# Root-Cause Troubleshooting
for Your Entire VoIP/UC Infrastructure

Users expect you to be able to solve VoIP/UC call quality problems, or better yet, prevent them from happening in the first place. Single-focus tools only confirm that you have call quality problems – they can't identify or resolve the root-cause of the problem because they don't look at all of the different network conditions that can cause the problem to occur. TotalView includes all of the features needed to root-cause resolve call quality problems no matter when, where, or why they occur:

Features

- **License-Unlimited Call Simulation** – Quickly perform tests from anywhere

- **QueueVision** – Visibility into Cisco CBQoS queue configuration and performance

- **Phone Locator** – Identify where your phones are connected and the health and stability of each

- **Path Mapping** – Easily identify every link, switch, and **router used to** connect any two IP devices to identify the root-cause problem

- **Phone Move Alerting** – When users move phones, you'll know where they went

- **PoE Power Usage Monitoring** – Never be blind to this important VoIP resource

- **CDR Lookups Along with Alerting** – Easily look up calls and research what happened

- **MOS Monitoring and Alerting** – Automatically audits call quality to all devices

- **SIP Trunk Monitoring** – Track route stability to critical gateways

- **Total Network Visibility**® – Know when, where, and why any packet was dropped, buffered or mis-queued in your entire infrastructure

- **Network Prescription**™ – Plain-English resolutions of problems presented for rapid remediation

- **Multi-Vendor Support** – Any phone system, cloud hosted or on-prem
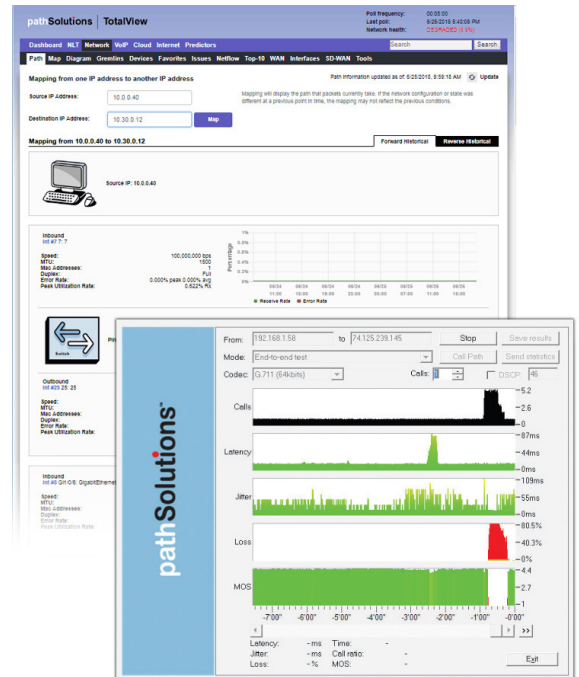
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