VoIP Analysis

Observer and VoIP

With Observer you can monitor VoIP connections to improve VoIP performance across the organization. Observer tracks the amount of VoIP traffic on the network, both globally and user-specific; decodes VoIP protocols; and offers Expert VoIP analysis which includes video. Observer's complete decode of H.323, including VoIP, ensures you will have the tools you need when voice and data problems arise.

What our customers are saying:

"We just deployed VoIP on a remote site where our user expectation was high. But we had a great deal of technical problems - for example the sound would drop out. Observer helped us identify problem areas and helped us pinpoint the location to implement Quality of Service measures. The time it took to make the necessary technical improvements was greatly reduced. With Observer, we ultimately improved the performance of VoIP on our network."

-- Steve Phelan, Senior Network Analyst, The Carphone Warehouse Group

"Our next big project is VoIP and Observer's VoIP Analysis feature is going to assist us with implementation. Before I wouldn't have known if our systems were prepared for VoIP deployment but now I have the confidence we can go forward. With Observer, I'm making more intelligent decisions about the future of our network ultimately ensuring we continue to deliver a smooth and safe ride to our customers."

- Mesmak "Mark" Giorgis, Network Administrator, Long Beach Transit

Observer's VoIP Expert

Track VoIP traffic on the network

Decode VoIP protocols

Obtain Expert VoIP analysis

Save or Play voice conversations or streaming video

The VoIP Expert displays conversational data in 3 separate graphs. Each display helps identify why a connection may be experiencing problems, or at what level of network load are H.323 conversations exhibiting acceptable quality behavior.

The first display shows the conversations from station 1, showing jitter and lost packets. The second graph shows the same from station 2. The third graph displays the RTP of this conversation, as well as the total RTP on the network and the bandwidth utilization of the network.

Lost Packet % (fraction lost) – The fraction of RTP data packets from a particular source lost since the previous Sender Report (SR) or Receiver Report (RR) packet was sent.

Jitter – An estimate of the statistical variance of the RTP data packet arrival time, measured in timestamp units and expressed as an unsigned integer.

Bandwidth Utilization – The last display shows the current conversation's bandwidth utilization, the total RTP/RTCP utilization in the capture, and the total network load during the capture.

Observer is also able to decode and either save or play VoIP voice conversations or streaming video. This feature allows the administrator to determine voice conditions on their network, as well as facilitating the creation of acceptable Quality of Service levels.

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