Unified Communications Analysis

For SteelCentral AppResponse 11

Real-time and historical analysis of voice and video performance calls with the ability to drill-down to the underlying problem and understand the interaction of voice and data traffic.

Both voice-over-IP (VoIP) and multi-point video/telepresence can help organizations reduce telecommunications operating costs while delivering the high call quality that users expect. However, ensuring a quality user experience requires effective management, including a monitoring solution that will proactively identify issues and enable rapid troubleshooting.

The Unified Communications Analysis (UCA) module for Riverbed® SteelCentral™ AppResponse supplies real-time and historical data in a business context about both application performance and voice and video call quality. The Unified Communications Analysis module is an optional module for SteelCentral AppResponse 11 and is based on real voice and voice calls with the ability to drill-down to the underlying problem source and understand the interaction of voice, video and data traffic.
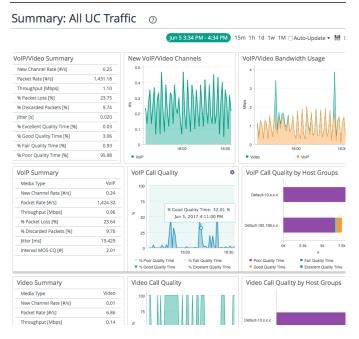
Benefits

- Deliver consistent and reliable voice, and video performance
- Proactively monitor voice and video call quality and resolve issues before they affect end users
- Minimize the impact of performance degradations or unplanned outages on VoIP and video services
- Easily troubleshoot the source of poor call quality with real-time, web-based dashboards for quick resolution
- Reduce complexity and improve collaboration between IT professionals with a single solution for voice, video and data services

Key Features

The key capabilities of the UCA module include:
- Vendor agnostic solution
- Passive analysis of voice and video
- P.564 class 1 compliant MOS analysis
- Rich set of RTP metrics on a per-call, per-channel basis
- Automatically detects active calls and provides incremental quality statistics
- Tracks QoS priority settings on the network
- Holistic solution for voice, video and data applications
- Business-level views of overall network health and VoIP performance

Summary: All UC Traffic ⓘ

Jun 5 3:34 PM - 4:34 PM   15m 1h 1d 1w 1M ☐Auto-Update ▾

VoIP/Video Summary
New Channel Rate [#/s]	0.25
Packet Rate [#/s]	1,431.18
Throughput [Mbps]	1.10
% Packet Loss [%]	23.75
% Discarded Packets [%]	9.74
Jitter [s]	0.020
% Excellent Quality Time [%]	0.03
% Good Quality Time [%]	3.06
% Fair Quality Time [%]	0.93
% Poor Quality Time [%]	95.98

VoIP Summary
Media Type	VoIP
New Channel Rate [#/s]	0.24
Packet Rate [#/s]	1,424.32
Throughput [Mbps]	0.96
% Packet Loss [%]	23.64
% Discarded Packets [%]	9.76
Jitter [ms]	19,429
Interval MOS-CQ [#]	2.01

Video Summary
Media Type	Video
New Channel Rate [#/s]	0.01
Packet Rate [#/s]	6.86
Throughput [Mbps]	0.14

Figure 1

The UCA module provides drill-downs into calls and channels and you can group by call user or media type.

Insights

- Individual: UC Host Group
- Summary: All UC Traffic
- Summary: VoIP/Video Calls

Navigator Views

- All UC Traffic
- Call User Groups
- Media Types
- Individual Calls
- Individual Channels

VoIP metrics

Call Quality Metrics
- Listening, conversational and transmission quality
- MOS ratings with ACR
- ITU and TTC scaling – MOS-LQ

Call Setup Diagnostics
- SIP, Cisco SCCP (Skinny), H.323

Jitter Buffer Metrics
- Out-of-sequence packets, lost packets, discarded packets and corrected packets

IP/RTP Metrics
- Burst length/density, gap length/ density, and Type of Service (TOS)

Degradation Factors
- Percentage contribution of loss, jitter, and codec to call degradation

Interface Protocol Compatibility
- UDP, RTP (RFC3550)
- Spans VLAN encapsulated traffic

About Riverbed

Riverbed enables organizations to modernize their networks and applications with industry-leading SD-WAN, application acceleration, and visibility solutions. Riverbed's platform allows enterprises to transform application and cloud performance into a competitive advantage by maximizing employee productivity and leveraging IT to create new forms of operational agility. At more than $1 billion in annual revenue, Riverbed's 28,000+ customers include 97% of the *Fortune* 100 and 98% of the *Forbes* Global 100. Learn more at riverbed.com.

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