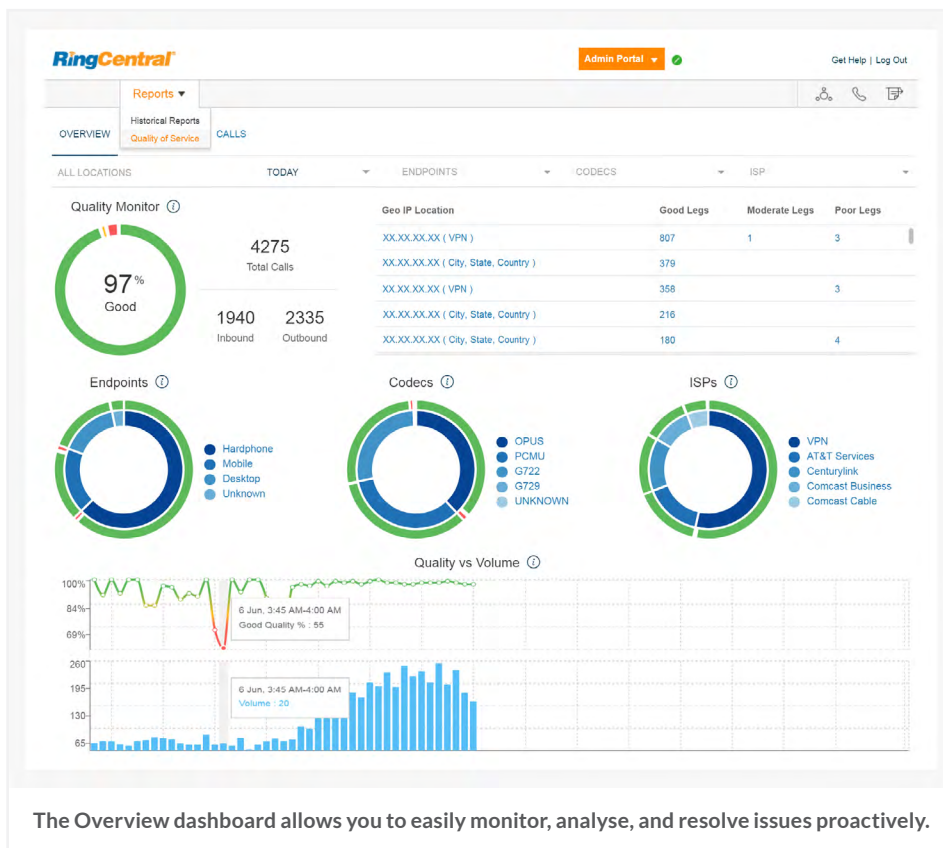


# Quality of Service Reports

RingCentral Quality of Service Reports enables you to anticipate and diagnose call quality issues impacting your global users and to troubleshoot potential problems in near real time.



**Quality of Service Reports allows you to proactively monitor, analyse, and resolve call quality issues. Here are some of the questions it can help answer:**

- What is the overall health of my phone service?
- Where are the majority of my call quality problems occurring across my various site locations? Is there a particular location that needs to be investigated?
- Is a particular subset of users experiencing an unusual decline in call quality (hard phone users, mobile, desktop, specific ISP or codec users)?
- How does my call quality change over the course of a day? Is it affected by the overall volume of calls?
- How does a particular codec cope with network issues?

## Features and benefits

- Powerful dashboard with interactive graphical representations of call quality information to assist IT managers in ensuring that every conversation is coming across loud and clear
- At-a-glance overview of the global health of a phone system, incorporating multiple scenarios for proactive monitoring and investigation
- Ability to pinpoint a particular concentration of problematic calls to accurately identify patterns in quality degradation at the country, regional, and local levels
- Ability to compare quality between voice codecs and internet service providers
- Analysis of voice quality over time and in relation to call volume
- Tracking of quality trends down to the individual user level
- Filtering by 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

Time ↓	From	To	Direction	Duration	Call Score	Result
3:31 PM	User Name - +Phone # Extension	User Name - +Phone # Extension	Internal	00:13	Good	📞
3:31 PM	User Name - +Phone # Extension	+Phone #	Outbound	23:39	Good	📞
3:31 PM	+Phone #	User Name - +Phone # Extension	Inbound	Live	★★★★	📞
3:30 PM	User Name - +Phone # Extension	User Name - +Phone # Extension	Internal	05:08	Good	📞
3:30 PM	User Name - +Phone # Extension	+Phone #	Outbound	00:05	Moderate	📞

### 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 over the course of a day due to overall call volume
- Codec data transmission reaction to network issues

Client → **4.2** (🕒) → RC  
 Packet Loss 0%  
 Jitter Avg 20ms, Max 188ms

RC → **4.5** (🕒) → Client  
 Packet Loss 3%  
 Jitter Avg 64ms, Max 90ms  
 Burst Density 0

Client IP	XX.XXX.XXX
Client IP Location	US
Client ISP	Xo Communications
Codec	OPUS
Endpoint	Mobile
Device	RCM(RC/9.1.0;Android/7.0)

You can use this information during your call with customer support. [Copy into clipboard.](#)

Each report tab contains QoS details for:

- Upstream--from the client to the RingCentral grid (green arrow on the picture below)
- Downstream--from the RingCentral grid to the client (blue arrow)

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

