

Comprehensive ShoreTel® Call Quality Monitoring module for PathSolutions VoIP Monitor

- ▶ Automatically receive alerts when poor quality calls occur from any endpoint
- ▶ View CDR (Call Detail Record) details for call health in both directions of a call
- ▶ Easily search for specific calls and determine the root-causes of quality issues throughout the network
- ▶ Includes all VoIP Monitor features

Poor-Quality Call Email Alerts

Whenever a poor quality call occurs, an email alert can be triggered. The alert includes all call detail record information with a link to the PathSolutions VoIP Monitor call-path map feature so the root cause of the problem can be easily identified.

Search for a Specific Call

Easily search through the CDR database to find a specific bad call. Drill-down to get statistics for both transmit and receive voice paths to determine which voice path had problems. A link to perform a call path mapping is included for each voice path to identify the root-cause network problem for the poor-quality call.

pathSolutions VoIP Monitor

Poll frequency: 00:05:00
Last poll: 12/13/2008 9:40:42 PM
Network health: **DEGRADED (2.1%)**

Map Phones Call Path Assessment MOS Device List Calls Favorites NetFlow Issues Health Top-10 Interfaces Tools

Endpoint Extension: Name: IP Address: Site: Any

Start Date: 12-12-2010 09:44:25 PM
End Date: 12-13-2010 09:44:25 PM

Search Reset

Calls made that meet search criteria

| Time | Duration | Site | Name | Ext | IP Address | Site | Name | Ext | IP Address |
|------------------------|----------|----------------|-----------|-----|---------------|---------------|----------|-----|---------------|
| 11-22-2010 05:32:14 PM | 00:02:26 | HQ Santa Clara | Tim Titus | 111 | 10.100.36.101 | San Francisco | SF Lobby | 110 | 10.100.37.101 |

Call Detail Information

111 10.100.36.101 Tim Titus

110 10.100.37.101 SF Lobby

Packet Loss: 3.10%
Max Jitter: 79ms
OverRuns: 0
UnderRuns: 0

Packet Loss: 0.00%
Max Jitter: 78ms
OverRuns: 0
UnderRuns: 0

PathSolutions VoIP Monitor Release v2.0 (4581) License expires on 11/9/2009, licensed for 5000 interfaces

Call Detail Record Report

pathSolutions VoIP Monitor

Poll frequency: 00:05:00
Last poll: 12/4/2009 12:35:28 PM
Network health: **DEGRADED (0.7%)**

Map Phones Call Path Assessment MOS Device List Calls Favorites NetFlow Issues Health Top-10 Interfaces Tools

Errors Talkers Listeners Tx % Rx % Broadcast Tx Broadcast Rx Calls

Calls with the worst reception within the last 24 hours between HQ Santa Clara and San Francisco Query sorted by Time

| Time | Duration | Any Endpoint | | | | Any Endpoint | | | | Packet Loss | Max Jitter |
|-------------|----------|----------------|--------------|-----|---------------|----------------|-----------|-----|---------------|-------------|------------|
| | | Site | Name | Ext | IP Address | Site | Name | Ext | IP Address | | |
| 09:15:38 PM | 00:00:12 | HQ Santa Clara | Tim Titus | 111 | 10.100.36.101 | San Francisco | SF Lobby | 110 | 10.100.37.101 | 0.00% | 57ms |
| 09:24:24 PM | 00:00:07 | HQ Santa Clara | Tim Titus | 111 | 10.100.36.101 | San Francisco | SF Lobby | 110 | 10.100.37.101 | 0.00% | 79ms |
| 09:16:28 PM | 00:01:26 | HQ Santa Clara | Tim Titus | 111 | 10.100.36.101 | San Francisco | SF Lobby | 110 | 10.100.37.101 | 0.00% | 29ms |
| 09:21:50 PM | 00:02:12 | HQ Santa Clara | Tim Titus | 111 | 10.100.36.101 | San Francisco | SF Lobby | 110 | 10.100.37.101 | 0.00% | 2ms |
| 09:12:34 PM | 00:02:49 | HQ Santa Clara | 408-748-1818 | | 10.100.36.100 | HQ Santa Clara | Tim Titus | 111 | 10.100.36.101 | 0.00% | 0ms |

Network Monitor Release v4.0 (4817) License expires on 1/11/2010, licensed for 1000 interfaces

Top-10 Site-to-site Calls Report

Track Site to Site Calls

A Top-10 worst site-to-site calls report identifies the worst calls between sites to quickly identify if there is a problem between specific sites. Simply click the call record to do a more detailed study of quality issues.

Complete Layer-2 Call Path Mapping

For all calls, a Call Path mapping can be performed, identifying the network conditions during the call. This mapping includes a complete "layer-2 trace route" to determine every cable span and device involved in passing traffic between two IP phones. The health and status of all involved devices and links are disclosed, making it easy to determine which links were discarding packets and the root-cause reason, spelled out in plain-language.