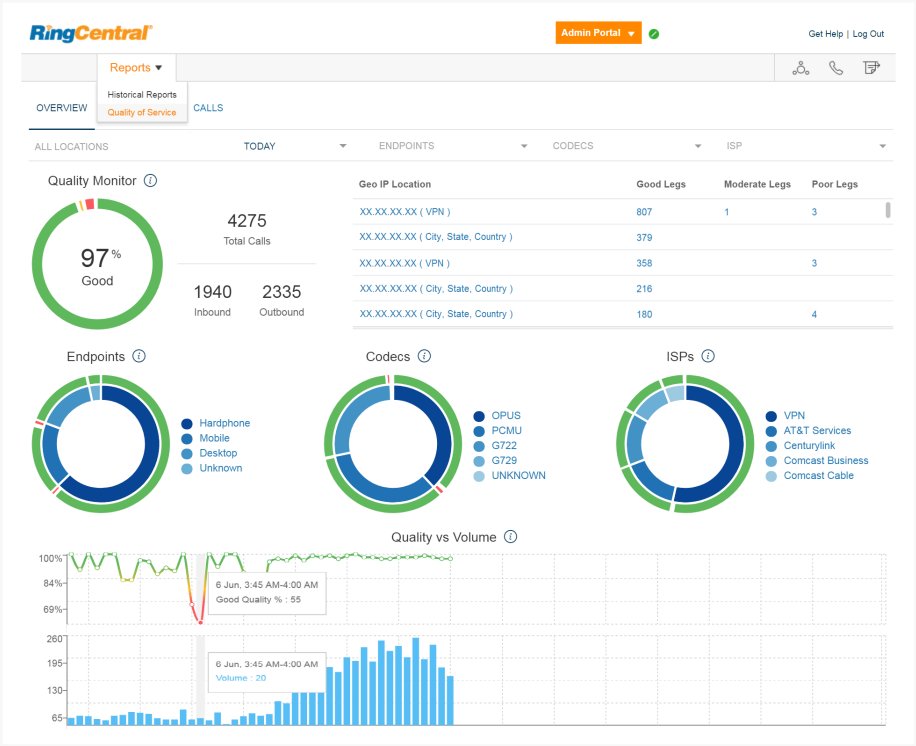
Quality of Service Analytics

RingCentral Quality of Service Analytics gives you the ability to anticipate and diagnose call quality issues impacting your users. In near real time, troubleshoot problems globally before they escalate to critical issues.



The Overview dashboard allows you to easily monitor, analyze, and resolve issues proactively.

How it works

When making a voice over IP (VoIP) phone call, the sound of your voice is broken into thousands of packets. These packets travel various paths on the internet to RingCentral and on to their final destination, where they are reassembled.

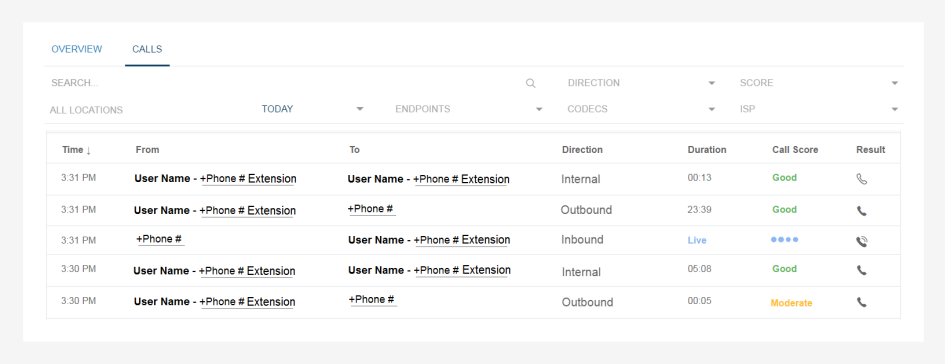
Many factors can affect packets on this journey, and thus impact the quality of the call. The three most common are latency, jitter, and packet loss. By collecting quality of service (QoS) information on both media streams for each call participant, RingCentral can provide in-depth analytics for quick identification of any poor-quality calls and patterns in problematic calls for immediate isolation, troubleshooting, and resolution.

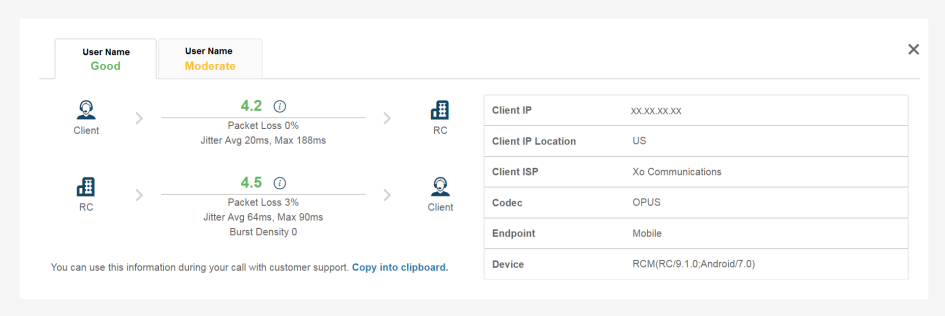
Features and benefits

- **Powerful dashboard** displays call quality information, giving you the ability to diagnose issues in near real time.
- **At-a-glance overview** of the global health of a phone system, incorporating multiple scenarios for proactive monitoring and investigation.
- **Analysis of the user experience** based on their device type.
- **Pinpoint problematic calls** to identify patterns in quality degradation on country, regional, and local levels.
- **Ability to compare** between voice codecs and internet service providers.
- **Analysis of voice quality** over time and in relation to call volume.
- **Extension analytics** allow tracking of quality trends down to the individual user level.
- **Fast search** for specific calls with in-depth information for each caller involved in a conversation.
- **Easy-to-understand quality scores** for media streams based on transport information: jitter, latency, packet loss, and codecs.

The RingCentral Quality of Service page helps you to locate or compare particular calls.

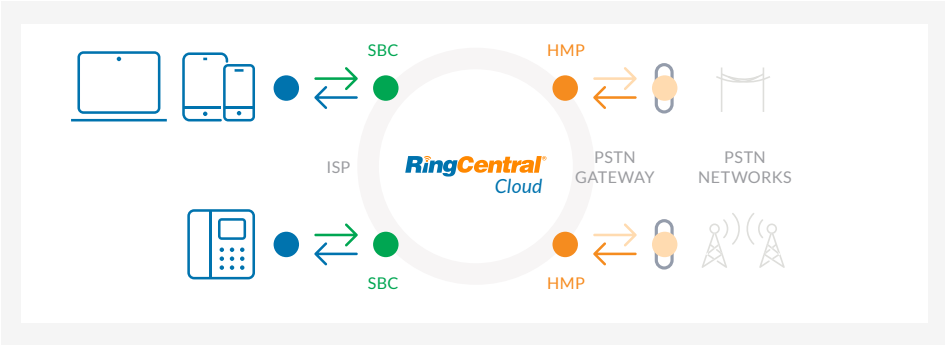
- Flexible, intuitive search for fast issue identification
- Multidimensional filters to deal with user escalations in proactive and reactive scenarios
- Detailed information for each call participant to identify the root cause





Call Card allows you to see the QoS details for each call participant in separate tabs. Each tab contains QoS details for the upstream: from the client to the RingCentral grid (green arrow on the picture to the right); and for the downstream: from the RingCentral grid to the client (blue arrow).

In the future, we will be able to provide additional information for the RingCentral side up to the PSTN (public switched telephone network, yellow arrow).



Quality of Service Analytics can help an administrator understand:

- Overall health of phone service
- Compare locations, regions, and offices for quality trends
- User experience of a particular group of users
- Quality changes of the course of a day due to overall call volume
- Codec data transmission reaction to network issues

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