

Unmatched Assurance for Superior Call Quality – Elevate Your UC&C Experience

We provide the most definitive and comprehensive solution for call quality assurance

In today's hyper-connected business environment, the quality of Unified Communication & Collaboration (UC&C) services is no longer a luxury; it's a fundamental pillar of operational efficiency, employee productivity, and customer satisfaction. Every dropped call, every garbled audio stream, and every frozen video frame directly impacts your bottom line and reputation. IT administrators are constantly battling the formidable challenge of proactively identifying, diagnosing, and resolving elusive call quality issues across increasingly complex, distributed, and hybrid UC&C infrastructures.

TeleMate's Observability provides the definitive, comprehensive solution for unparalleled call quality assurance. At its core, TeleMate operates as a cutting-edge MELT platform, meticulously designed to seamlessly collect and intelligently bind Messages, Events, Logs, and Traces from every component of your unified communication ecosystem. This powerful, integrated aggregation of data delivers unparalleled real-time observability directly to IT administrators. The result? A drastic reduction in the time-to-resolution when mission-critical UC&C services are being impacted by even the most subtle call quality issues, transforming reactive firefighting into proactive problem-solving.

Key Capabilities for Call Quality Assurance: Ensuring Flawless Communication

TeleMate's specialized and integrated features empower your IT teams with the precise tools needed to guarantee an exceptional and consistent call experience for every user, every time:

- **Cradle-to-Grave Visibility – The End-to-End Call Journey:** Go beyond fragmented insights with a complete, holistic, and end-to-end view of every single call, from its initial setup to its final termination. TeleMate intelligently captures all relevant data points across your diverse network infrastructure, UC applications, endpoints, and even user devices.

Why TeleMate is Your Strategic Partner for Call Quality Assurance

TeleMate fundamentally transforms your approach to UC&C troubleshooting, shifting from a reactive, crisis-driven model to one of proactive, intelligent assurance. By providing a unified MELT platform, combined with specialized, purpose-built tools like comprehensive Cradle-to-Grave visibility, intuitive SIP ladder diagrams, and granular trace logs, we empower IT administrators to not just passively monitor, but to actively and confidently assure the highest quality for every single call and collaboration session.

Partner with TeleMate to safeguard your significant UC&C investments, dramatically enhance the user experience across your entire organization, and ensure seamless, high-quality communication that actively drives your business forward.



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This unparalleled visibility allows your team to meticulously trace the entire call path, instantly pinpointing the exact segment or component responsible for any degradation, regardless of whether it's an on-premise PBX, a cloud-based UCaaS provider, or a remote user's home network. This eliminates guesswork and accelerates root cause analysis.

- **Intuitive SIP Ladder Diagrams:** Deciphering Signaling Complexity: Demystify the intricate world of Session Initiation Protocol (SIP) signaling. TeleMate automatically generates intuitive and easy-to-understand SIP ladder diagrams that visually represent the entire signaling flow of a call. This powerful visualization tool enables IT teams to swiftly identify SIP protocol errors, unexpected retransmissions, authentication failures, or delays that are directly impacting call setup, tear-down, or overall quality. It transforms complex packet analysis into clear, actionable insights, making troubleshooting faster and more efficient.
- **Comprehensive Trace Logs:** Unlocking Granular Diagnostic Detail: Dive deep into the minutiae of call performance with access to rich, detailed trace logs. These logs capture granular, time-stamped information about network packet flows, application interactions, device performance metrics, and system events that occur during a call. These extensive logs are invaluable for deep-dive analysis, enabling precise root cause identification for even the most intermittent or complex quality problems that might otherwise remain hidden. From network congestion to application misconfigurations, the answers are at your fingertips.
- **Real-time Notifications: Proactive Problem Resolution:** Stay ahead of potential issues with immediate, intelligent, and customizable alerts on any detected call quality degradation. TeleMate proactively monitors for critical metrics such as high jitter, significant packet loss, sudden latency spikes, audio disruptions (e.g., echo, clipping), and video freezing. These proactive notifications empower your team to intervene swiftly, often before end-users even become aware of or report an issue, thereby minimizing business impact, preserving productivity, and enhancing user satisfaction.



Ready to elevate your UC&C experience with superior call quality?

Contact us today for a personalized demonstration and experience the TeleMate difference firsthand.

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