Call Analyser

From the itemised call page is an option to 'view' a call. This presents analysis of the call quality.

Call Quality

Average MOS Score
Mean Opinion Score (MOS) is a way of measuring the overall quality of a call, with 5 being excellent and 1 being bad, generally anything above 2.5 is considered acceptable.

Average Packet Loss
If there is a lot of packet loss on a call, parties may not be able to hear each other and may experience choppy audio.

Average Jitter
Jitter is a delay between packets on a phone call. Average jitter should ideally be less than 70ms.

Call Summary

A technical summary of the call including devices, caller and callee details.

SIP Packets

A summary of the SIP packets which have been exchanged to faciliate the call.

Revision #1
Created 20 May 2025 13:27:32 by Sean Watson
Updated 20 May 2025 13:27:52 by Sean Watson