metaswitch

MetaView Analytics

MetaView Quality of Service, Trunk Usage and Behavioral Analytics

Understanding the health of your service delivery architecture, your infrastructure utilization and the individual actions of your customers is critical for predicting trends, tuning your network or product portfolio, reexamining feature bundles, fixing pricing and forecasting infrastructure demands. Put Big Data analytics to work for you.

- Employ Big Data techniques
- No probes, mirrors or NetFlow
- Proactive, always-on, analytics
- QoS key performance indicators
- Monitor interconnect trunk usage
- Understand customer behaviors

Proactive QoS and QoE

Once statically rooted in wired domain, VoIP is now, often unwittingly, being embraced by increasingly mobile end users either in the form of OTT communications or Commercial offerings such as VoLTE. Even wWith low-cost service continuity and ubiquity, however, consumers are unwilling to compromise or concede on quality, leaving operators with the task of monitoring and reacting to infrastructure issues - even those they don't control.

With so many competing offerings, Network Operators must continually ensure they are extending their telephony customers the best possible quality of experience (QoE). Without the need for expensive, specialized, monitoring equipment or applications MetaView Analytics delivers Service Providers the tools they need gather real-time and historical information about network-wide, regional, access-specific, business group and individual endpoint quality-of-service (QoS).

Using a visualization interface and engine, such as Splunk Enterprise, Network Managers can easily monitor global end-to-end call quality, setting key performance indicators (KPIs) and quickly identifying potential problem areas with point-and-click drill-down. Customizable statistics are grouped as individual views within a set of dashboards, breaking down specific attributes of the voice service. With this easily accessible data, mean-time-to-repair (MTTR) metrics can be dramatically reduced. Indeed, problems can be resolved even before individual subscribers are aware an issue exists.

Call Demographics

Quickly visualize near or long-term historical call volumes, hours of usage and client versions (i.e. Accession). Breakdown fixed-line / wired and wireless (mobile or WiFi) network types and identify top talkers, sorted by inbound, outbound or total calls.

Simple drop-down options enable call information to be segmented into client types, access networks, phone models, business / residential service groups and codec used. Straightforward filters enable customized views, including identifying the attributes of distinct phone numbers, aiding in root-cause analysis of quality issues reported by individual subscribers.

With network issues often geo-specific in nature, the Map view enables Operators the ability to visualize call loads and quality around the globe. Filters enable views of individuals or business users and allows trends in regional client adoption or network preferences to be readily identified, ideal for network planning, market research and promotions.

Voice Quality

In telephony services, customer satisfaction is directly attributable to voice quality and continuity. Regardless of access type, endpoint or location, consumers expect fast call completion times and audio free of distortion and drop-outs.

MetaView voice quality analytics views

Whether over-time, by time-of-day, or access type, MetaView Analytics allows Network Managers to view objective (calculated) Mean-Opinion Score (MOS), Round Trip Times (RTT), Jitter Discard Rates and overall Packet Loss. Call-drops can also be easily identified and isolated to specific mobile carriers or WiFi hot spots, enabling trouble tickets to be raised, with appropriate chains of evidence presented to the carrier-in-question.

Trunk Routing Analysis

Quickly visualize near or long-term historical call volumes, hours of usage and client versions (i.e. Accession). Breakdown fixed-line / wired and wireless (mobile or WiFi) network types and identify top talkers, sorted by inbound, outbound or total calls.

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