

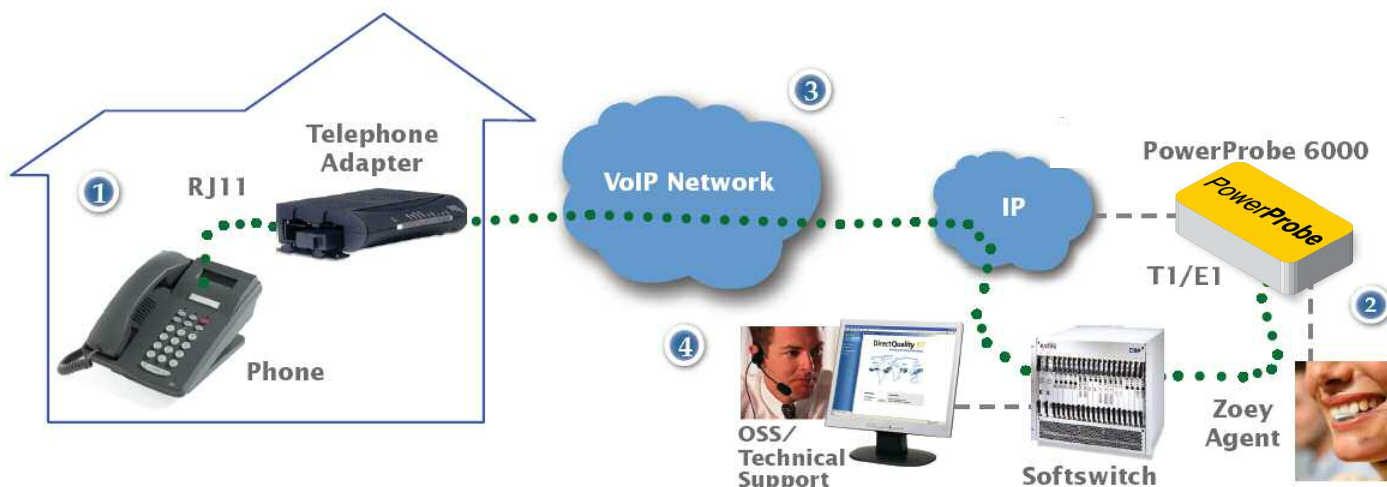
Zoey Interactive VoIP Self-Testing

Active Service Assurance

Zoey Qualifies Your Service and Helps You Save!

See how Zoey does the Work:

1. The customer places a call to Zoey.
2. The PowerProbe 6000 responds and Zoey offers interactive test choices.
3. Zoey will provide the customer with a quality assessment.
4. If trouble is found, the customer can contact the Customer Support team.



Self Service VoIP Test for Your Customers

Self-install VoIP customers don't usually need any help to set up their line yet they quickly call customer support when they discover problems. With Zoey customers can verify the quality of their line before calling customer service. Zoey's first line of response helps ensure quality of service for issues that customers can troubleshoot on their own or with the help of the customer support team. This interactive assistance can help avoid costly and unnecessary truck rolls.

Tektronix' Zoey™ is an automated Interactive Voice Response (IVR) VoIP test agent customers call to test their service quality, 24/7.

Subscribers interact with Zoey to check:

1. Caller ID
2. Echo
3. Noise
4. Speech quality (MOS)
5. Touch tone

If there is a problem, customers can speak to the support team. A solution is quickly eminent when referencing the more than 50 possible QoS metrics that can be derived from our tests.

Zoey reduces customer downtime and support costs, and builds customer loyalty – the missing link in most self-install VoIP service strategies.

Key Features:

* Patent Pending

- ▶ Provide interactive self-testing for your self-install VoIP customers.
- ▶ Reduce loading on technical support and avoidable truck rolls and accelerate problem resolution.
- ▶ QoS results centrally accessible to operations staff and field technicians - support customers using objective, accurate service quality test data.
- ▶ Use with Tektronix' MTA loopback* testing and PowerProbe 30 day-of-install test results to remotely identify inside wiring and handset quality issues.

Tektronix®

Enabling Innovation

Tektronix' Communications Business Division -

Enabling Next-Generation Network Innovation

Measurements

- ▶ Full results stored in DirectQuality R7
- ▶ Zoey explains the results to the caller

DTMF Transparency

- ▶ All digits work fine
- ▶ Digits not detected
- ▶ No Digits detected
- ▶ Individual Digit Detection
- ▶ DTMF Detection Ratio

Caller ID

- ▶▶ ID Blocked
- ▶▶ ID Private
- ▶▶ ID Name / Number
- ▶▶ ID Number Incorrect
- ▶ Message Format
- ▶ Caller Number (directory)
- ▶ Name Available Ratio
- ▶ Name Not Present Ratio
- ▶ Name Out of Area Ratio
- ▶ Name Private Ratio
- ▶ Number Available Ratio
- ▶ Number Incomplete Ratio
- ▶ Number Out of Area Ratio
- ▶ Number Private Ratio

Speech Quality

- ▶ Very good
- ▶ Good
- ▶ Pretty good
- ▶ OK
- ▶ Not very clear
- ▶ MOS
- ▶ Speech Activity
- ▶ Speech Power
- ▶ Wideband Noise
- ▶ Noise Gain
- ▶ SNR
- ▶ P(UDI)
- ▶ Packet-Level Stats

Echo & Noise

- ▶ No perceived echo
- ▶ Some echo
- ▶ Very little noise
- ▶ Line is noisy
- ▶ Echo Path Loss (EPL)
- ▶ Echo Path Delay (EPD)
- ▶ C-Message Noise
- ▶ Wideband Noise

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

“Hi, I’m Zoey. I’m here to ensure that your Voice-over-IP phone service is the very best. Feel free to call me anytime.”

Please select one of the following five options:

- ▶ If you want me to tell you what Caller ID information I see, press “1”
- ▶ If you want me to tell you how good your voice sounds on my phone, press “2”
- ▶ If you have recently had difficulty accessing your voice mail, entering online banking passwords, or accessing features using your dialpad, press “3”
- ▶ If you want me to test your phone line for Echo or Noise problems, press “4”

Visit Customers Only When You Need To

VoIP providers know that many truck rolls could have been avoided if they had access to test data when a customer calls.

Put an end to blind technician dispatches and identify false-alarms with automated, self-service VoIP testing as your first line of support.

Use Zoey’s Tektronix-grade perception to separate real service quality issues from broken cordless phones, WiFi interference, and home-wiring issues, and work with your customers to efficiently offer top quality service.

The Zoey Interactive system is your ticket to improving customer care. Contact your local Tektronix representative about integrating this system as part of your customer support solution.

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