

VIAVI

Unified Communications

VIAVI Observer's intuitive visualizations and highly-optimized workflows transform KPIs into answers

How much time are you spending troubleshooting UC issues?

Survey says:

The VIAVI 2023 State of the Network Study shows that **49%** are spending **10-20 hours** and **42%** are spending **up to 10 hours**.



How do we address this issue?

To reduce troubleshooting time and costs while effectively assuring UC services, VoIP Engineers must be able to efficiently identify problems, pinpoint root cause, and resolve issues fast.



Actionable Global, Site, and Single Call UC Visibility

UC Performance Dashboard

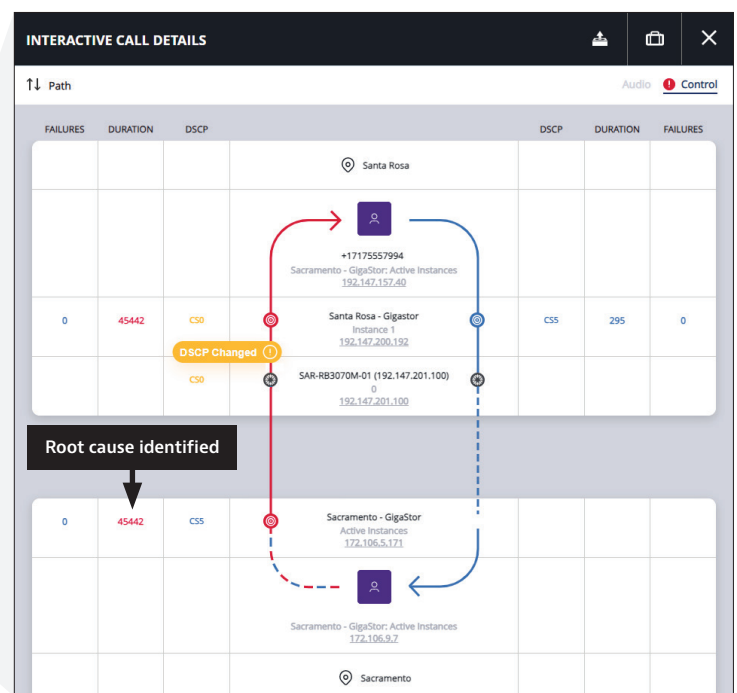
Provides a global view of UC performance across all sites, clearly highlighting where and when problems are occurring.

UC Site Dashboard

Details call quality by site pairs, network interface utilization, DSCP breakdown, and call quality by hosts and individual calls.

UC Interactive Call Details

Visualize the journey of a single call, through the infrastructure devices responsible for that call, highlighting the origins of quality degradation, with direct access to relevant packets.



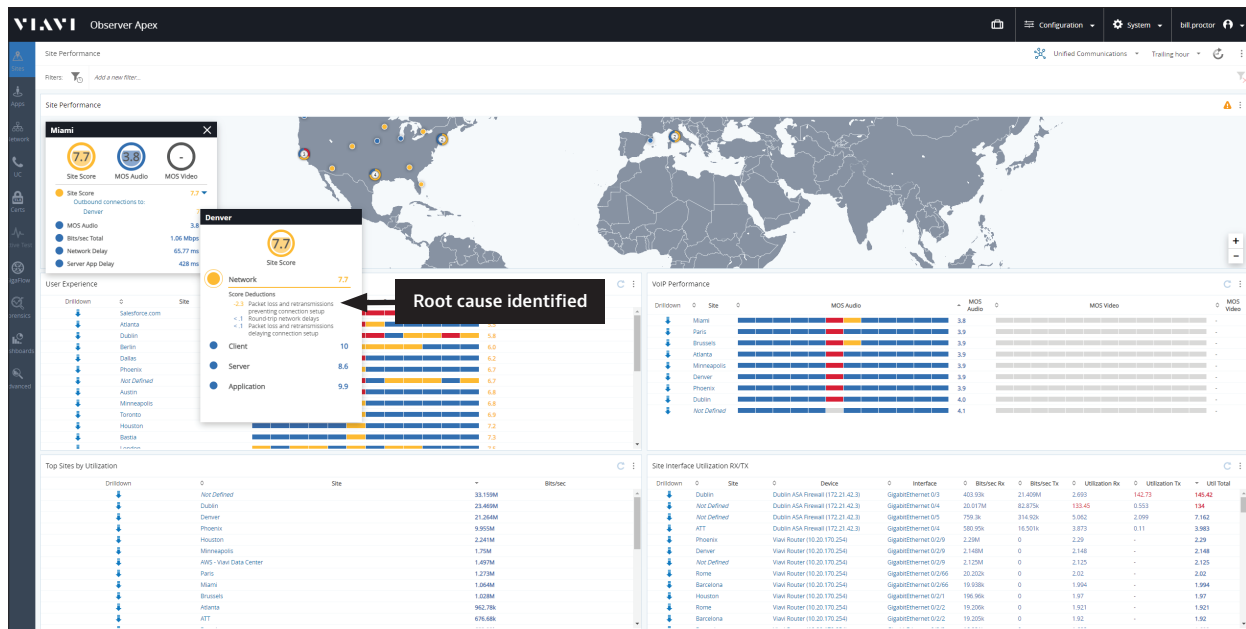
Today's VoIP experts face a multitude of UC management and troubleshooting challenges:

- Managing and integrating multiple UC platforms
- Validating reported issues and then understanding scope, severity, and impact
- Proactive and efficient incident identification, response, and resolution

With the VIAVI Observer platform, users can:

- Assess UC performance across all sites, a single site, a single user, or a single call.
- Quickly gain visibility into key UC performance indicators
- Reduce the time needed to move from problem identification to resolution

Only VIAVI Observer combines patented End-User Experience Scoring and UC performance across all sites with automated domain isolation and interactive call details.



Observer dashboards seamlessly integrate infrastructure flow data and packet-based analysis..
In this case a network problem is the cause of degraded audio.

VIAVI Observer Apex provides:

- Seamless integration of packets, metadata, and enriched flow
- Proactive 24x7 monitoring views
- Realtime troubleshooting views
- Call setup and call stream analysis combined into single view
- Separate tracking for video and audio streams
- Efficient packet extraction for a single call for a specified time period
- Easy searchability for UC endpoints, sites, phone numbers, etc.
- Accelerated root cause analysis for Call Quality (RTP) and Setup (SIP) problems
- Interactive call details that visualize a call moving through the infrastructure highlighting quality-impacting issues

[Click here](#) to learn more about VIAVI Performance Monitoring Solutions.



Contact Us **+1 844 GO VIAVI**
(+1 844 468 4284)

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