

TRANSCRIPT:

TROUBLESHOOTING VOIP SUBSCRIBER ISSUES IN TRUVIZION

[intro music]

Hi, this is Rick.

If you're providing voice service over a DOCSIS network, then you know that VoIP is much more sensitive to network issues like latency or codeword errors.

This can mean multiple lengthy phone calls with your support department as they try to troubleshoot an issue.

TruVizion gives your staff the tools they need to properly troubleshoot a voice customer and to be able to do it faster and more efficiently.

Here's a quick demo.

Right now, we're looking at the Modem Diagnostics screen.

This is an actual customer device although they are not necessarily having voice issues, and the customer information isn't real.

I can see already that the upstream transmit power for this modem is in an alert state.

Everything else looks good with the modem as well as the port that it's connected to.

If a customer has VoIP service, you can click on a Voice tab.

When I do that, additional voice stats will load.

I still have the information about the customer device right here.

Below that, I see the line status which is helpful.

Sometimes, the problem is as simple as a phone being off the hook.

In this panel, I see that we have a battery issue with this device.

When I hover over the alert, I see that the battery is actually missing in this case.

That's something to make note of, but the device is online.

In this panel, we see the MOS scores for the last 10 calls, which can tell us if the customer has been experiencing some call quality issues.

We do see that there was one call where the MOS scores are in an alert state.

I can drill into this report to get additional information on what the SNR stats were during those calls by clicking right here.

This can help me troubleshoot the root cause of the problem.

In this case, I can see that the transmit power was in a warning state during the last 10 calls.

As you can see, TruVizion can significantly reduce troubleshooting time, which means lower costs for you and happier customers.

For a full demonstration of all TruVizion can do, give us a call at 800-909-9441 or go to www.TruVizion.com and register for one of our live demos.



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