

## SVP – IVR



### Key Features

- Validation of IVR prompts and menu trees from a subscriber perspective.
- Validation of voice calls from a subscriber perspective
- Enables continuous monitoring of service quality and availability from large numbers of geographically-dispersed locations
- Supports JDSU's Mobile Identity (MI) Server, providing a centrally-located pool of SIM modules for testing various subscriber profiles in remote locations
- Flexible and extensible script language with advanced parameterization, control and logging functionality
- HLR access and control via custom integration or telnet-based CLI scripts
- Interactive mode for test development and troubleshooting

### Benefits

- Increases customer satisfaction by reducing the time required to detect customer-impacting problems
- Reduces operating cost by automating monitoring, testing and reporting
- Increases operator visibility of service quality by providing network-wide, real-time reporting of measurements and key performance indicators (KPIs)
- Improves consistency in customer experience by performing a common set of tests throughout the entire network footprint
- Reduces the time and risk to install or modify network infrastructure by providing extensive recursive testing capability
- Increased revenue and reduced churn through positive customer satisfaction

**RCATS® SVP – IVR enables wireless service providers to test the quality of service experienced by end users in utilizing an Interactive Voice Response (IVR) system.**

The IVR SVP allows the detection and testing of tones, voice (any language), music and other audio used in IVR systems to ensure that the system responds to the customer as intended.

The IVR SVP provides test profiles to validate a variety of IVR menu trees. The test suite enables operators to develop their own profiles to address complex or carrier-specific test requirements.

In addition to the fully-automated test mode, the solution also provides operators with an interactive mode for validating network modifications prior to deployment or for troubleshooting network or service issues.

Part of the RCATS® product family, the IVR SVP provides operators with a turn-key solution that is fully integrated with the RCATS® Remote Test Probes (RTPs), QoSManager and the QoSExecutive. Customers can optionally use the MI Server which provides a remotely accessible, central repository for SIM modules.

## Specifications

### RTP Functionality for IVR

- 2 or 3 mobile phones (depending on RTP model)

### Phone Control for IVR

- Power on/off; battery removal
- Dial/answer/terminate
- Send/receive DTMF tones
- Audio play/record
- Detect call progress tones
- SIM select (GSM) among 4 local or unlimited remote with MI Server
- SIM (GSM) or MIN programming (CDMA2000)

### Test Profile Functionality

- Advanced script language specific to mobile phones and networks
- Fully-parameterized and extensible
- Advanced loop control
- Event logging (standard and custom)
- Support for script versioning, labeling and commenting
- Control of external network elements (HLRs, MSC, etc) via custom integration or configurable telnet-based CLI commands

### Operational Test Modes

- Automated
- Interactive

## Measurements and Key Performance Indicators (KPIs)

### IVR Test

- Pass
- Fail

\* This is a sample of available measurements and KPIs.  
Additional measurements may be available or created upon request.

### Call/Mobile Information

- Signal Strength
- IMEI, IMSI and MSISDN (GSM)
- ESN and MIN (CDMA)
- BSC/RNC
- Switch Name

## Solution Requirements and Options

### Required RCATS® Solution Components

- RCATS® Remote Test Probes (RTPs)
- QoSExecutive
- QoSManager
- Optional: MI Server (centralized SIM repository)
- Optional: MI Server Controller

### RCATS® Remote Test Probes (RTPs)

- RCATS® RTP – GPRS/GSM
- RCATS® RTP – EDGE/GPRS/GSM
- RCATS® RTP – HSDPA/EDGE/GPRS/GSM
- RCATS® RTP – 1xEV-DO Rev. 0/1xRTT
- RCATS® RTP – 1xEV-DO Rev. A/1xRTT
- RCATS® RTP – iDEN

### RCATS® Managed Services

- RCATS® RoamerNet®

### RCATS® Service Validation Packages (SVPs)

- RCATS® SVP – Basic Voice
- RCATS® SVP – Supplementary Services
- RCATS® SVP – Basic Data
- RCATS® SVP – WAP
- RCATS® SVP – SMS
- RCATS® SVP – MMS
- RCATS® SVP – Voice Quality
- RCATS® SVP – IVR

## Test & Measurement Regional Sales

NORTH AMERICA TOLL FREE: 1 866 228 3762 FAX: +1 301 353 9216	LATIN AMERICA TEL: +55 11 5503 3800 FAX: +55 11 5505 1598	ASIA PACIFIC TEL: +852 2892 0990 FAX: +852 2892 0770	EMEA TEL: +49 7121 86 2222 FAX: +49 7121 86 1222	WEBSITE: <a href="http://www.jdsu.com">www.jdsu.com</a>
--	---	--	--	---