



MWI Test Agent

Verify the Message Waiting Indicator (MWI) Performance of your Network's Voicemail Service



Improve your customer's Quality of Experience

When it comes to quality, supplementary services such as voicemail is often overlooked and viewed as incremental revenue. Regardless of the reasons, ignoring the problem could be risky – creating dissatisfied customers because their voicemail Message Waiting Indicator (MWI) did not function properly to warn them about an emergency or another very important message.

The MWI Test Agent is an Enhancement to Tektronix' DirectQuality Platform

Now there is an affordable and simple solution for service technicians. Tektronix Communications has developed a quality-of-experience tool to validate MWI performance. The MWI Test Agent measures a voicemail platform's accessibility and ability to signal message waiting status to its subscribers. The MWI Test Agent measures the delay between leaving a voicemail and receiving the message waiting indicator signal.

- This test agent automates voicemail service validation
- The MWI test agent identifies issues proactively before customers start to complain
- The MWI test agent upgrades any existing PowerProbe 500 or 6000.
- PowerProbes can perform MWI tests in addition to other line quality tests

Customer Experience with Next Generation Networks

When customers become dissatisfied with one service that is part of a package deal, they are likely to cancel the entire package. The MWI test agent helps to ensure that customers receive the level of service they deserve.

Features & Benefits

- Voicemail performance validation
- Automated testing requiring little supervision
- Proactive testing for issues before they impact customers
- Testing 24 x 7
- Reduced truck rolls
- Non-invasive testing
- Low cost

Network Performance		Timers	
ASR	CCR	MSD	MCD
%	%	sec	sec
19.6	19.6	34.2	20.4
20.2	20.2	34.2	20.4
18.2	18.2	34.2	20.4

Call Disposition Code			
OM	REO	VAN	ERR
%	%	%	%
19.6	19.6	24.7	36.1
20.2	23.4	25.5	30.9
18.2	18.2	21.6	42.0

Voicemail MWI Test Agent Overview

The MWI Test Agent allows service providers to measure their Voicemail Platform's ability to signal message waiting status to its subscribers as follows:

- 1 Login to DirectQuality to create and schedule MWI test plans.
- 2 The MWI Test Agent leaves a new voicemail message, and then measures the time delay to receive the stutter dial tone that indicates the presence of a new message.
- 3 The MWI Test Agent then deletes the voicemail message, and measures the time delay for a normal dial tone to return.

View reports and set alarms based on these two new metrics – Message Set Delay (MSD) and Message Clear Delay (MCD).

Reduce Churn by Proactively Testing your Voicemail Service

Don't let notification delays cause your customers to miss important events or even emergencies. This is a serious customer satisfaction concern, so having the ability to continuously monitor voicemail notification delays can allow carriers to be proactive and identify issues before customers are impacted and before they change service providers.



Ensure your customers always get their messages

About Tektronix:

Tektronix has more than 60 years of experience in providing network operators and equipment manufacturers with a comprehensive and unparalleled suite of network diagnostics and management solutions for fixed, mobile, IP and converged multi-service networks.

These solutions support architectures and applications such as fixed mobile convergence, IMS, broadband wireless access, WiMAX, VoIP and triple play, including IPTV.

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/ActiveAssurance

Contact Tektronix:

Please visit www.tektronix.com/communications

Phone:
1-800-833-9200 option 1
+1-469-330-4000

Locate your nearest Tektronix representative at:
www.tektronix.com/contactus