Communicator – Call Quality Feature 6.7.1 & Above

Call Quality Metrics provide the user with details about the call and network quality during a call.

These details include information like:

- MOS Score
- Round Trip Time
- Packet Loss
- Jitter

In a word, it helps with troubleshooting potential network issues during a call. During a call, a Call Quality indicator will appear in the upper right corner of the call window, giving rough information about the call and network quality. The Call Quality window will appear by clicking on it, providing more detailed information about MOS Score, Round Trip Time, Packet Loss, and Jitter.

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Ongoing Call	<u>ل</u> ا ک	3 ♀ †! 晍
Dialpad		CallQuality Excellent
	Ronald Krause	0
	Ext: 1000	
	On Call (0:00:05)	
1	요 Call is encrypte	d
Drop	contacts or call	ls here
UN-MUTE	HANGUP	TRANSFER
HOLD	VOICEMAIL	PARK
SOUND V		SOFTPHONE ←

Communicator	- 🗆 X
Call Quality Ronald Krause	E۹
MOS Score	4.37 (Excellent)
Round Trip Time	59.52 ms
Packet Loss	0.00%
Jitter	0.25 ms

To export this information, click on the Open call quality diagnostic logs. By default, this option is disabled, and to enable it, please navigate to Preferences -> Phone -> Advanced and check the Enable call quality metrics logging.

0	Diagnostic	: Logs											36		×
F	ile														
	General	PWProxy	Chat	SMS	SIP	Call Quality	CRM	Meeting	Polycom	Headsets	Skype	Busylight			
												2.00			
							N	o data to sh	ow.						
		ļ	In order t	o show c	or expo	rt data, please e	enable "C	Call quality m	etrics loggin	g" in Preferer	nces->Pho	one->Advanced			

G Preferences		?	×						
Preferences									
General	General Dialing rules Speed dial Codecs Advanced								
Contacts	SIP Transport								
Phone	Use settings from server (recommended)								
Audio	Register every: 300 seconds								
Video	Local SIP port: (Leave empty to use any available port)								
Meeting	 ✓ Send keep alives ✓ Enable QoS (Quality of Service) 								
Modules	Enable call cuality metrics logging								
Alerts									
Messaging									
Profiles									
Presence									
Advanced	Changes on this page will apply next time you Log In, and they apply to the softphone.								
	ОК	Cancel							

After enabling it, under the Call Quality tab within the Diagnostic Logs, the user will be presented with the Call Quality information for the last 50 calls. To export the Call Quality information, the user needs first to select the call from the drop-down menu for which they want to create a report and click on the Export call quality report button.