

# EdgeView Reports- VoIP Performance Reporting

## Introduction

EdgeView Reports is an advanced yet easy-to-use reporting tool that provides valuable VoIP performance information to network planners, operators, product managers, executive management teams and end-users.

The EdgeView Reports server works in conjunction with the EdgeView VoIP support System and EdgeMarc Networking Services Routers to provide unprecedented visibility into the performance of today's converged networks. It provides a real-time "Dashboard" view as well as a comprehensive library of reports that enable the operator to quickly retrieve summary and detailed call quality performance statistics.

## EdgeView Reports - Comprehensive Reporting Library

EdgeView Reports uses pre-built report templates that provide summary and detailed call quality performance metrics including total number of VoIP minutes, total number of calls, average Mean Opinion Scores (MOS), peak call utilization, below threshold crossing alerts and much more. Reports can be run for the entire network, regions, groups or customers and individual nodes with yearly, monthly and daily ranges. Report outputs include HTML formatted graphs and tables as well as excel compatible files (.csv), .pdf or XML. Finally, EdgeView Reports can be configured to run reports at regularly scheduled intervals for trend analysis.

## EdgeView Reports - Dashboard

EdgeView Reports also provides real-time network performance statistics with a convenient dashboard view. Dashboard items include number of active calls, average MOS meter, top 5 EdgeMarcs with the highest number of below threshold quality alerts, top 5 worst MOS scores over the last 24 hours, top 5 calls with the worst MOS scores and much more.



## Product Benefits

**Powerful tool that summarizes and presents VoIP call quality and network performance data**

### Comprehensive report library:

- o Average Mean Opinion Score
- o Below quality threshold alerts
- o Below quality threshold %
- o Below quality VoIP minutes
- o Total VoIP Minutes
- o Total calls
- o ...and much more

**On-demand and scheduled performance reports that can be emailed to anyone- including customers, VAR's, operation centers or executives.**

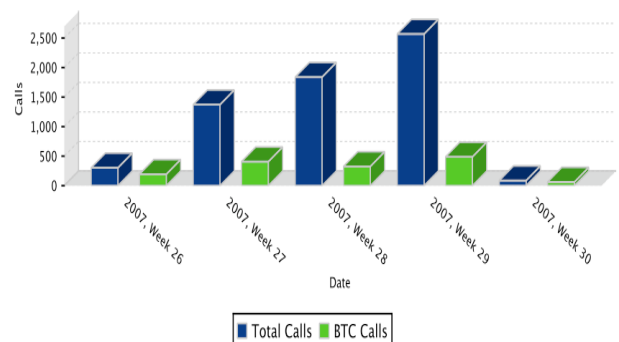
### Several output formats available:

- o Html
- o PDF
- o Excel (.csv)
- o XML

**Dashboard views provide critical real-time performance statistics**

EdgewaterNetworks

Date	# of Calls	Total call duration	# of calls below threshold	BTC call duration	% of BTC calls
2007, Week 26	303	24:08:36	193	0:32:10	2.2221
2007, Week 27	1372	109:04:41	406	1:08:40	1.0341
2007, Week 28	1838	134:10:22	326	0:54:20	0.6749
2007, Week 29	2568	179:55:17	487	1:21:10	0.7519
2007, Week 30	86	3:58:48	62	0:10:20	4.3454



# EdgeView Reports- VoIP Performance Reporting

## EdgeView Reports: Providing Answers!

### Executive Management Tool

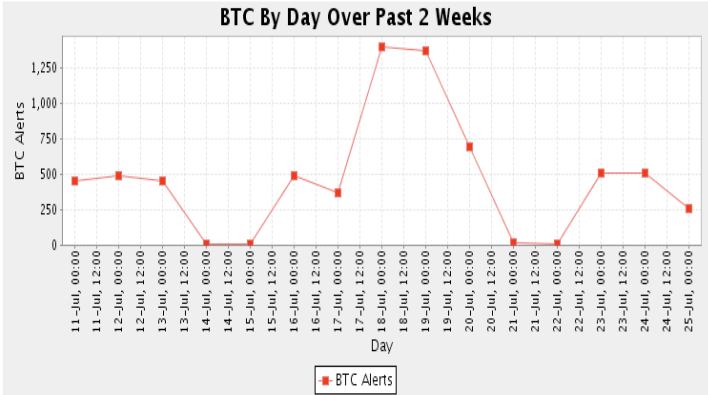
What is the quality level of the VoIP service? Overall? By region? By customer? By site?

### Audio Quality Service Level Agreements

How can I prove the value of VoIP services using service level statistics?  
How do I prove I am better than my competition?

### Network Operations

How do I use performance trending to fix problems before they impact customers?  
How do I spot poor performing PSTN gateways?



Report	
Total Calls	Total # of calls
Total Minutes	Total # of VoIP minutes
Audio stream call detail records	Call start/stop times, calling parties by IP, calling parties by phone number
Average Mean Opinion Score (MOS) by category	# of minutes measured in each MOS category (1 through 5)
Average Mean Opinion Score (MOS)	Average MOS score
Below threshold crossing (BTC) alerts summary	# of times during a call that the measured call quality was below the operator defined threshold
BTC %	% of calls with BTC events
BTC minutes	# of VoIP minutes below acceptable quality
% of calls with overall MOS scores below threshold	% of calls with total MOS score for entire call below an operator defined threshold
Peak call utilization	Call load or peak utilization over time

Dashboard Item
# of Active Calls
# of below threshold alerts daily
Average MOS meter
Top 5 worst MOS scores by IP
Top 5 worst most Scores by call
Top 5 sites with the highest number of below threshold crossing alerts

Date	# of Calls	# of calls below MOS 3.5	% of calls below MOS 3.5
2007, Week 26	303	14	4.6205
2007, Week 27	1372	37	2.6968
2007, Week 28	1838	39	2.1219
2007, Week 29	2548	59	2.3155
	6061	149	2.4583

