

nGeniusONE Enables IT to Ensure Signaling and Voice Quality of Microsoft Lync Service

SOLUTION AT A GLANCE

- nGeniusONE™ pinpoints voice quality and call signaling issues during migration to Microsoft Lync
- End to war room finger pointing, fosters greater collaboration between IT staff and vendors, and enhances IT productivity and efficiency
- IT ensures highest quality communications and customer service experience



Ranked among the top 25 property casualty insurer groups in the nation, this 45-year-old personal/commercial insurance company has a stellar industry reputation. The company's campus-based employees and at-home insurance agents rely heavily on their phones to conduct day-to-day business, which is why maintaining the highest quality communication experience is essential.

The Challenge: IT Unable to Pinpoint Source of Voice Quality and Call Signaling Issues

For IT, there's nothing worse than unhappy internal customers. This was proving to be the case for this national insurance company, where ensuring the signaling and voice quality of communications for numerous campus-based employees and at-home insurance agents was presenting quite the IT dilemma.

The company was undergoing a company wide migration to Microsoft Lync® IT and as it was rolling out, call quality issues began to appear. As the problem dragged on for months, the IT staff was caught up in a classic multi-vendor finger pointing exercise as they failed to isolate the source of the issues to either Microsoft Lync servers, the Audio Codes gateway or yet another vendor's gateway. The company faced further time lost and delays in problem resolution while the customers and service reps continued to suffer through poor call experiences.

The Solution: nGeniusONE Reveals Two Sources Causing the Quality Issues

To address the company's call quality issues, IT turned to NETSCOUT® to help reveal the root cause of the persistent problem. Using the nGeniusONE™ Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology and nGenius® UC Server, IT was able to quickly and easily distinguish how complex the issue was when it revealed there were two problems impacting customer calls

in the call center. Efficiently designed workflows leveraging advanced voice statistics helped the UC staff uncover quality of service (QoS) configuration errors that were part of the problem affecting call quality. A quick re-configuration of the networking equipment resolved that issue.

Employees were still complaining of noise on some of their customer calls. The nGeniusONE solution enabled the IT staff to resolve this second problem using mean opinion score (MOS) analysis capabilities to research the audio problem occurring somewhere within the multivendor environment, isolating the specific phone sets with poor quality. To rectify the problem, some of the phones needed to be upgraded with additional noise cancellation functionality. Once upgraded, the service reps heard everything they needed to satisfy their customers' requests.

Value: Improved IT Productivity and Efficiency

The nGeniusONE solution rapidly solved a pair of vexing IT problems that had been lingering for months without resolution. The invaluable insights provided by this powerful solution have eliminated finger pointing, fostered greater collaboration between IT staff and vendors, and enhanced overall IT productivity and efficiency.

Having a complete UC performance management solution has dramatically improved the company's Microsoft Lync service delivery for both signaling and voice quality, ensuring the highest quality communications for employees, agents and customers.

nGeniusONE enabled IT to:

- Quickly resolve problems, improving IT productivity and efficiency.
- Eliminate vendor finger pointing while improving collaboration.
- Improve confidence in their Microsoft Lync service deployment.



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