



Voice Quality Management as a Service

VQMaaS is the cloud solution providing the ability to manage everything about the quality of your voice services: understand what service quality you provide, being internal or external voice service, troubleshoot faster, get alerts, manage your capacity planning and automate your reports.

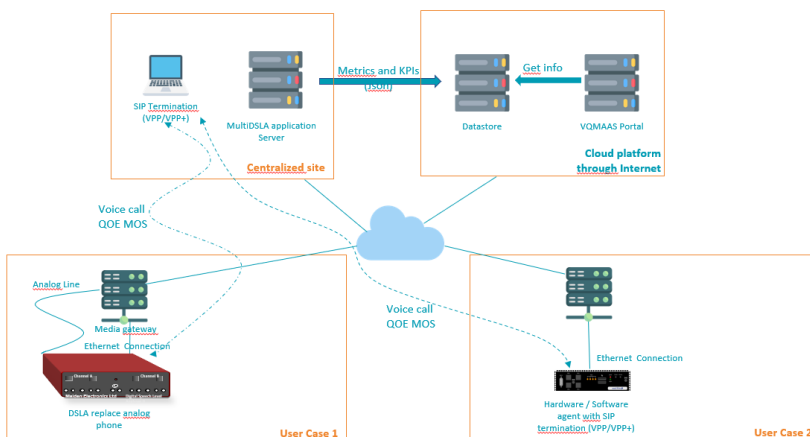
Once prerequisites are implemented, the first dashboards are accessible in 72 hours, and you immediately can start managing your voice services.

Gain Top-Down Insight

Through the powerful combination of Manager, Agent and Agent-less Monitoring bring the complexities of your IT environment in to focus – from a business service perspective. Quickly build an accurate picture from the top-down of what your IT estate is. Collect data, create a repository of configuration items, and map out the inter-dependencies between the physical components that make up your critical applications. Opale Systems tools are based on active testing. They are network technology agnostics.

VQMaaS Description

VQMaaS is the cloudified portal that collect metrics from MultiDSLAs systems. It automatically produces advanced dashboards creating high level KPIs to pinpoint service availability and speech quality issues, allowing to easily identify root causes.



Ref.	Model	Description
000172	VQMAAS-IMP	VQMAAS Implementation
000173	VQMAAS-1M	VQMAAS Access 1 Month sub
000174	VQMAS-1Y	VQMAAS Acces 1 Year sub
000175	VMQAAS-TR	Dashboard Training
000176	VQMAAS-PS	Dashboard production through PS

At a glance

Key points

- ▶ Cloudified visualization platform for MultiDSLAs
- ▶ Essentials Metrics
- ▶ Advanced KPIs on QOE perspective
- ▶ Simplified understanding
- ▶ Dashboard and reports on demand
- ▶ Flexibility
- ▶ Scalability
- ▶ Per month or annual cost
- ▶ Anomaly Detection
- ▶ Root cause analysis
- ▶ Service failure analysis

Key metrics

- ▶ Call setup time
- ▶ Mean Opinion Score
- ▶ Speech Level
- ▶ Noise Level
- ▶ Packet Loss
- ▶ Jitter
- ▶ Clipped speech events and duration
- ▶ E3 Delay

Pin Points



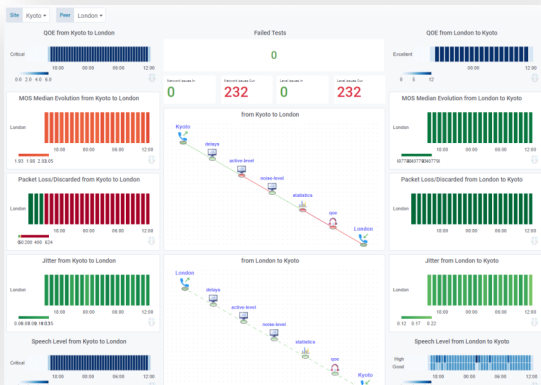
Enhance your voice service management

VQMaaS offers the possibility to provide High level dashboards up to specific metrics through drill down process. Identifying a root cause needs very few clicks and allows time cost reduction in MTTK, MTTI and consequently, MTTR.



Real-Time and Predictive Analytics

See a live, top-down representation of voice quality health for all of your applications and services – in a single web platform. Drill-down to business or IT context for reporting and triage – presented in clear, easy to understand format. See actionable warnings of decreased performance putting the right information into the hands of the right people at the right time – enabling



Flow chart visibility

Automated Dependency Mapping and Service Configuration Management

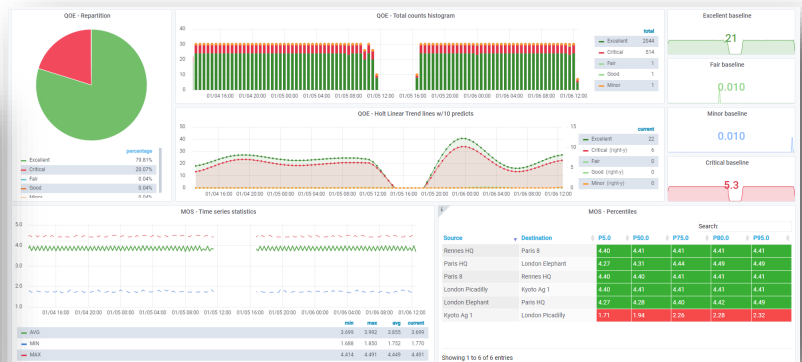
Monitor the digital pulse of the business; adapt to planned and unforeseen events, manage the release of new products and services. In rapidly changing environments (DevOps, Agile, Cloud for example) detect and avoid changes that might threaten business performance.

Empower Staff and Reduce Costs

VQMaaS is a focal point for all aspects of voice service delivery enables you to pinpoint precisely where to focus your staff for optimum effect. VQMaaS provides your staff with all the information they need in a way that they understand, enabling them to work more efficiently and reduce costs.

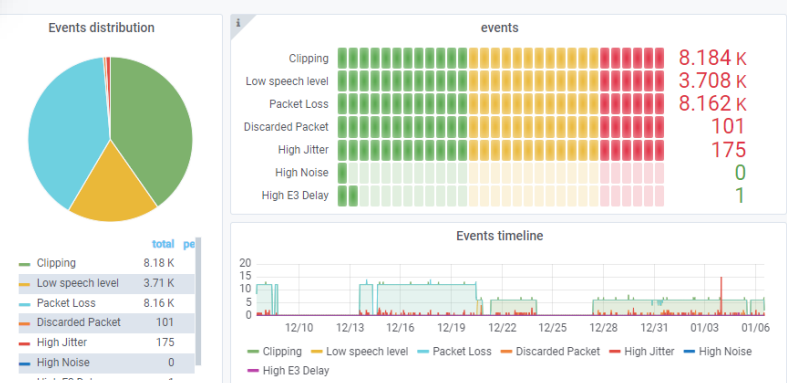
Scalability

Proven to scale to the largest, most complex end-user environments, across industry sectors.



Quality of Experience dashboard

Event Distribution



Logs

Event distribution per node			
Event types	Source	Destination	Count
Packet Loss	Kyoto Ag 1	London Picadilly	5944
Clipping	Kyoto Ag 1	London Picadilly	5944
Low speech level	Kyoto Ag 1	London Picadilly	3708

Root Cause events dashboard

Contact us to book an evaluation at: sales@opalesystems.com
or visit our website: <https://www.opalesystems.com/>

