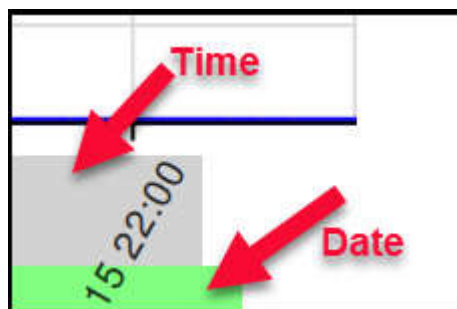
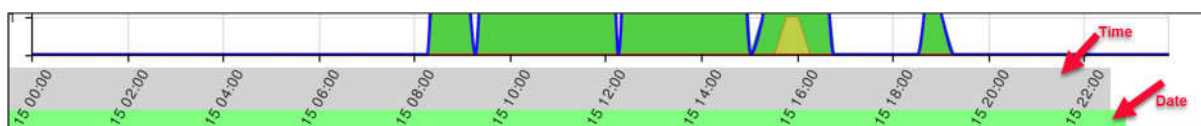


How to Interpret Logical Solutions VoIP Daily Report

The VoIP report is generated daily and emailed to users. Please note that these reports are generated from live data from your PBX instance but are not generated from the PBX itself.

They are generated from a 3rd party VoIP monitoring solution that is part of the Logical Solutions VoIP offering.

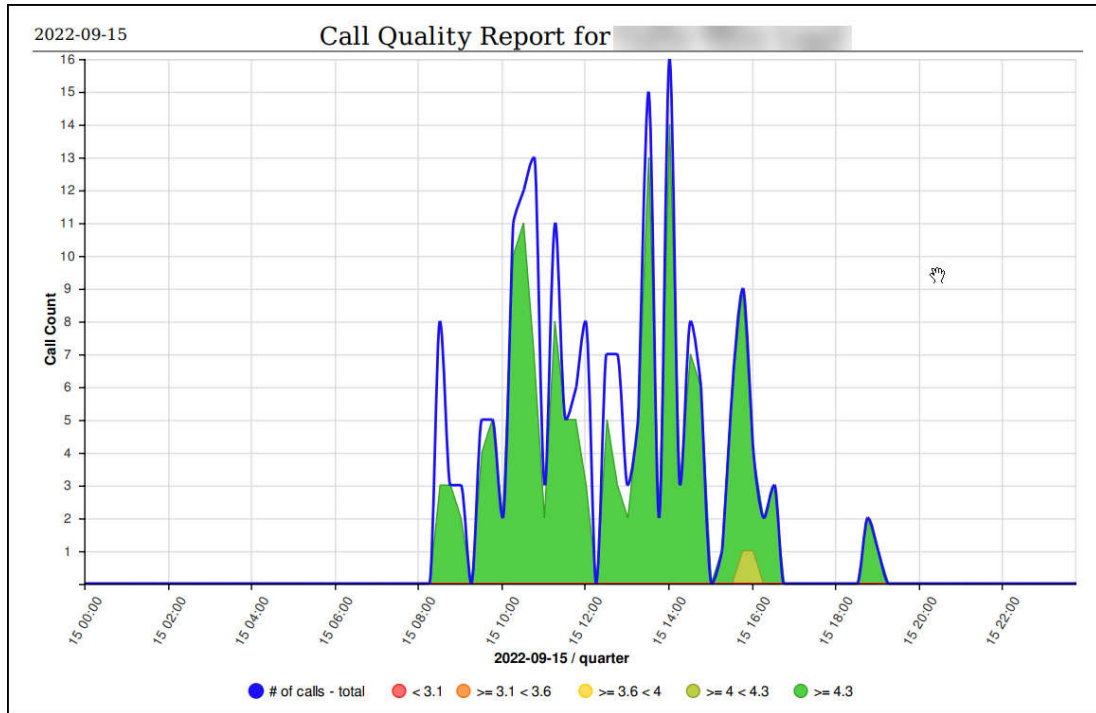
Important Note, the time scale across the bottom of the page includes the date.



Report 1 – Call Quality

In the VoIP world, call quality is measured by a MOS (Mean Opinion Score). As you can see from the graph, the score rates the quality of the call and the colour of the graph changes based on the result of your calls.

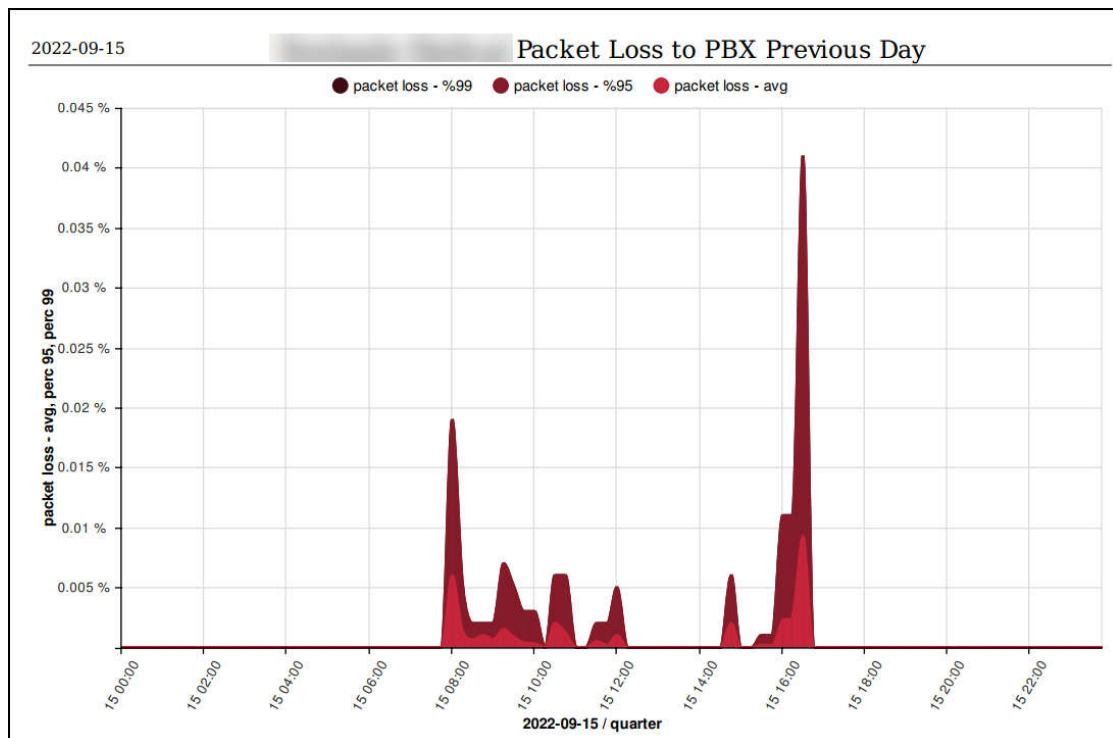
Call Quality	MOS
Best	over 4.34
High	4.03 - 4.34
Medium	3.6 - 4.03
Low	3.1 - 3.6
Poor	below 3.1



The Above call Quality report shows most calls in the green (excellent quality), with a single call at around 3:15 pm of slightly lower quality.

Report 2 – Packet Loss

The packet loss is measuring data loss from the end client (Phone) to the hosted PBX. It also measures any loss to our upstream provider. In this graph, the lower, the better and any high results can show some type of networking issue.

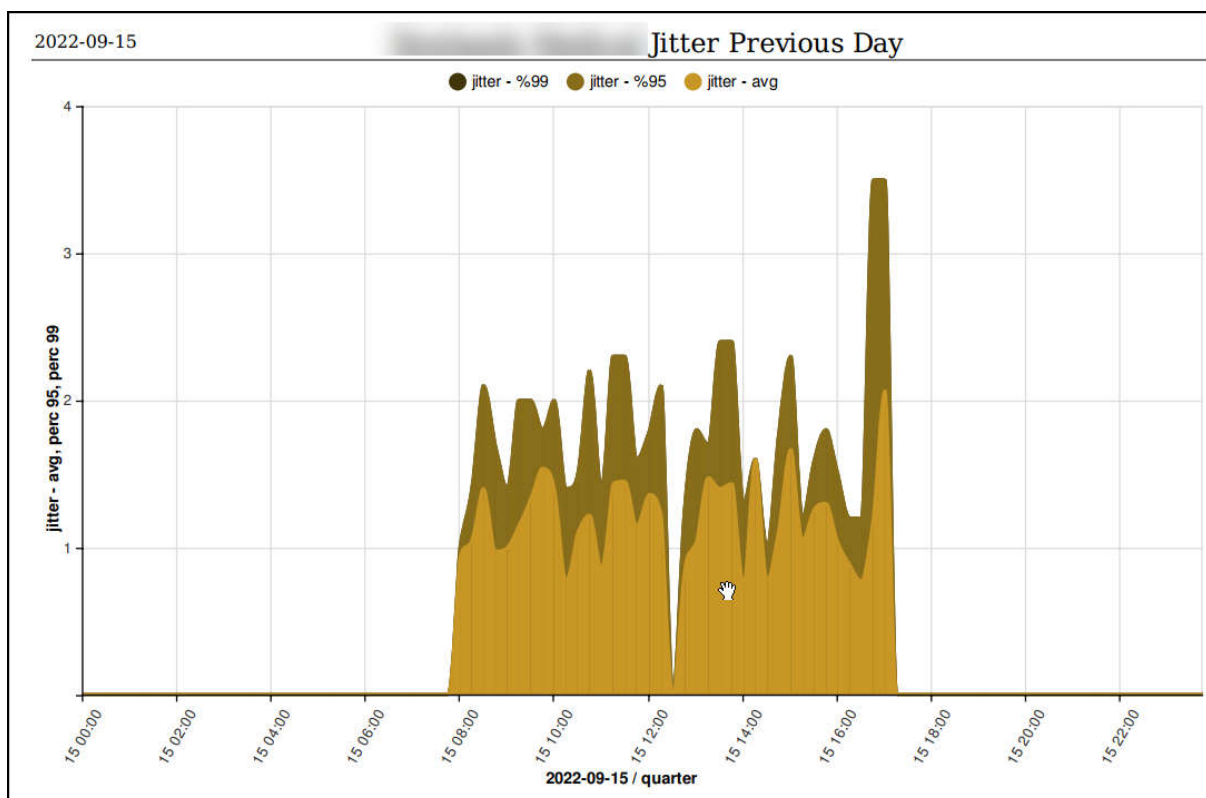


Report 3 – Jitter

Jitter is a little more challenging to get your head around. The first thing you need to understand is that all real-time services (like VoIP) hate jitter.

What is Jitter? – Jitter is the time it takes for your phone to send data to the phone server at an instance and then measured again. The difference between these results is called Jitter.

As a rule of thumb, Jitter should always be below 10.



If you would like further information, please contact the Logical Solutions helpdesk, and our team will be able to assist you further (helpdesk@logicalsolutions.co.nz)