



FEB 8 - 10, 2017 | Fort Lauderdale, FL

ITEXPO®

The Communications and
Business Transformation
Event of 2017



AT WORK COMMUNICATIONS AT WORK COMM

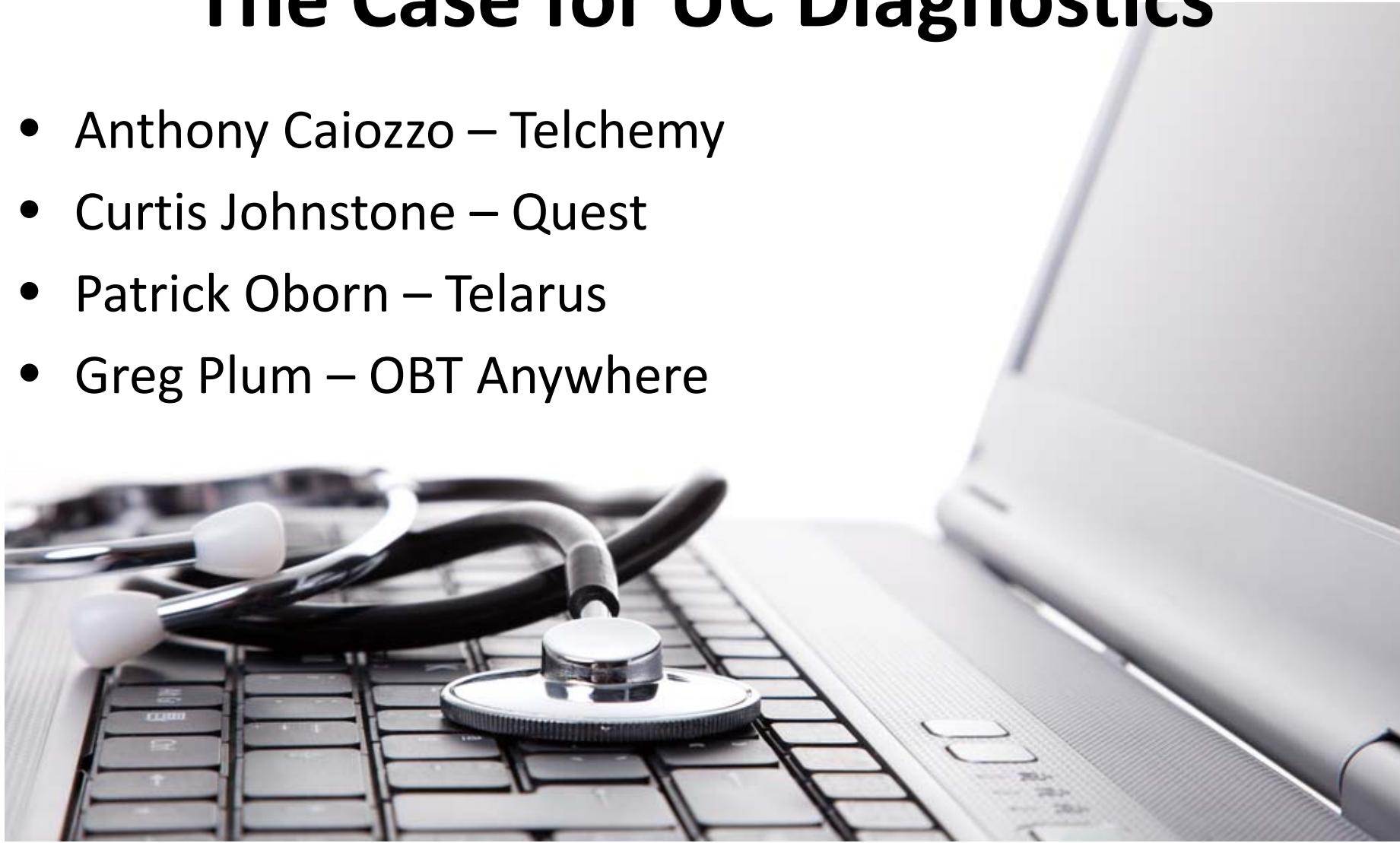
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The Case for UC Diagnostics

- Anthony Caiozzo – Telchemy
- Curtis Johnstone – Quest
- Patrick Oborn – Telarus
- Greg Plum – OBT Anywhere



The Dilemma



What is the best first step to resolve issues for users having problems with UC?



What Are We Looking for?

- MOS
- Latency
- Packet Loss
- Jitter
- Outages



Is there an optimal method for proactively measuring, reporting and taking action based on information gathered?



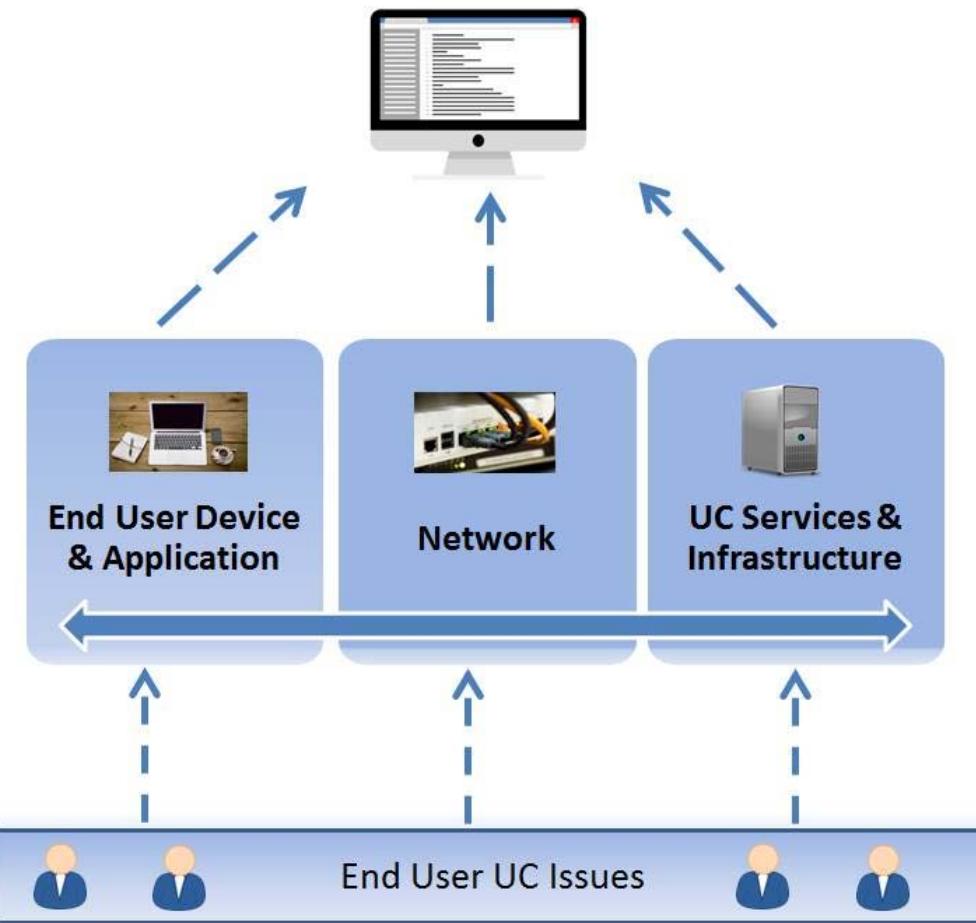
Voice Quality Monitoring

MOS
Mean Opinion Score

Latency,
Packet Loss,
Jitter, Etc.

24x7x365 to
Management
System

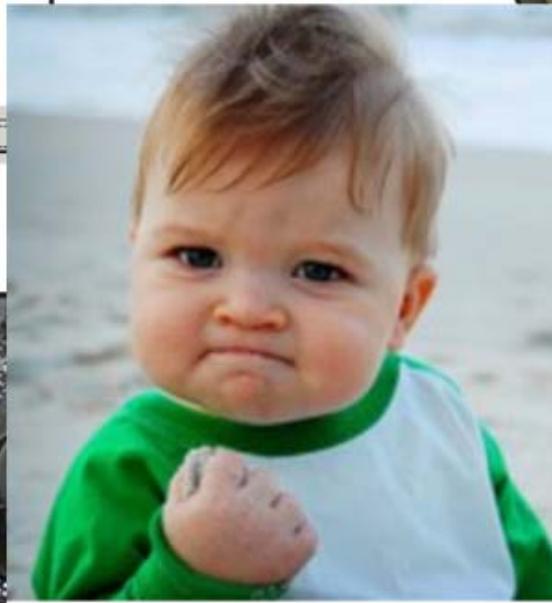
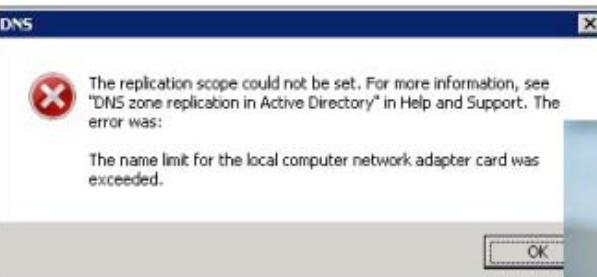
End-to-End UC Diagnostics



Real World Example



Is there anything that gets overlooked when diagnosing UC issues?



Thank you!!

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