OCCAM

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iTest - Outbound Voice Testing Brochure

iTest - So you don't have to

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iTest Outbound Voice Testing reduced our operational overhead

“iTest Outbound Voice Testing has enabled us to diagnose faults and assess new routes in a fraction of the time it used to. This has reduced our operational overhead and helps us deliver the service and support our customers require.”

James, Noc Manager

iTest Outbound Voice Testing - Enabling Telecommunications companies to ensure they deliver the quality of service their customers need

iTest Outbound Voice Testing has been designed to meet the broad range of Telecommunications companies requirements for an effective quality and performance analysis tool. It has enabled many customers to reduce the cost and time of testing new routes and helped to streamline the ongoing support of existing customers and vendors.

From a hosted multi-tenant solution to a dedicated onsite installation, single company or multi-tenant reseller system, iTest can provide the best solution to fit your business needs. **iTest Outbound Voice Testing automated calls allow you to see and hear the quality on your network within minutes** of initiating the test and share these results with your colleagues, customers and vendors.

Using industry standards measurements you can detect issues such as FAS, no RBT, Dead Air and CLI delivery and deal with them immediately.

iTest Outbound Voice Testing has been developed to deal with a broad range of telecommunications companies needs. It is therefore possible to use our hosted solution for a single entity, become a reseller of the hosted solution and control multiple customers’ users and access. It is also possible to have a dedicated solution that can be installed within a companies network for either their own use or to be used to resell the solution to other customers.

You can also embed iTest Outbound Voice Testing within your own portal or management platform using our API to give a seamless end user experience. The iTest Outbound Voice Testingfront end can also be white labeled to suite a company’s brand.

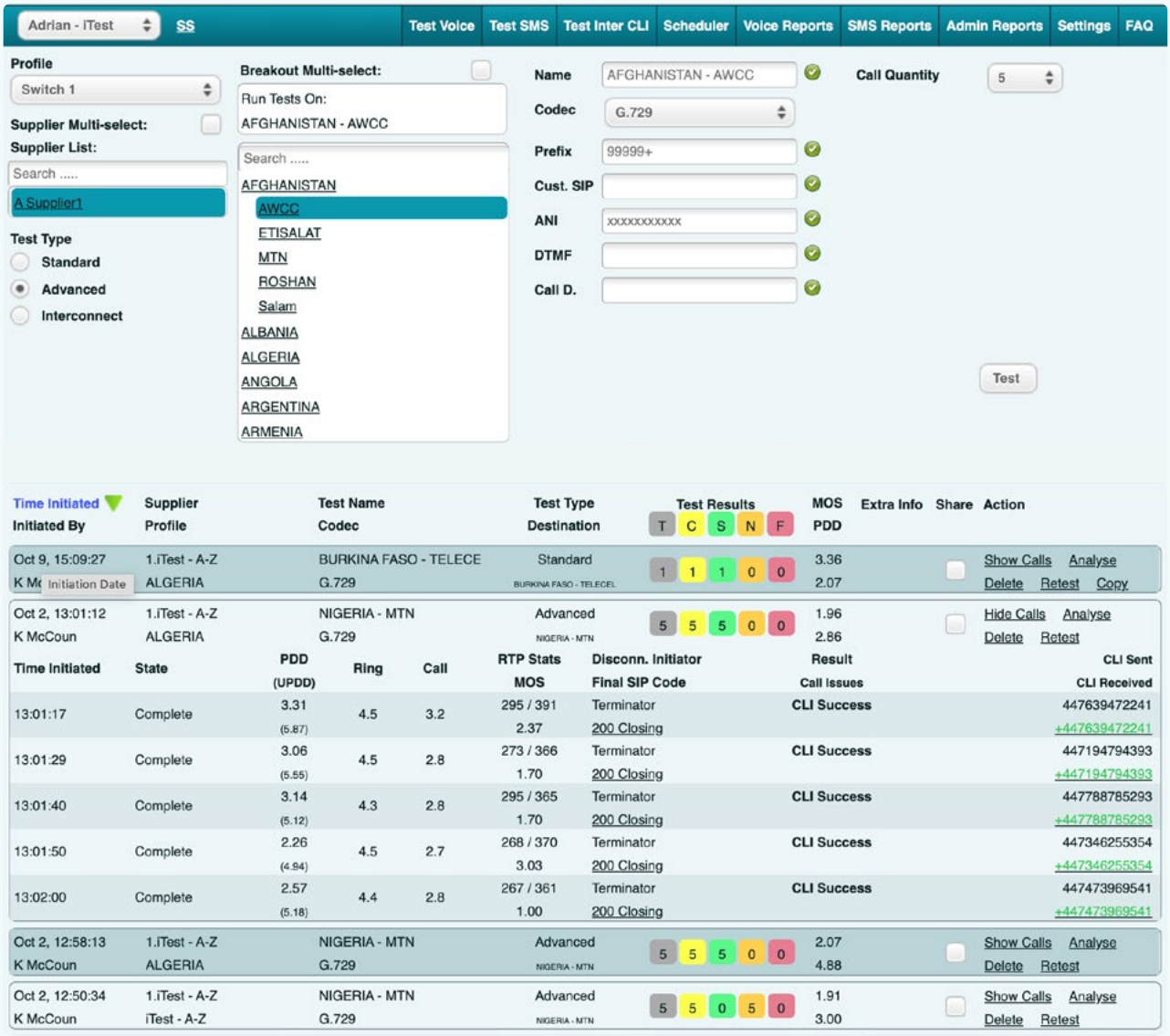
iTest Outbound Voice Testing Key Features and Benefits

Easy To Use Graphical Interface:

The simple but effective interface shows all information necessary to perform automated tests and gather information on the quality of the routes tested.

The interface is compatible with all major internet browsers and also works with smartphones and tablets allowing testing to be completed and results to be seen and shared from anywhere.

The interface only requires the input of basic information allowing any non-technical users to perform tests and check results.



Automated Simultaneous Test Calls:

Once a test has been initiated, multiple calls are placed simultaneously and once complete all call statistics are displayed. This includes PDD, ring time, call duration, number of packets, jitter and packet loss and an audio recording of the early media (ring back tone) and call.

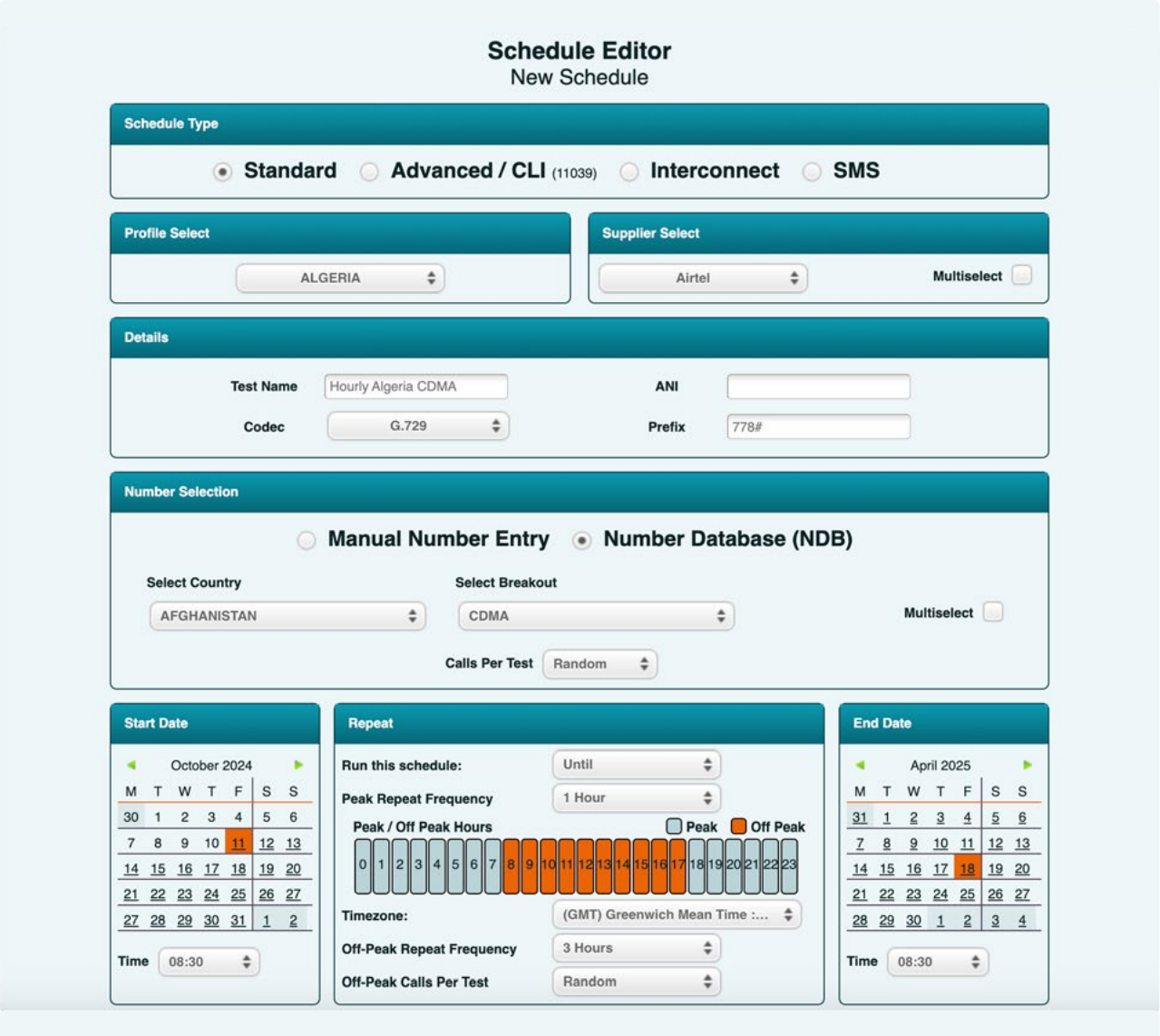
This allows testing to be completed in a fraction of the time of manual testing and gives you all the necessary tools to analyse the results.

The full sip details of the call are also logged and can be downloaded for more in-depth analysis. G.711 and G.729 codecs are supported for test calls and can be set at a vendor or test level.

Scheduled Test Calls:

As well as manual tests being initiated, it is also possible to set up test schedules allowing calls to be initiated automatically and the results emailed once complete.

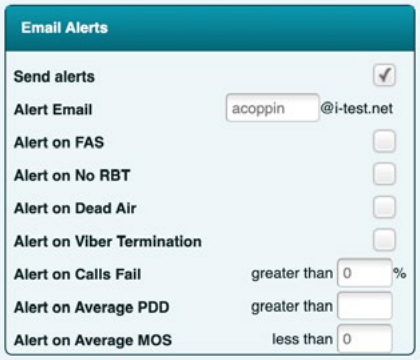
These tests can recur on a daily, weekly, monthly schedule or even for as often as every 5 minutes until the desired number of tests has been run or the schedule end time occurs.

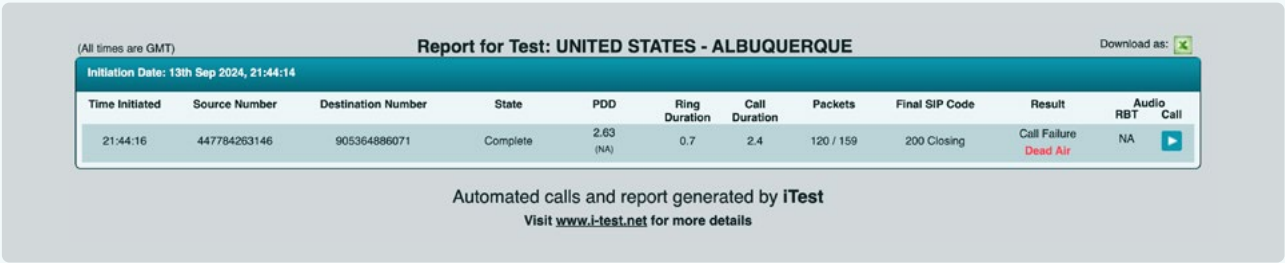


Email Alerts

Scheduled tests can also be set to alert if there are any issues on a route. Thresholds such as % of calls failed, high PDD, FAS detection, dead air and CLI failure can be set per schedule.

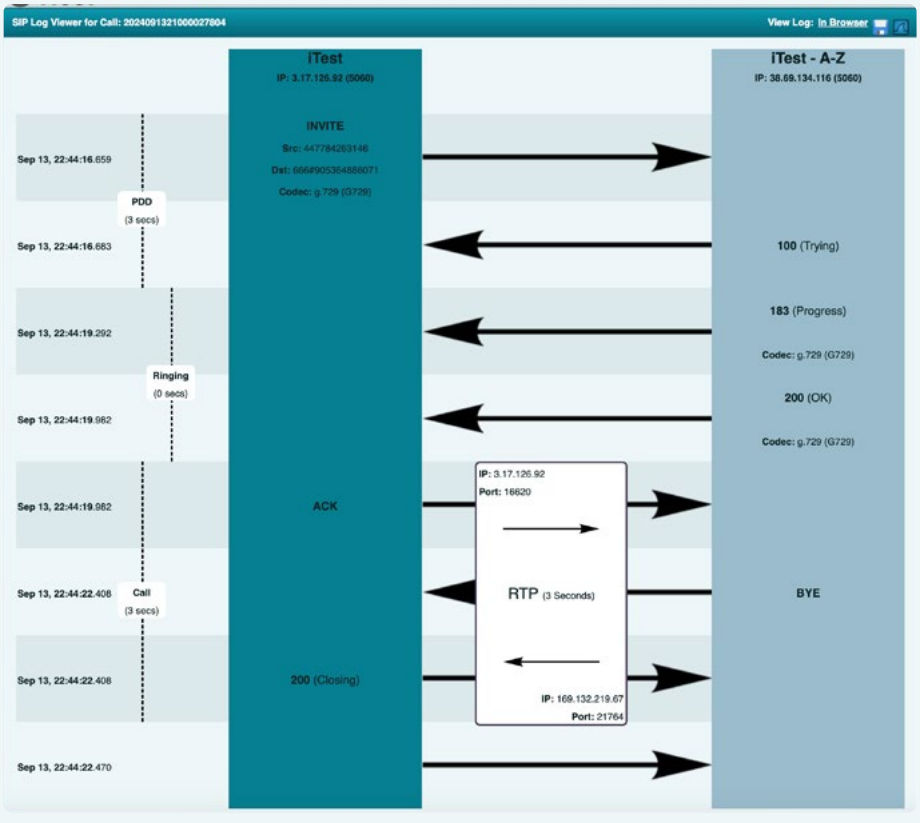
This allows you to pro-actively monitor the whole of your network and act on any issues that are found.





Full SIP Log:

To help diagnose any issues with routes, iTest Outbound Voice Testing has the full SIP log of every call wi th all messages sent between the iTest Outbound Voice Testing infrastructure and the customers switch. This is displayed in an easy to use graphical display as well as the downloadable text file.



Advanced FAS Detection:

iTest can detect FAS in two different ways. Where an iTest Outbound Voice Testing node is dialled, the call will be monitored and measured from end to end to ensure that no form of FAS is detected.

Where customer designated numbers are called, iTest Outbound Voice Testing not only records the call but it also processes the audio stream and runs complex analytics to automatically determine if FAS has been detected. The call is then marked as having FAS so that you can listen to the audio and confirm the results.

Test Number Database:

To assist non-technical staff in utilising the system, iTest Outbound Voice Testing has the provision for a company number database that can be populated with countries, breakouts, dial codes and test numbers by an administrator via a csv upload. Users within the company can then use these numbers to make test calls.

Share Test Results:

iTest Outbound Voice Testing gives you the ability to share test results with Customers and Vendors via web links that can be emailed to the appropriate person. The results show the call quality statistics and you can choose whether to display the full destination numbers of the calls or not.

The shared results do have access to the vendor information or full SIP log of the call. The results can also be exported into Excel. Within a company it is also possible to see other users test results or filter the tests to your specific user, it is also possible to use the search function to filter the results further.

CLI Verification:

iTest Outbound Voice Testing enables you to verify that the CLI on your routes is delivered to the terminating network.

With the roll out of CLI verification already in progress, iTest is committed to enabling this service further for the major networks across the globe throughout 2013.

Multi Level Access:

iTest Outbound Voice Testing different security levels allow you to give multiple users access only to the features they require, such as supplier and test number administration, CLI checking and standard tests.

It also allows you to create guest access which enables you to offer your customers a locked down login to iTest Outbound Voice Testing so they can test the quality of the routes you offer them.

Security:

iTest Outbound Voice Testing takes the security of your information and network seriously. Therefore all user transactions with iTest use HTTPS and 512 bit SSH connections are used between all servers within the iTest Outbound Voice Testing hosted infrastructure. IP address restrictions ensure that an ip address can only be associated to a single company's switch profile within iTest Outbound Voice Testing and so not utilised by anyone else.

No inbound sip gateways operate within the iTest Outbound Voice Testing hosted infrastructure which ensures it cannot be used as a transient switch to any customer equipment.

All calls originate from the iTest Outbound Voice Testing hosted infrastructure only. iTest Outbound Voice Testing is independent of any telecommunications companies and are bound by UK and EU data protection laws. We cannot and will not share any of your data with any other parties.