

# MetaView Voice Quality Monitoring

Consistent, high quality voice is the key to maintaining customer satisfaction. However, media quality in VoIP networks can suffer degradation from various factors such as faulty routers or the overloading of certain links. Chances are, in the past, a dissatisfied customer call was often your first indication that something was amiss. Today, Metaswitch offers a superior alternative: MetaView Voice Quality Monitoring (VQM).

VQM enables you to view in real time the quality of calls traversing your VoIP network. This enables you to more easily diagnose the cause and remedy for quality issues.

## Configured Thresholds

MetaView VQM may be used to debug a specific subscriber's problems or to help identify more general concerns within your VoIP network. Using configured thresholds, the system will alert you when a network problem arises.

## Statistical Analysis

Qualified VoIP devices report statistics based on the number and arrival time of real-time transfer protocol (RTP) packets. MetaView then collates and presents these reported statistics, which include packet loss, jitter, and round trip delay.

VQM statistics are viewable in any of the following ways:

- In a new display panel in the MetaView Explorer (Client)
- As aggregated statistics in the NMS statistics panel for a range of NMS objects.
- In the historical statistics database for a range of NMS objects.

## MetaView Graphical Display

Configured network nodes are displayed graphically in MetaView Explorer, with their interconnects represented by lines between each pair of nodes. These lines vary in thickness with call volume, and in color with whether the real-time values of any of the statistics are in breach of their configured thresholds.

Your administrators can customize the Network Statistics display by adding a background image—typically a map—and fixing the position of network nodes. Once saved, this becomes the default layout for all users.

## Interoperability

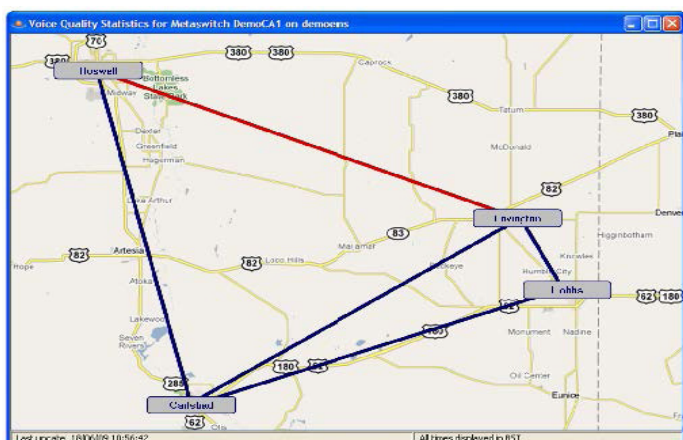
Metaswitch supports receiving voice quality statistics from a variety of tested interoperable partner devices, including access, trunk and customer premises products.

For a comprehensive list of interoperable partner products, contact Metaswitch today.

## Specifications

### Platforms

- Metaview is available on multiple hardware and virtual platforms, including VmWare and Openstack. Hardware platforms include NEBS level 3 and non-NEBS datacenter servers.



MetaView VQM graphically depicts your network for simplified diagnosis of potential problems

### Network Management Architecture

- 3-tier client / server architecture (managed Network Elements, MetaView Server, MetaView Explorer or Web clients)
- FCAPS (fault, configuration, accounting, performance and security) management solution for Metaswitch-based networks

### MetaView Explorer

- Java graphical user interface
- Supported operating systems: Windows XP, Windows Vista, Sun Solaris
- Installable via HTTP from MetaView Server
- Automatic version updates
- Browsable, hierarchical view of entire network with hyperlinks
- Graphical real-time display of network and statistics
- Powerful system-wide search capabilities
- Standard Statistics Reports: Summarized over 5-minute, 1-hour and 1-day intervals; stored for up to 18 months
- Network Node Graphical view

### VQM Statistical Reports

- Packet loss
- Jitter
- Round Trip Time

### Statistics Reporting Protocols

- MGCP (RFC 3435)
- H.248 (H.248.1)
- SIP (RTCP)

### VQM Call Logging Objects

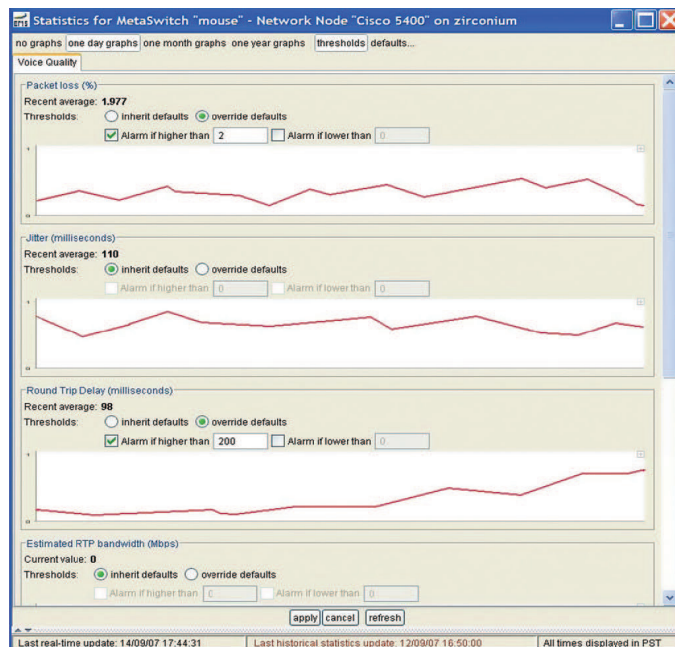
- Global System
- Individual line
- Business Group
- Business Group Line
- PBX Line

### VQM Statistical Analysis and Alarming

- Available for real-time statistics
- Minimum / Maximum thresholds
- Configurable for system or individual objects
- MetaView's Alarm Viewer or via SNMP notifications

### VQM Statistical Analysis Objects

- MetaSphere Application Server
- Network Node
- Network Interconnect
- Trunk/Access Gateway
- Subscriber Gateway
- Configured SIP binding



Analyze statistics for packet loss, jitter and round trip delay from MetaView Explorer