

Effectively Troubleshoot VoLTE Call Drops

THE OPPORTUNITY

A tier one operator wants to accelerate the uptake and use of VoLTE services. Subscribers have been offered new VoLTE-enabled devices as part of a regional promotion. Unfortunately, initial employee trials with these devices in the region indicate VoLTE call drop ratios are increasing. The operator is concerned that:

- Isolating the cause of these drops will consume troubleshooting teams and require costly escalations.
- Inability to resolve the problems quickly will delay the targeted launch of VoLTE services.

How can this operator isolate the cause of dropped VoLTE calls?

THE DETAILS

There are a number of issues that can contribute to VoLTE call drops. Coverage gaps often occur due to changes in topology or neighbor cell interference. Visibility to the SIP messages between the Call Session Control Function and the Telephony Application Server can provide valuable information about current and future RAN coverage needs.

Phased upgrade activities can result in mismatched software loads and incompatible handover situations between eNodeBs. Examination of failure cause messages between the PGW and PCRF will help to isolate problematic MME tear down of associated bearers.

THE RESULTS

NETSCOUT'S VoLTE solution

- Enables visibility across RAN, CORE and IMS domains for the most comprehensive troubleshooting of every VoLTE call hop and handover.
- Efficiently pinpoints areas where additional capacity or signal boosts are needed to ensure connectivity.
- Allows for real-time monitoring of interoperability issues introduced during maintenance windows.



20-30%
troubleshooting
improvement

Our experience with early VoLTE deployments enables swift implementation of field-proven best practices

CONTACT
AN EXPERT



Our VoLTE solution delivers the visibility and insights you need to ensure you are ready to roll with your VoLTE launch. Contact one of our experts to receive more information about our VoLTE offering.



Americas East

310 Littleton Road
Westford, MA 01886-4105
Phone: 978-614-4000
Toll Free: 800-357-7666

Americas

3033 W. President
George Bush HGWY
Plano, Texas
USA 75075

EMEA

One Thames Valley
Wokingham Road
Bracknell, Berkshire
RG42 1NG

APAC

238A Thomson Road #23-02/05
Novena Square Tower A
Singapore
307684 SG

NETSCOUT offers sales, support, and services in over 32 countries.

For more information, please
visit www.netscout.com or call us
at 1-800-833-9200 option 1
or +1-469-330-4000

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