



## Key Benefits:

- Root-cause Resolution
- Call Simulator
- QueueVision
- Path Mapping
- MOS Report
- Phone Locator Report
- SIP-Trunk Monitoring
- WAN Health Report
- PoE Monitoring
- Phone Move Alerting
- Multi-Vendor Support

## Business Benefits

The problem with many other telecom solutions is that they identify that a problem has occurred, but offer no ability to find the root cause location or fault that caused it. TotalView's Telecom module finds the specific location and fault of where and why call quality problems occur and provide plain-English answers:

"The call at 2:35pm between x1234 and x4567 was poor due to the Finance2 trunk port dropping 12% of its packets due to a cabling fault."

## Technical Benefits

TotalView's Telecom module works for on-premPBX as well as hosted environments, and can help you understand more about what's happening with the interaction between the network and the telecom devices. This allows you to better provide stability for voice, video, and UC services on the network.