



Vertical Service Code Test Agent

Verify the Availability of Your Network's Star Features



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

Improve your customer's Quality of Experience

Supplementary services such as Vertical Service Codes (VSCs, commonly known as Star Features) provide extra convenience for your customers and are an important source of revenue. For customers, satisfaction with VSCs depend on the feature's availability. When VSCs are down, customers who view these features as essential become dissatisfied, and may ask for billing adjustments or even change service provider.

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

Now there is an affordable and automated solution to verify the availability of VSC features supported by your network. The VSC test agent measures the delay between activating / deactivating a VSC feature and the acknowledgement that the feature has been activated / deactivated.

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 VSC test agent helps to ensure that customers receive the level of service they expect.

Reduce Churn by Proactively Testing your VSC Features

Ensure that your VSC features are working is an important customer satisfaction concern. So having the ability to continuously monitor the availability of your network's VSC features allows you to be proactive and identify issues before customers are impacted and before they change service providers.

Features & Benefits

- Reduced truck rolls
- Automated testing requires little supervision
- Run tests 24 x 7
- Non-invasive testing

Vertical Service Code	Chart	Timers	
		DTD sec	PFDD sec
*23	View	639	6.0
*350	View	356	3.2
*57	View	382	5.4
*60	View	509	6.1
*63	View	156	3.5
*666	View	289	9.4

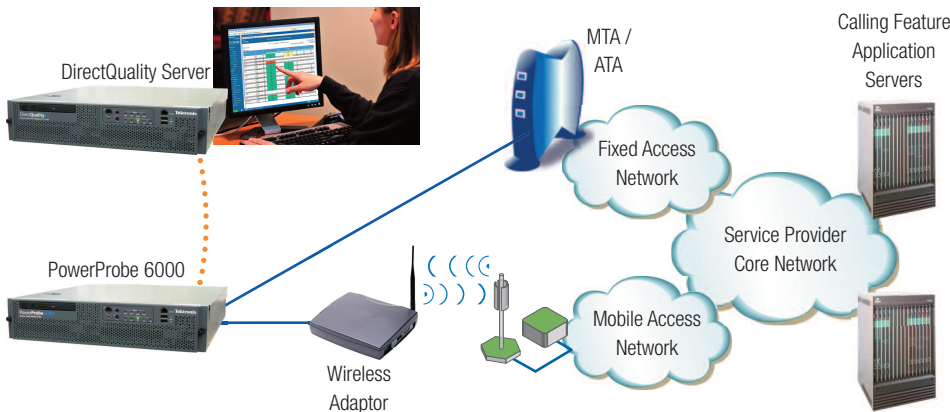
Expected Network Response Ratio	Success Ratio	COM
		%
%	%	%
100	0	100
100	0	57.1
71.4	80.8	61.5
100	87.5	62.5
100	83.3	50.0
0	0	50.0

VSC Test Agent Overview

The VSC Test Agent allows service providers to measure the delay for a VSC feature to be made available:

- 1 Login to DirectQuality to create and schedule VSC test plans.
- 2 The VSC Test Agent activates a VSC feature on a probe's line by dialing the appropriate digits. It then measures the time delay to receive the network response (confirmation tone, stutter dial tone, voice, etc.) that indicates the feature has been activated.
- 3 The VSC Test Agent then deactivates the VSC feature by dialing the appropriate digits. It then measures the time delay to receive the network response that indicates the feature has been deactivated.

View reports and set alarms based on the following new metric: Post Feature Dial Delay (PFDD).



Network Connection Diagram

VSC	Feature	VSC	Feature
*57	Call Trace	*75	Setup Speed Dial 30
*60	Call Screening	*77	Anonymous Call Rejection
*63	Call Forwarding Selective	*80	Cancel Call Screening
*67	Caller ID Blocking Per Call	*82	Cancel Caller ID Blocking Per Line
*69	Call Return	*83	Cancel Call Forwarding Selective
*70	Cancel Call Waiting	*86	Cancel Repeat Dialing
*72	Call Forwarding Variable	*87	Cancel Anonymous Call Rejection
*73	Cancel Call Forwarding Variable	*89	Cancel Call Return
*74	Setup Speed Dial 8	*99	Voicemail Access

Common Vertical Service Codes Supported

Additional test numbers can be added on the fly according to the VSCs supported by your network.

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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

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