

Optimize the VoLTE Experience: Proactively Monitor Audio Gaps

The Opportunity

This large North America Carrier Service Provider (CSP) takes their #1 market position seriously, striving to provide a superior experience to every subscriber on every call.

One of the main measurements of success for this CSP is the "Average Audio Gap Ratio" Key Performance Indicator (KPI). Keeping this KPI at its targeted ratio ensures that customers are continuing to have an excellent experience on their network. This KPI reflects complete visibility of calls from beginning, middle, and end determining speech issues and also indicating to their executive team the quality of a customer's experience.

This CSP delivers on their reputation by closing the audio gaps.

The Details

Audio gaps range from small to very large - from not impacting user experience to users actively hearing bad quality on their voice calls. This operator recognized that counting on their customers to report a poor audio issue is not a winning strategy.

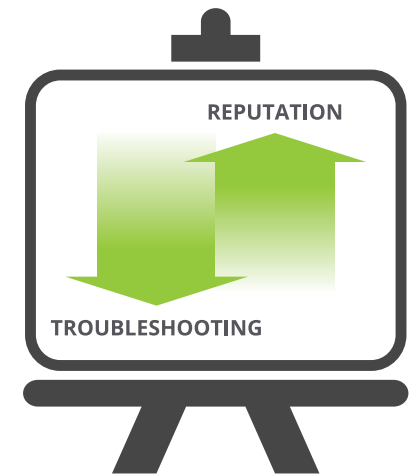
Utilizing NETSCOUT® service assurance solutions, they now have an audio gap report providing complete visibility to capture gaps from beginning, through the end of a session. They've moved from being reactive to customer complaints to proactively addressing problematic cell sites.

What takes some operators weeks to investigate, takes this operator only minutes.

The Results

With NETSCOUT's Solution, this CSP:

- Gains complete visibility into small and very large audio gaps
- Receives detailed reporting of audio gap for the call beginning, middle, and end
- Identifies audio quality issues before they impact subscribers



**REDUCE TOTAL TIME TO
TROUBLESHOOT AUDIO GAP
ISSUES FROM WEEKS TO MINUTES**

CONTACT
AN EXPERT



To learn how to create KPIs that proactively monitor audio gaps.



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