

SVP – SMS



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

Key Features

- Validation of SMS text messaging from a subscriber perspective
- Tests mobile-to-mobile and email-to-mobile SMS through the operator's network
- 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

RCATS® SVP – SMS enables wireless service providers to test the quality of service experienced by end users for using Short Messaging Services (SMS).

The SMS SVP validates the quality and performance for sending text messages from one mobile phone to another, as well as for sending text messages from e-mail to mobile phones. For each SMS test, it records detailed information regarding the send times, receive times and latency, as well as information on the subscriber, the mobile phone, and the network infrastructure used to provide the data service. The results are reported in real-time, providing operators with full visibility into current network performance and enabling rapid-response to issues.

The SMS SVP provides test profiles to validate a variety of SMS scenarios. Specific to mobile phones and networks, the profiles are fully-parameterized and extensible, enabling operators to develop their own profiles to address complex or operator-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.

For testing that requires HLR interaction, the SMS SVP enables access and control of external network nodes via custom integration or telnet-based programs.

The SMS SVP is part of the patented JDSU RCATS® solution, which enables automated testing, centralized management and aggregated reporting for large numbers of deployed probes. The solution allows wireless operators to access real-time, network-wide performance and availability information, enabling them to use this information to increase service quality, increase revenue and reduce costs.

Specifications

Service Validation

- Mobile-to-mobile SMS
- Email-to-mobile SMS
- Mobile-to-email SMS

RTP Functionality for SMS

- 2 or 3 mobile phones (depending on RTP model)
- Supports simultaneous usage of mobile phones

Phone Control for SMS

- Power on/off; battery removal
- Dial/answer/terminate
- Send/receive DTMF tones
- SIM select (GSM) among 4 local or unlimited number of remote SIMs 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)

Messaging

- Origination number
- Destination number
- End-to-end delivery time
- Latency
- Mobile originated success rate
- Mobile terminated success rate

Call/Mobile Information

- IP Address of mobile phone
- Signal strength
- IMEI, IMSI and MSISDN (GSM)
- ESN and MIN (CDMA)
- BSC/RNC
- Switch name

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

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: www.jdsu.com
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