

# Mean Option Score (MOS)

MOS Score	Grade	Color
>= 4.3	A	Green
>= 4.0	B	Green
>= 3.6	C	Orange
>= 3.1	D	Orange
< 3.1	F	Red

MOS score is a measure of voice quality that ranges from 1 to 5, with 5 being the best. Public Switched Telephone Network (PSTN) has a MOS score between 4 and 5. The mean option score is a statistical measure that takes into account each individual score and finds the average. It is the best choice in terms of accuracy if there are no outliers in the data set. If outliers exist, the median or mode may be more accurate since the results won't be skewed.

The MOS column displays information about the call quality for a specific CDR report. The value in this column represents the average score for all the channels included in the call, denoted by a number and its corresponding grade. This score estimates call quality by taking into account the Round-Trip Time (RTT), Jitter, and Packet Loss.

Listen

Transcription

Call

Print

E-mail

CLIR Report

Delete Recording

CSV Download

Date Range

17 Jan 2025 00:00:00 - 24 Jan 2025 23:59:59

Search for destination...

→

Search for destination...

To

From

Status

All

ID #

ID

?

Q

<input type="checkbox"/>	From	To	Date/Time	Total Duration	Rating Duration	Rating Cost	Status	Caller ID	MOS
<input type="checkbox"/>	Ext651 (651)	387651013	23 Jan 2025 10:37:04	00:02:28	00:02:27		Answered	Ext651 <651>	0 / 3.1
<input type="checkbox"/>	Ext651 (651)	Ext652 (652)	23 Jan 2025 08:43:57	00:00:31	00:00:31		Answered	Ext651 <651>	A / 4.3
<input type="checkbox"/>	Ext651 (651)	Ext650 (650)	23 Jan 2025 08:43:26	00:00:30	00:00:29		Answered	Ext651 <651>	A / 4.3
<input type="checkbox"/>	Ext651 (651)	Ext652 (652)	23 Jan 2025 08:40:39	00:00:25	00:00:25		Answered	Ext651 <651>	A / 4.3
<input type="checkbox"/>	Ext651 (651)	Ext650 (650)	23 Jan 2025 08:40:15	00:00:22	00:00:20		Answered	Ext651 <651>	A / 4.3
<input type="checkbox"/>	Ext550 (550)	Ext652 (652)	23 Jan 2025 08:32:02	00:01:09	00:01:09		Answered	Ext550 <550>	A / 4.4
<input type="checkbox"/>	Ext550 (550)	Ext652 (652)	23 Jan 2025 08:30:23	00:01:36	00:01:35		Answered	Ext550 <550>	A / 4.4
<input type="checkbox"/>	Ext650 (650)	387651000	22 Jan 2025 11:22:51	00:01:11	00:01:06		Answered	Ext650 <650>	F / 2.3

By clicking on the MOS score, a pop-up window will appear, providing further details, including the Average MOS, Minimum MOS, and Maximum MOS for each channel sharing the same Linked ID.

00:00:04	00:00:02	Answered	Ext1001 <1001>	A / 4.4																		
<table><tr><th>Channel</th><th>Linked ID</th><th>Unique ID</th><th>Maximum MOS</th><th>Average MOS</th><th>Minimum MOS</th></tr><tr><td>PJSIP/1002-00000021</td><td>1737535226.32</td><td>1737535226.33</td><td>C / 3.7</td><td>C / 3.7</td><td>C / 3.7</td></tr><tr><td>PJSIP/1001-00000020</td><td>1737535226.32</td><td>1737535226.32</td><td>A / 4.4</td><td>A / 4.4</td><td>A / 4.4</td></tr></table>					Channel	Linked ID	Unique ID	Maximum MOS	Average MOS	Minimum MOS	PJSIP/1002-00000021	1737535226.32	1737535226.33	C / 3.7	C / 3.7	C / 3.7	PJSIP/1001-00000020	1737535226.32	1737535226.32	A / 4.4	A / 4.4	A / 4.4
Channel	Linked ID	Unique ID	Maximum MOS	Average MOS	Minimum MOS																	
PJSIP/1002-00000021	1737535226.32	1737535226.33	C / 3.7	C / 3.7	C / 3.7																	
PJSIP/1001-00000020	1737535226.32	1737535226.32	A / 4.4	A / 4.4	A / 4.4																	
00:00:02	0	Not Answered	Ext1001 <1001>	No Data																		

**NOTE:** If a site user has limited access to CDR reports, the MOS pop-up will be disabled for them. The pop-up is also disabled in OSC.