

Brochure

VIAVI Unified Communications

VIAVI Observer's intuitive visualizations and highly-optimized workflows transform KPIs into answers

How much time are you spending troubleshooting UC issues?

Survey says:

The VIAVI 2023 State of the Network Study shows that **49%** are spending **10-20 hours** and **42%** are spending **up to 10 hours**.

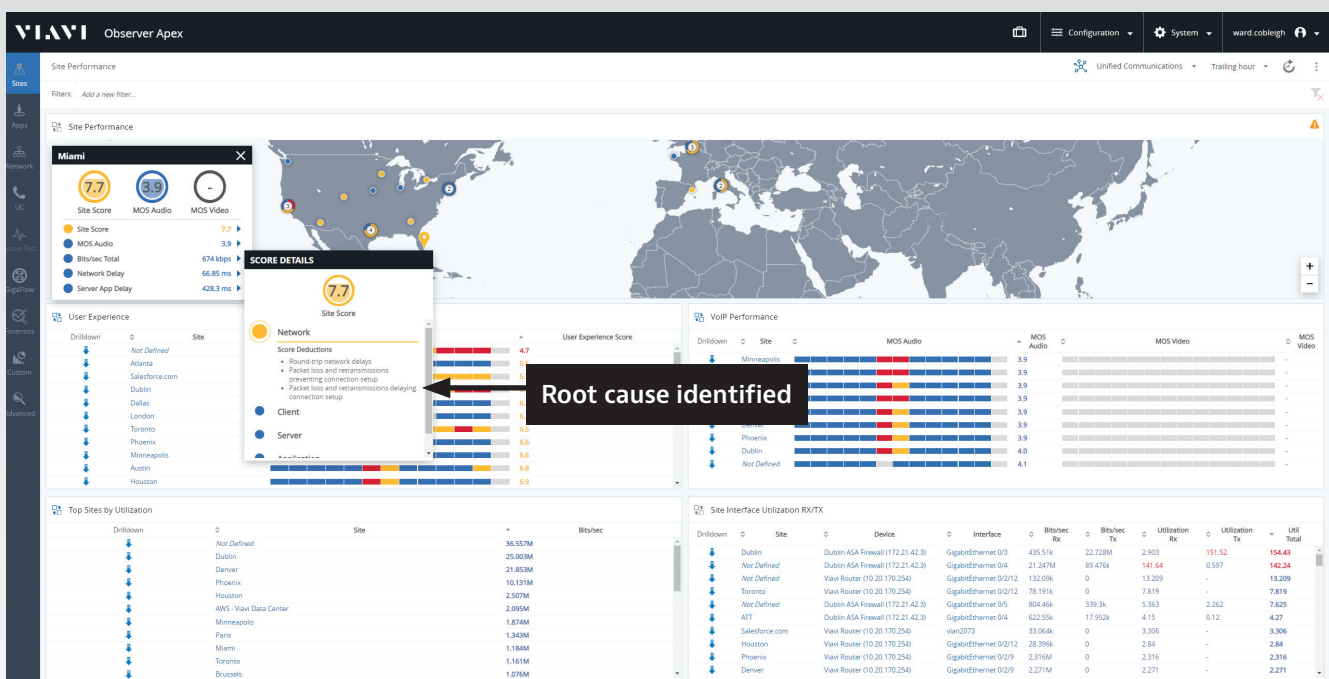


How do we address this issue?

To reduce troubleshooting time and costs while effectively assuring UC services, VoIP Engineers must be able to efficiently identify problems, pinpoint root cause, and resolve issues fast.



Only the VIAVI Observer combines patented End-User Experience Scoring and UC Performance across all sites with automated domain isolation.



Observer dashboards seamlessly integrate infrastructure flow data with active and passive analysis. In this case a network problem is the cause of degraded audio.

Today's VoIP experts face a multitude of UC management and troubleshooting challenges:

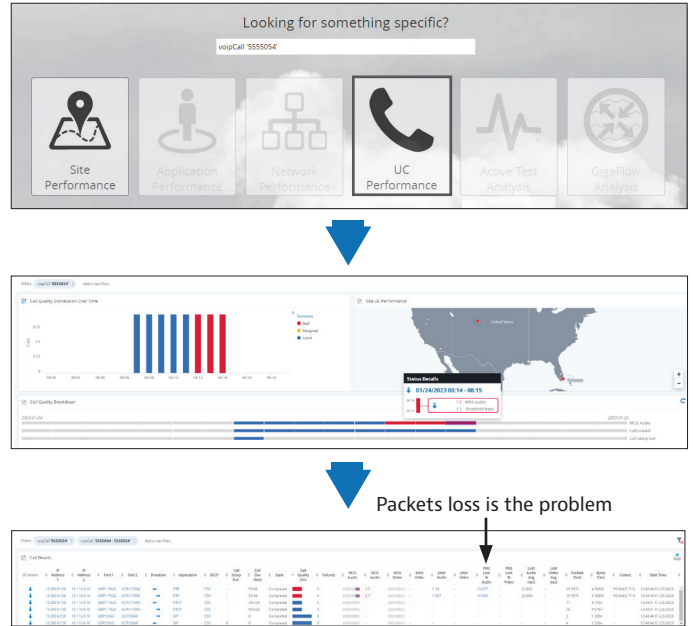
- Managing and integrating multiple UC platforms
- Validating reported issues and then understanding scope, severity, and impact
- Proactive and efficient incident identification, response, and resolution

With the VIAVI Observer platform, users can:

- Leverage the integration of active testing, with flow from the infrastructure, and packet-based analysis
- Quickly gain visibility into key UC performance indicators
- Reduce the time needed to move from problem identification to resolution

Three clicks to problem isolation

- 1 Type in a phone number to set a call filter and click on UC Performance
- 2 Visually confirm that the issue is specific to audio quality vs. call setup
- 3 Filter on one specific conversation, note the high percentage of packet loss between the two endpoints.



Packets are only a click away

VIAVI Observer Apex provides:

- Seamless integration of passive and active analysis
- Proactive 24x7 monitoring views
- Realtime troubleshooting views
- Call setup and call stream analysis combined into single view
- Separate tracking for video and audio streams
- Efficient packet extraction for a single call for a specified time period
- Easy searchability for UC endpoints, sites, phone numbers, etc.
- Accelerated root cause analysis for Call Quality (RTP) and Setup (SIP) problems
- Answers your team needs for fast, efficient UC problem identification and resolution

[Click here](#) to learn more about VIAVI Performance Monitoring Solutions.



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