Voice Analytics Portal

Discover the Big Picture with Analytics

Alianza's Voice Analytics Portal, powered by Infovista's Ativa platform, provides near real-time network monitoring and analytics to give service providers insight into their voice traffic to predict quality of service and experience (QoS/QoE) behaviors and diagnose issues reported by end customers. It's cloud-native and horizontally scalable to ensure your voice network operations center (NOC) has the tools necessary to provide an exceptional Tier 1 and Tier 2 support experience to your end customers.

Empower your support and operations teams with critical visibility into Alianza's voice network without the need to contact Alianza Support. Reducing time-to-resolution with abundant voice service insights into VoIP signaling and call metrics for multiple dimensions (device, location, network elements, etc.), is **one of the most powerful things you can do to positively influence your brand.**

Key Benefits

24/7 QoS and QoE visibility

Improve customer support communication (with Alianza) and ticket escalation process

Reduce time-to-identification and -resolution

Near real-time, first-level troubleshooting

✓ Gain vital visibility into traffic from Alianza's edge access SBC cluster.

✓ Enhanced visibility into communication flows ad track data transmissions.

✓ Facilitate troubleshooting by viewing SIP and RTP options in ladder diagrams.

✓ Capture and analysis network data and export PCAP files for in-depth analysis.

✓ Display interactive data visualizations to monitor calling traffic.

✓ Increase visibility into voice quality issues like one-way audio, dropped calls, and missing dial-tone with SIP, signaling, and media data with metrics likes mean option score (MOS), jitter, packet loss, so much more.
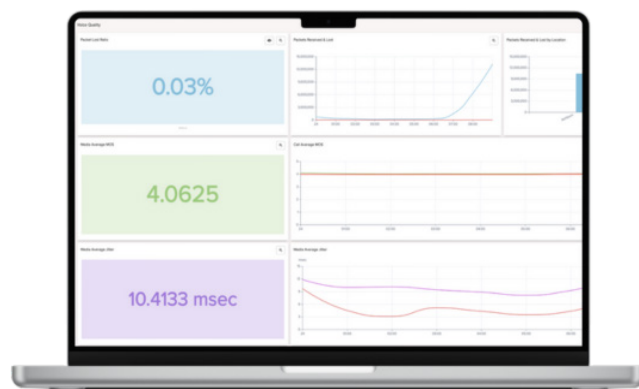
Data Visualization Dashboards

Call Statistics

- Call Attempts Volume
- Call ASR %
- Call Successful Setup Volume
- Call Successful Setup Rate
- Call Failed Setup Volume
- Call Feature Setup Rate

Voice Quality

- Average MOS Score
- Minimum MOS Score
- Average Jitter
- Maximum Jitter
- Minimum Jitter
- Average R-Factor
- Minimum R-Factor

SIP Registrations

- Success SIP Registration %
- Success SIP Registration Count
- Failed SIP Registration %
- Failed SIP Registration Count

Display a custom range or specific time frames with the required granularity:

Last Hour	Last 6 Hours	Last 12 Hours
Last Day	Yesterday	Today
Last Week	Last Month	Month to Date

Within the time ranges above, the graphs can display events at the following granularities: Hourly, 15 minutes, and 5-minutes (auto refresh).

Technical Leader Visibility

Give leadership stakeholders a rapid, comprehensive understanding of the big picture. Display interactive data visualizations to provide technical stakeholders with a near real-time look into the performance of Alianza's SBC infrastructures.

NOC & Operations Teams

Circumvent customer complaints and outages with enhanced network visibility and granularity.

Call Searching

Issues that affect individual calls or data transmissions may arise in a complex telecommunications network. Call searching enables your network engineers and analysts to quickly locate and analyze SIP messaging associated with a specific call, allowing your teams to better pinpoint the source of a problem and resolve it efficiently.

Call Monitoring

Get the same insight into SIP messaging as Alianza's Support. Enable thresholding support email notifications and/or API integrations with your existing notification systems. Keep an eye on everything from completed SIP calls, registration failures, one-sided audio, and more:

- Calls not connecting
- Call rings busy
- Dropped calls
- Presence problems

Interactive Dashboards

Enable faster isolation of problem or focus areas. with easy filtering and adaptation of dashboard views by combination of signaling, media, protocol/IP address, voice points of presence (POPs), and customer data.

Get Started! Contact us today, and let's start a conversation.

Alianza empowers service providers to rapidly create and deploy high-value communication offerings. With exceptional quality and always-on availability, service providers leverage our product suite to innovate and address the evolving demands of business and residential customers with an easy to manage, easy to consume, and highlight profitable platform.