Session Experience Manager - Optimize Your Voice Quality

Technical Specifications

Voice Quality Measurement	
Call rating measured metrics	- Mean Opinion Score (MOS) (as specified by ITU-T recommendation P.800) - Jitter - Packet Loss - Delay (or Latency) - Echo
Call quality policy	- Three sensitivity zones (green, yellow, and red) configurable per media port group. Defaults available
Monitoring end points	- AudioCodes SBCs and Media Gateways probe the network. No need for external dedicated probes
Main capabilities	
Contextual reports	- Entire network - Selected devices - Selected links - Per time selection
Call trend statistics	- Call performance: • Failed calls vs. successful calls • Average Call Duration (ACD) • Failed calls percentage - Call quality: • MOS /Jitter/Packet loss/Delay graphs - Utilization: • Received and transmitted average traffic load (Kbps) - Summary: • Failed Calls – top reasons summary • Calls quality and bad quality cause split summary (pie chart) • Average utilization (Kbps)
Per call details	- Call lists (per device/link): • Summary • Media and control extensive information • Search • Various filters and sorting capabilities - Extensive voice quality details: • Per MOS/Packet Loss/Delay and Echo metric • Trends over time during the call • Poor Quality By MOS /Jitter /Delay /Packet Loss Rate • Fax Quality
Alarms	- Alarms from devices, activated upon user defined threshold • Active alarms • History alarms • Alarm details in both active and historical views • Search entire alarm table for any data string
Reports	- Network and trend reports (per device/link): • Summary • Voice quality • Network Utilization - Top user reports: • Call count • Call duration • Poor quality by MOS/jitter/delay/packet loss rate • Fax quality
Platforms	
Supported AudioCodes products	- Enterprise Session Border Controllers (E-SBCs) and Media Gateways : • Mediant 800 • Mediant 1000B • Mediant 2000 • Mediant 3000 • Mediant 4000 • MP1XX
Supported databases	- Oracle
Supported platforms	- CentOS, VMware
Minimum/recommended server hardware	- CPU: Intel Xeon E5504 (4MB Cache, 2.00 GHz) • RAM: minimum 2 GB RAM • Storage : 160 GB • DVD-ROM

About AudioCodes

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and Data networking products and applications to Service Providers and Enterprises. AudioCodes is a VoIP technology market leader focused on converged VoIP & data communications and its products are deployed globally in Broadband, Mobile, Enterprise networks and Cable. The company provides a range of innovative, cost-effective products including Media Gateways, Multi-Service Business Routers, Session Border Controllers (SBC), Residential Gateways, IP Phones, Media Servers and Value Added Applications. AudioCodes' underlying technology, VoIPerfectHD™, relies on AudioCodes' leadership in DSP, voice coding and voice processing technologies. AudioCodes High Definition (HD) VoIP technologies and products provide enhanced intelligibility and a better end user communication experience in Voice communications.

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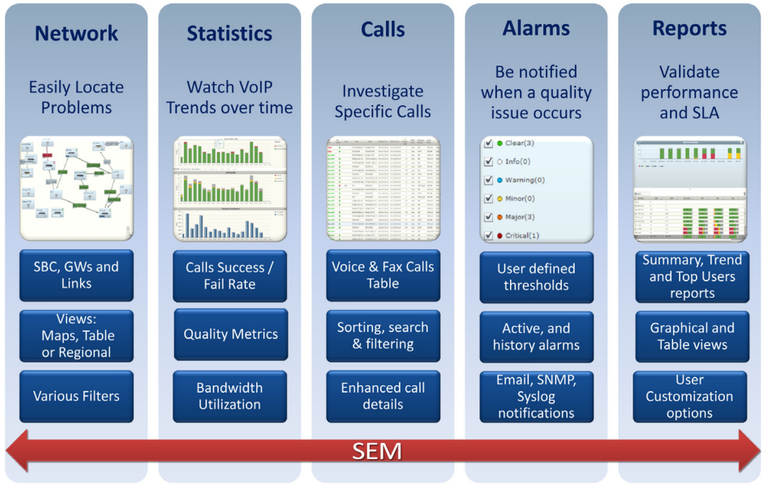
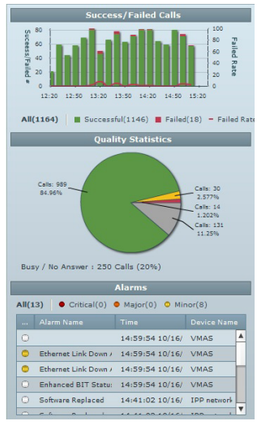
Guarantee effective utilization, smooth performance and delivery of expected QoS and SLAs of your VoIP network and services.

AudioCodes Session Experience Manager (**SEM**) is an intelligent analysis tool designed to monitor the quality of Voice over IP calls within the enterprise network and its connecting trunks to service providers. By leveraging SEM, IT managers and administrators of hosted and managed services get a detailed view of the quality of voice traffic, allowing them to quickly identify, fix and prevent issues that can affect the voice calling experience at the enterprise.





Intelligent Analysis of Voice Experience

SEM collects real-time statistics for voice and fax call attempts and IP traffic from AudioCodes devices within the enterprise network locations.

SEM presents intuitive graphical dashboard screens of the network elements, links and their associated VoIP measurements, forming a complete picture of the organization's current and historical VoIP quality.

SEM provides an in-depth analysis with zoom-in reach on specific network elements and links such as SIP or TDM trunks.

SEM monitoring probes are provided on AudioCodes' devices such as Enterprise Session Border Controllers and Media Gateways.

SEM does not require any network changes or additional network probes.

SEM integrates with AudioCodes Element Management System (EMS), enabling convenient device configuration updates as a quick remedy to identified performance issues.

AudioCodes

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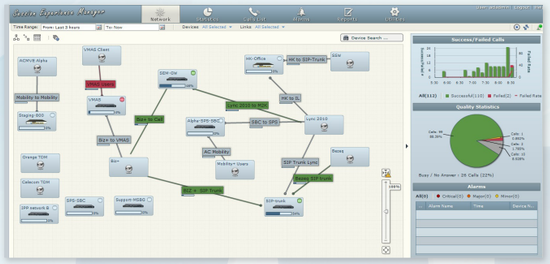
SEM

SEM Main Applications

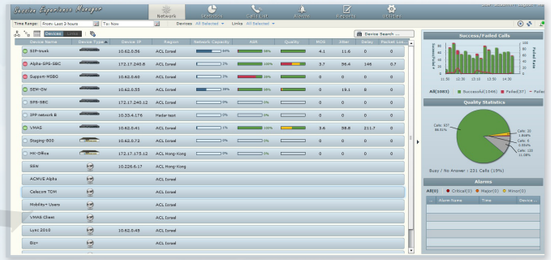
Network Map:

View a graphical, real-time snapshot of your entire VoIP network's quality, enabling you to identify quality issues promptly and perform effective triage. The Network Map displays all monitored devices, the connections between them, and their current quality status.



Network Table:

View all devices and links between them in sorted lists with associated voice quality metrics, enabling accurate root cause analysis and rapid identification of sources of quality degradation. Side-panel dashboard displays network status summary, graphic visualization of call success ratio, voice quality and alarms.



Alarms and Reports:

Real-time and historical alarms triggered upon occurrence of VoIP quality issues with user defined thresholds, combined with search, sort and filter capabilities. Flexible summary, trend and top users reports per device or link, including user choice of tracked parameters and viewing options, and a unique fax transmission quality analysis.

Time Based Statistics:

Use the time-based statistics graphs for average call success/fail rates, quality metrics, and VoIP network bandwidth utilization to rapidly identify and isolate momentary problems and perform smarter network capacity planning.

Call Drill Down:

Filter and search call records simply and effectively. Calls can be filtered by called party, caller, time/date, fail or success status, call quality metrics, and call duration. Convenient drill down to the details of a given call, including quality rating, control and media information, trends and alarms. Call trends enable rapid analysis of the call performance over the entire call duration, including time-based views of MOS, jitter, packet loss, delay and echo.