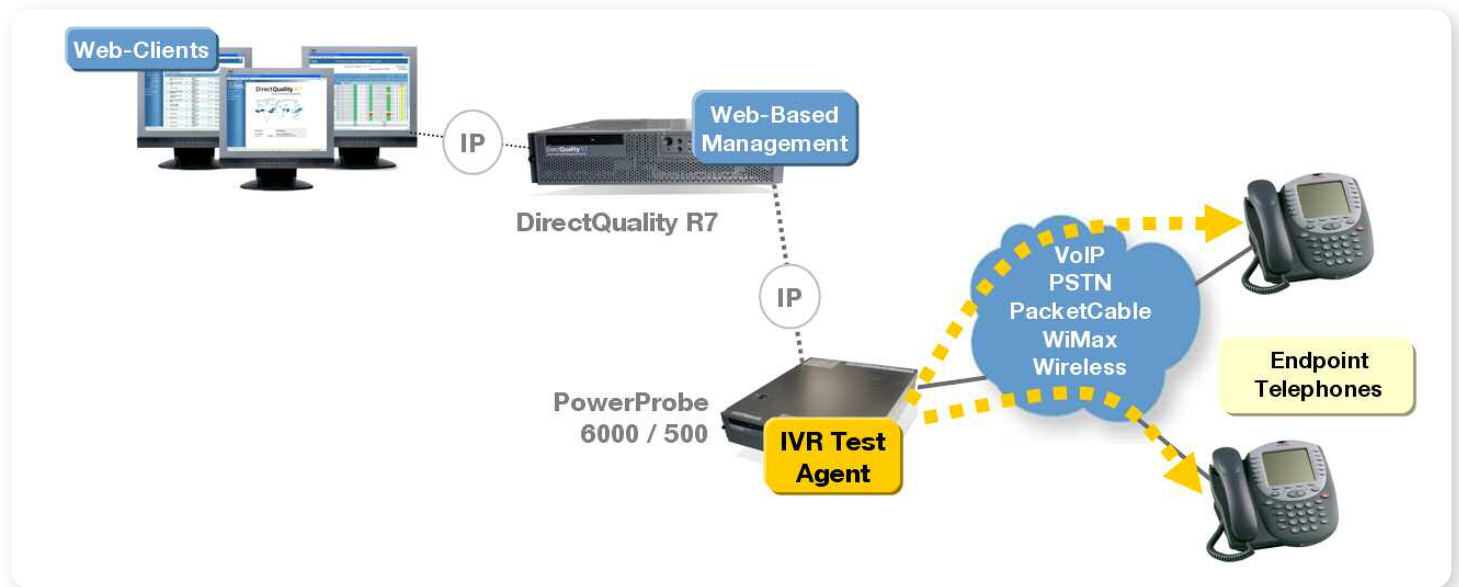


IVR Test Agents

Active Service Assurance



Overview

With *Tektronix'* IVR test agent, you can maximize your operational investments to ensure you provide the Quality of Service you customers have come to expect. Coupled with DirectQualityR7 Management System, *Tektronix'* IVR test agent provides seamless OSS integration, sophisticated analysis, event generation and report functionality making it not only the world's first VoIP near-end MOS evaluation but also the industry's most complete QoS Management automation solution.

Key Features/Benefits:

- ▶ No Far-end Probe Required
- ▶ Public Terminations Inventory (PTI)
- ▶ Mean Opinion Score (MOS) Drill-down

Key Features / Benefits

No Far-End Probe Required

Using the IVR test agent, *Tektronix'* PowerProbe 6000 can generate test calls to public IVR numbers and voice mail systems, and measure a user-perceived voice quality index (MOS). This configuration represents a 10-to-1 cost reduction compared to the cost of buying multiple far-end probes and the associated far-end probe deployment and maintenance costs.

Mean Opinion Score (MOS) Drill-down

Knowing that a given destination and route has a MOS of 3.2 out of 5 sometimes provides more confusion than it helps. That is why *Tektronix'* DirectQuality report engine provides drill-down capabilities directly by clicking on the MOS that makes you wonder. The drill-down view provides all the underlying technical information about the MOS index value. In addition, it also provides you with a distribution of how end users would rate these calls and what they would complain about.

Public Terminations Inventory (PTI)

Tektronix' listens to its customers and understands that even if the IVR test agent provides you with simplicity by not having to deploy probes worldwide, finding IVR numbers and keeping them current requires precious time. *Tektronix'* PTI service fills that gap by providing quarterly updates of an ever-growing database of public terminations such as fax, modems, IVRs and so forth.

Tektronix[®]

Enabling Innovation

Measurements

Call Connection

- Post dial delay (PDD)
- Call setup time (CST)
- Call duration (call dur.)
- Dial tone delay (DTD)
- Ring duration (RD)

Speech Transmission

- Roundtrip delay (RTD)
- Echo path delay (EPD)
- Echo path loss (EPL)
- C-message noise (C-msg.)
- Speech power (SP)
- Wideband noise (WBN)

Network Performance Indicators

- Call completion ratio (CCR)
- Network effectiveness ratio (NER)
- Answer seizure ratio (ASR)
- Answer bid ratio (ABR)
- Call loss ratio (CLR)

Call Disposition Codes (CDCs)

- Completed (COM)
- Aborted (ABT)
- Busy (BUS)
- No Answer (NOA)
- Dead Air (DEA)
- Announcement (ANN)
- No Dial Tone (NDT)
- Congestion (REO)
- Answer Incomplete (AIN)
- Silence (SIL)
- Routing Failure (RTF)

Perceived Speech Quality

- VQES mean opinion score (VQES-MOS)
- Percentage of unusable, difficult, irritating calls (P[UDI])

For Further Information

Tektronix maintains a comprehensive, constantly expanding collection of application notes, technical briefs and other resources to help engineers working on the cutting edge of technology.

Please visit www.tektronix.com

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