

Call Analyser

From the itemised call page is an option to 'view' a call. This presents analysis of the call quality.

Call Quality

Average MOS Score

Mean Opinion Score (MOS) is a way of measuring the overall quality of a call, with 5 being excellent and 1 being bad, generally anything above 2.5 is considered acceptable.

Average Packet Loss

If there is a lot of packet loss on a call, parties may not be able to hear each other and may experience choppy audio.

Average Jitter

Jitter is a delay between packets on a phone call. Average jitter should ideally be less than 70ms.

Call Summary

A technical summary of the call including devices, caller and callee details.

SIP Packets

A summary of the SIP packets which have been exchanged to facilitate the call.

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