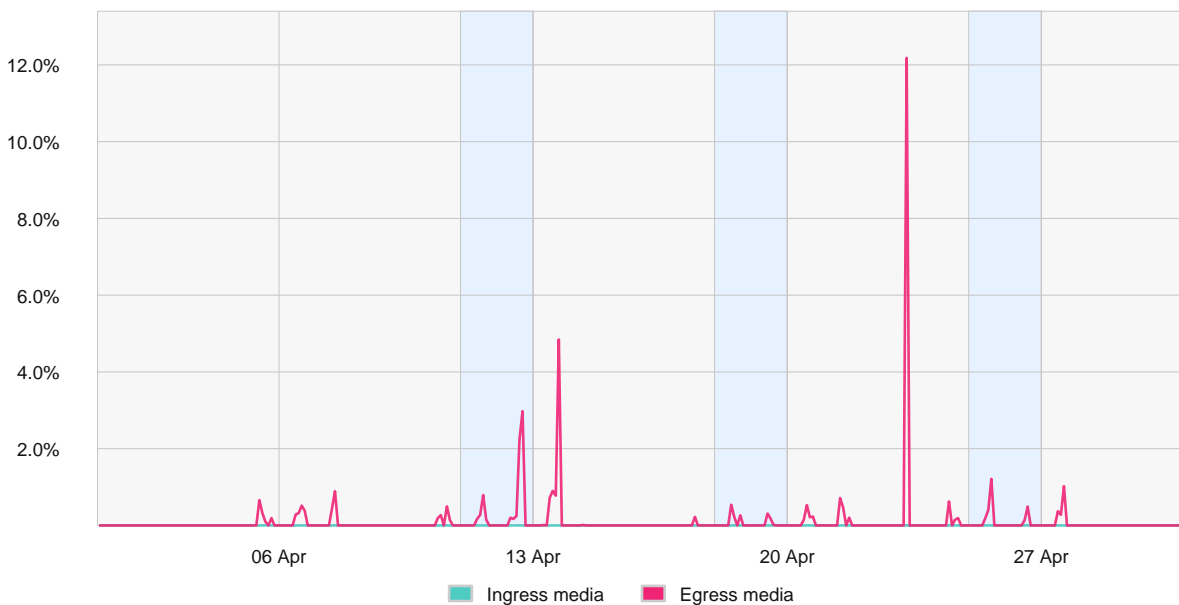


Figure 2-1: Packet Loss (as measured from RTP packets)

The histogram below represents the packet loss distribution (for each interval indicating a packets loss level, the rectangle height indicates the percentage of calls affected by this packet loss level). The statistics are measured based on the RTP flows observed by the SBC.

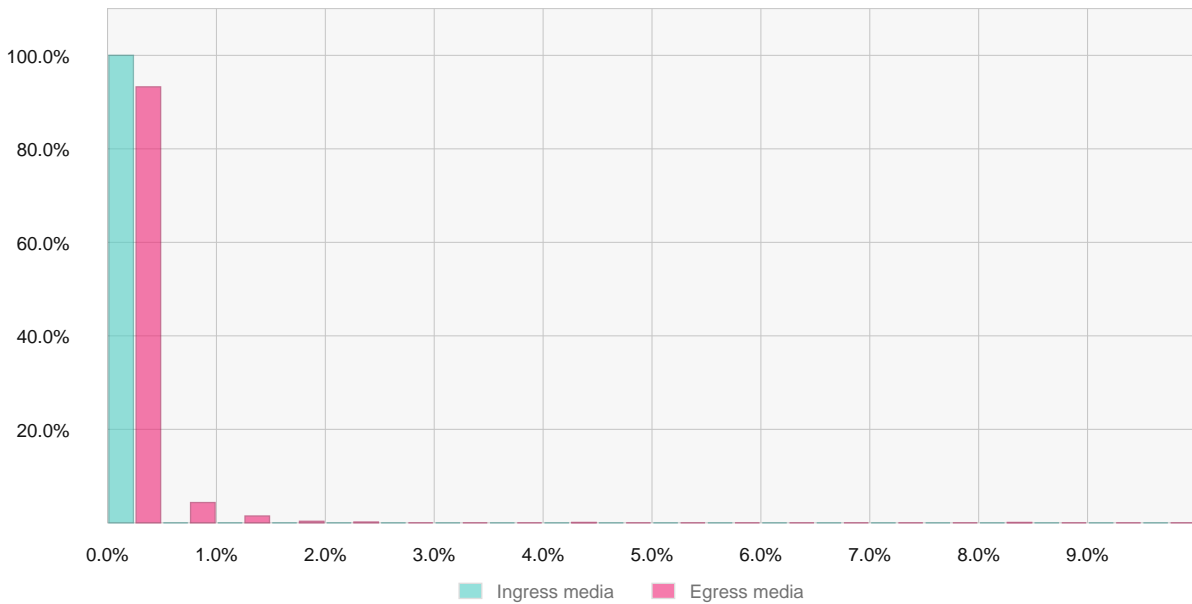


Figure 2-2: Packet Loss Distribution (as measured from RTP packets)

Packet Jitter

Jitter is the variability over time of the packet latency across a network. Packet jitter can significantly degrade a VoIP call.

The chart below illustrate the average packet jitter over time. The statistics are measured based on the RTP flows observed by the SBC.

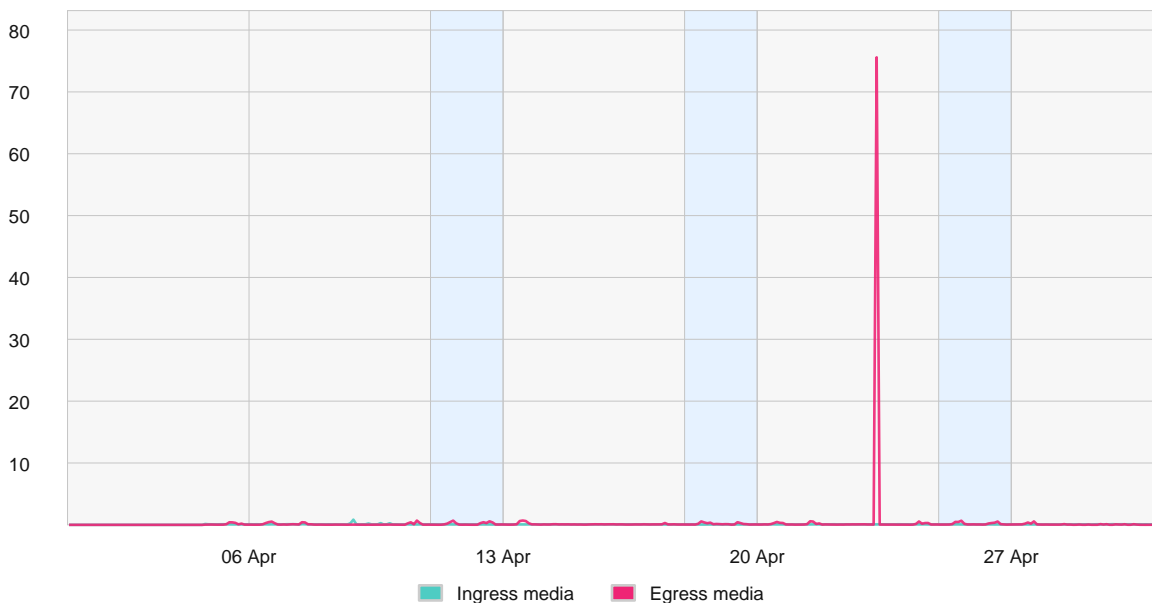


Figure 2-3: Packet Jitter (as measured from RTP packets)

The histogram below represents the jitter distribution (for each interval indicating a jitter level in ms, the rectangle height indicates the percentage of calls affected by this jitter level). The statistics are measured based on the RTP flows observed by the SBC.

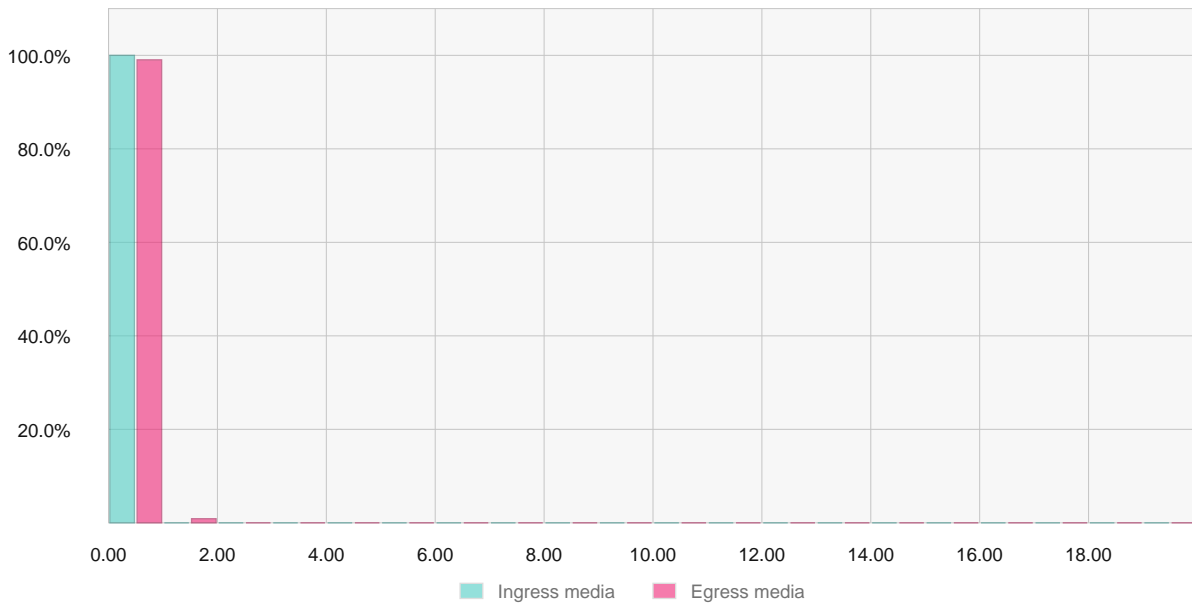


Figure 2-4: Packet Jitter (as measured from RTP packets)

Mean Opinion Score (MOS)

Mean Opinion Score (MOS) is a measure of the audio quality based on different factors, as described in ITU-T recommendation G.107. A MOS scale goes from 1.0 to 5.0. A MOS over 4.0 is considered satisfying.

MOS Overview

These two charts provides an overview of the MOS score.

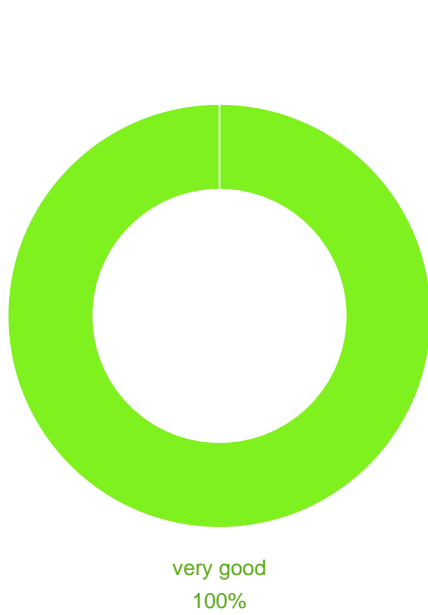


Figure 2-5: Ingress MOS Overview

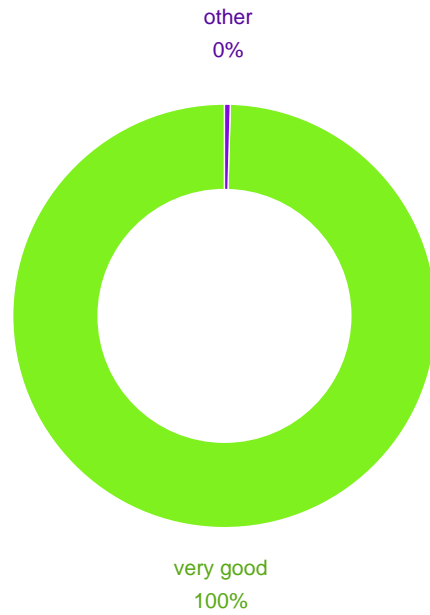


Figure 2-6: Egress MOS Overview

The chart below illustrate the average MOS over time. The statistics are measured based on the RTP flows observed by the SBC.

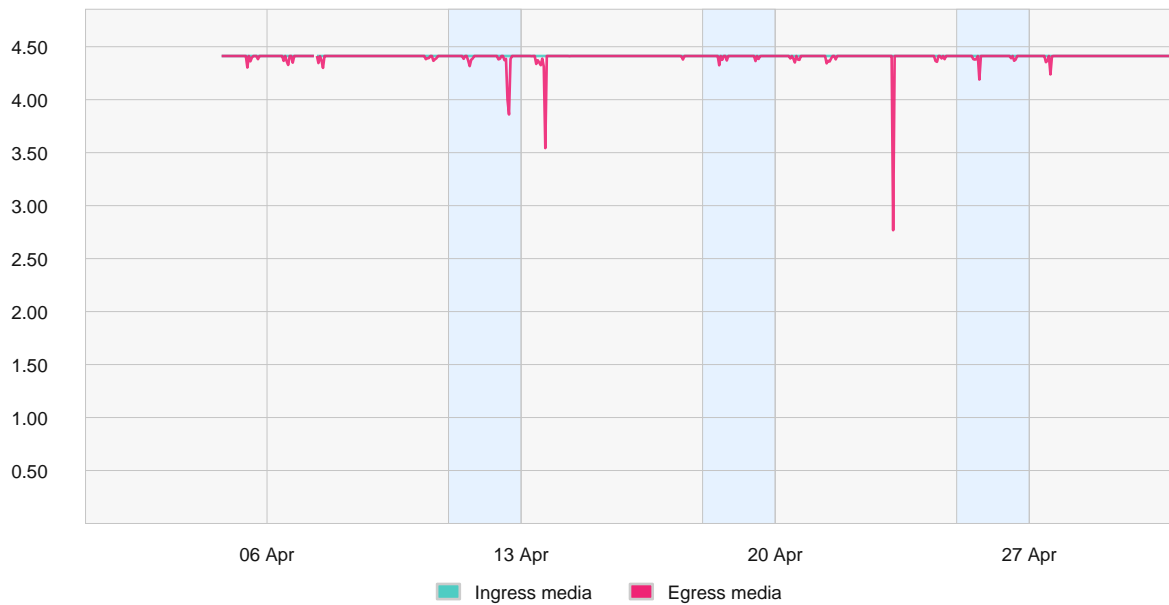


Figure 2-7: MOS (as measured from RTP packets)

The histogram below represents the MOS (for each interval indicating a MOS level, the rectangle height indicates the percentage of calls affected by this MOS level). The statistics are measured based on the RTP flows observed by the SBC.

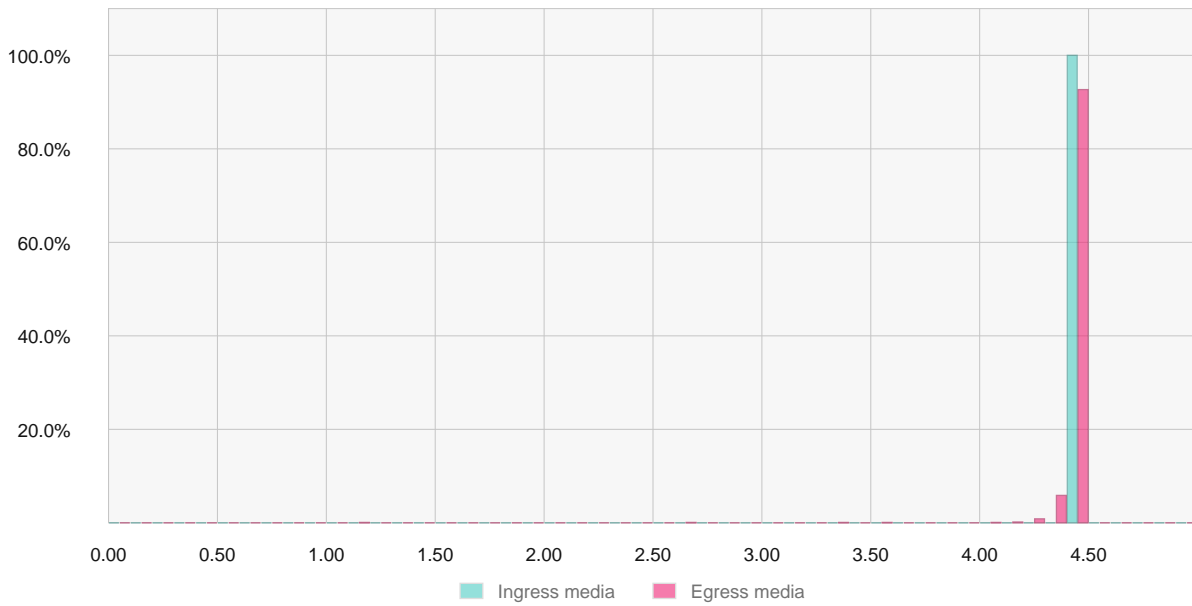


Figure 2-8: MOS (as measured from RTP packets)