

Call Analytics: Performance and Reporting tool Powered by Oracle Communications Consulting

Oracle Communications Consulting (OCC) realizes the importance for telecom service providers to completely understand VoIP data to provide uninterrupted services to its customers and is pleased to introduce Call Analytics based on our proven Service Operations Portal platform.

Call Analytics is a powerful tool designed to extract, process, and analyze call data records generated by Oracle Communications Session Monitor and Oracle Session Border Controllers in your networks. By providing deep insights into voice communication traffic, this tool enables operators and administrators to optimize network performance and ensure quality of service. While understanding and interpreting VoIP data is difficult, easy decoding is readily available through the comprehensive network monitoring and analysis capability of Call Analytics.

Call Analytics is an incredible software suite that collects VoIP data and displays it in fully interactive, easy-to-understand graphical and data reporting representations to help users effectively monitor the performance of their VoIP communication network and provide uninterrupted network services and ongoing support to the customer's client base.



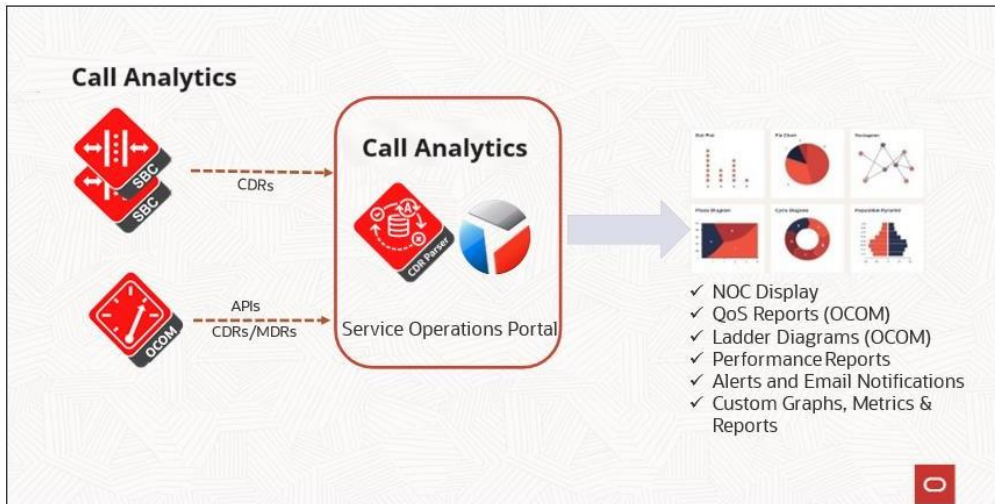
Highlights of Call Analytics Solution

- Data Extraction and Call Analysis
- Integrates with EOM/OCOM CDR and MDR
- Integrates and utilizes SBC CDRs
- QoS Reports and Call ladder Diagram Long Term Storage
- Graphs, Alerts, and Reporting,
- Calls Overview, Total Calls, MOS quality, Custom Reports, MOS Quality per customer, Call Distribution per Customer, Total Call Duration, Average Call Duration, and many more

Harness the power of Call Analytics for better VoIP communication network Visibility!

- Visually unlock the power of SBC call detail records (CDRs) and network traffic.
- Access Call Quality Reporting and Long-term Call Ladder Diagram from Oracle Communications Session Monitor (OCSM).
- Create additional graphs and Dashboards from OCSM CDRs.
- Gain comprehensive visibility into voice communication traffic to effectively manage network resources and optimize performance.
- Define intuitive dashboards of summary-level information on key performance metrics related to total calls, voice quality, call duration, and SIP errors.
- Analyze SIP trunking reports for valuable insight into call distribution, duration, and errors on a per-trunk basis.
- Set up custom alerts and other key notifications for critical events.

Architecture



Key Benefits

- Improved Network Visibility
- Customizable Reporting
- Customizable Dashboards
- Optimized Quality of Service
- Available as an On-Prem or Cloud-Based Service
- Multi-Tenancy Support
- Implements industry-standard security protocols and encryption mechanisms to protect sensitive call data and ensure compliance with regulatory requirements.

Excel your VoIP Services with Oracle Communications Experts!

Created by a highly skilled team of Oracle Consulting solutions experts, Call Analytics is an essential tool for telecommunications operators, enterprises, and service providers to gain actionable insights into voice communication traffic, optimize network performance, ensure quality of service, and enhance security. By leveraging advanced analytics this tool empowers organizations to effectively manage their voice communication infrastructure and deliver superior communication experiences to end-users.

Related Products

- Oracle Communications Session Monitor
- Oracle Communications Session Border Controller

Connect with us

Call +1.800.ORACLE1 or visit [oracle.com](https://www.oracle.com). Outside North America, find your local office at: [oracle.com/contact](https://www.oracle.com/contact).

 blogs.oracle.com

 facebook.com/oracle

 twitter.com/oracle

Copyright © 2024, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

This device has not been authorized as required by the rules of the Federal Communications Commission. This device is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0120