AudioCodes One Voice Operations Center™

SEM

Technical Specifications

Voice Quality Measurement	
Call rating measured metrics	- Mean Opinion Score (MOS) (as specified by ITU-T recommendation P.800) - Jitter - Packet Loss - Delay (or Latency) - Echo
Call quality policy	- Three sensitivity zones (green, yellow, and red) configurable per media port group. Defaults available
Monitoring entities	- AudioCodes SBCs, Media Gateways and Lync front-end devices, probe the network. No need for external dedicated probes.
Main capabilities	
Network topology	- Entire network - Selected devices - Selected links - Per time selection
Call trend statistics	- Call performance: • Failed calls vs. successful calls • Average Call Duration (ACD) • Failed calls percentage • Concurrent sessions - Call quality: • MOS /Jitter/Packet loss/Delay graphs - Utilization: • Received and transmitted average traffic load (Kbps) - Summary: • Failed Calls – top reasons summary • Calls quality and bad quality cause split summary (pie chart) • Average utilization (Kbps)
Call details	- Call lists (per device/link): • Summary • Media and control extensive information • Search • Various filters and sorting capabilities - Extensive voice quality details: • Per MOS/Packet Loss/Delay and Echo metric • Trends over time during the call • Poor Quality By MOS /Jitter /Delay /Packet Loss Rate • Fax Quality
Alarms	- Alarms from devices, activated upon user defined threshold • Active alarms • History alarms • Alarm details in both active and historical views • Search entire alarm table for any data string
Reports	- Network and trend reports (per device/link): • Summary • Voice quality • Network Utilization - Top user reports: • Call count • Call duration • Poor quality by MOS/jitter/delay/packet loss rate • Fax quality
Users	- End user statistics: • Connection to the Active Directory • End users' satisfaction list • End users' satisfaction dashboard • Contact end users directly from SEM
Platforms	
Supported AudioCodes products	- Session Border Controllers (SBCs) and Media Gateways : Media Gateways and MSBRs, Mediant 500, 500L, 800B, 1000B, 2000, 2600, 3000, 4000, 9000, SE, VE, MP-1xx
Supported databases	- Oracle
Supported platforms	- HP DL360p G8, VMware, Hyper-V
Supported Lync platforms	- Lync 2013, Monitoring SQL DB, Active Directory (LDAP)
Minimum hardware requirements for vmware and Hyper-V platforms	- CPU: 2.00 GHz – single core - RAM: 4 GB RAM - Storage : 170 GB

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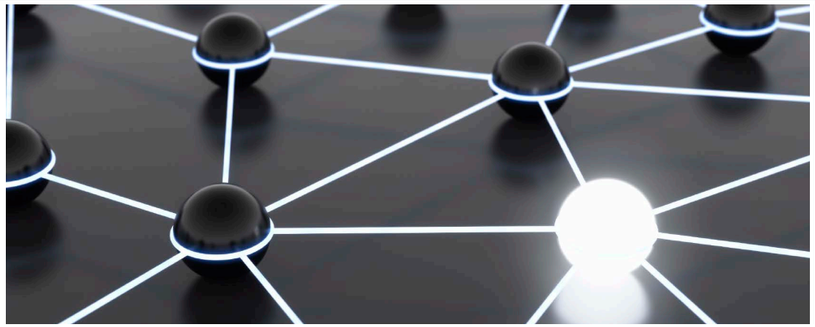
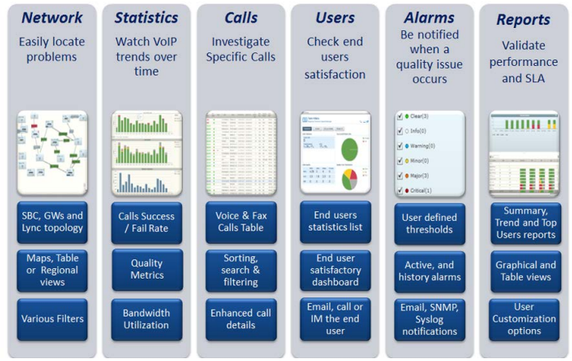
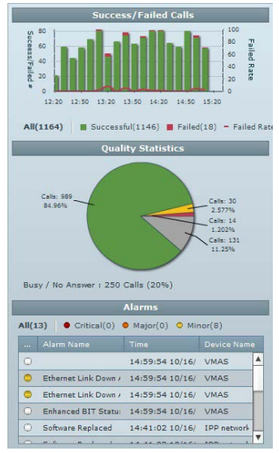


Guarantee effective utilization, smooth performance and delivery of expected QoS and SLAs of your voice network and services.

AudioCodes Session Experience Manager (SEM) is an intelligent analysis tool that quickly isolates and remediates real time problems over a VoIP eco system, comprised of Microsoft Lync and Audiocodes One Voice integrated solution. SEM provides end-to-end monitoring and troubleshooting for the entire Lync voice network. By leveraging SEM, IT managers and administrators of hosted and managed services can quickly identify, fix and prevent issues that can affect Lync users' voice experience.





Intelligent Analysis of Voice Experience

SEM monitoring software probes are provided on AudioCodes' devices such as Session Border Controllers and Media Gateways. **No external probes are needed.**

SEM collects real-time statistics for voice and fax call attempts and IP traffic from AudioCodes devices within the enterprise network locations.

SEM presents intuitive graphical dashboard screens of the network elements, links and their associated voice measurements, forming a complete view of the organization's current and historical Voice quality.

SEM provides an in-depth analysis with zoom-in reach on specific network elements and interfaces such as SIP or TDM trunks.

SEM integrates with AudioCodes Element Management System (EMS), enabling convenient device configuration updates as a quick remedy to identified performance issues.

SEM connects with Microsoft Lync to provide a comprehensive end-to-end network view including Lync to Lync, Lync to PSTN, Lync to Federated and Lync to remote workers.

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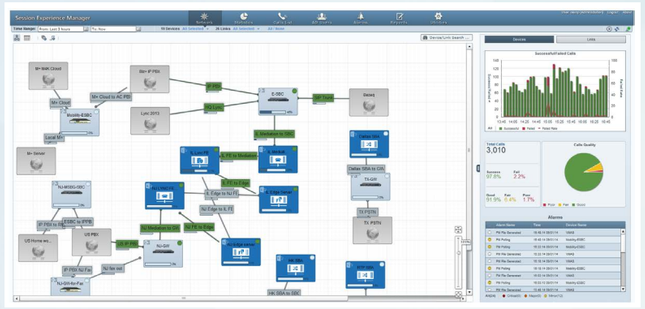
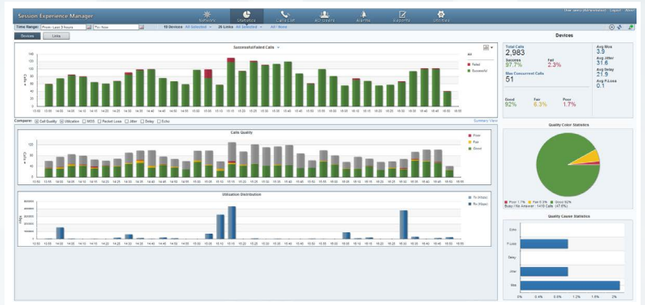
Network Views:

View a graphical, real-time snapshot of your entire voice network's quality, enabling you to identify quality issues promptly and perform effective triage. The Network Map and list views display all monitored devices and Lync front-end components, the connections between them, and thier current quality status.



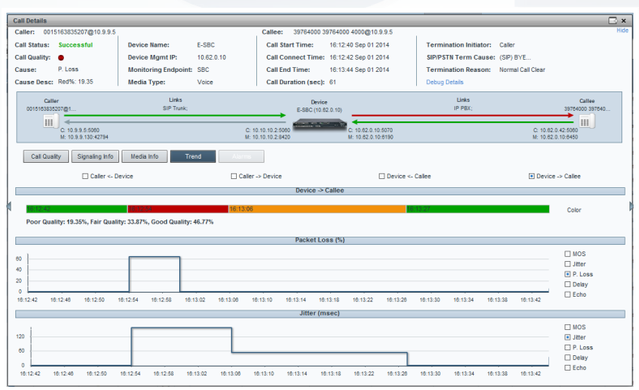
Time Based Statistics:

Use the time-based statistics graphs for average call success/fail rates, concurrent sessions, quality metrics, and voice network bandwidth utilization to rapidly identify and isolate momentary problems and perform smarter network capacity planning.



Call Drill Down:

Filter and search call records simply and effectively. Calls can be filtered by called party, caller, time/date, fail or success status, call quality metrics, and call duration. Convenient drill down to the details of a given call, including quality rating, control and media information, trends and alarms. Call trends enable rapid analysis of the call performance over the entire call duration, including time-based views of MOS, jitter, packet loss, delay and echo.



Alarms and Reports:

Real-time and historical alarms triggered upon occurrence of voice quality issues with user defined thresholds, combined with search, sort and filter capabilities. Flexible summary, trend and top users reports per device or link, including user choice of tracked parameters and viewing options, and a unique fax transmission quality analysis.

Users' View:

View end users' statistics measuring overall satisfaction from voice network performance by connecting the SEM to the enterprise Active Directory. Use the end user satisfaction dashboard to quickly troubleshoot specific user problems. Contact the end user directly from the SEM via email, a Lync call or Lync IM.