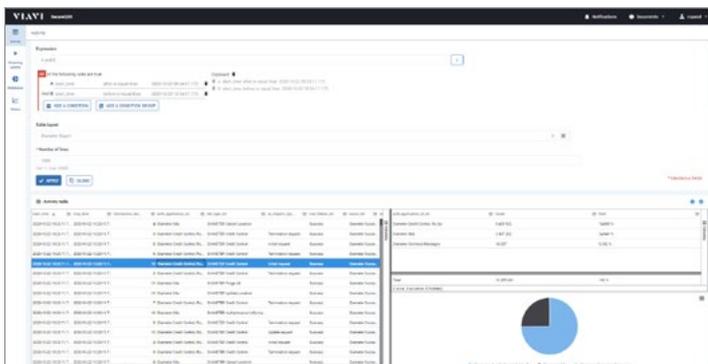Application Note

Outstanding Service Quality with Real-Time End-to-End Call Tracing

SecureQOS is an advanced investigation and troubleshooting solution designed to solve any issues Mobile Network Operators (MNO) might encounter on their networks. It can be used either proactively, by detecting and resolving issues detected through the product, or reactively when an investigation is inquired by the Customer Care department. Every single transaction on the network is stored as a detailed record called xDR.

With these xDRs, SecureQOS can do aggregations, multiple analysis and offer various tracing features to its users through various metrics, all displayed around intuitive and interactive dashboards.

SecureQOS

A pillar of the NITRO Mobile Platform:

SecureQOS is one of three solutions that aims to monitor and improve the customer experience through Service Quality Management (SQM). It is the ideal product for technical teams, who requires real-time end-to-end call traces for advanced troubleshooting purposes. It ensures and aims to improve the Operator's quality of service (QoS), which is key for customer satisfaction, retention, and secure revenues.
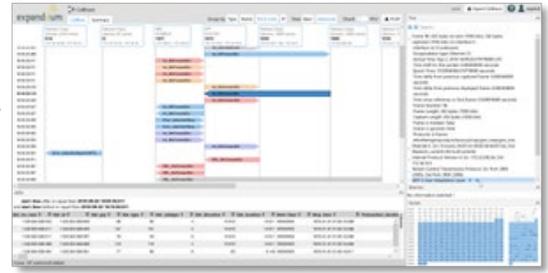

Get the full picture with SecureQOS, MonitorQOS & ExploreQOS

An SS7 distribution dashboard featured in SecureQOS

MonitorQOS is a simple yet amazingly powerful tool to monitor your network by creating your own customizable KPIs. It can connect to existing data sources and users can build their own dashboards answering their specific needs.

ExploreQOS provides 360° insights for network performance and its associated services, such as voice, messaging and data, from 2G to 5G Core and radio environments.

Unique call tracing experience

SecureQOS provides a cutting-edge end-to-end call tracing experience. Dynamic, fast, accurate, it embeds many convenient features such as a full binary packet widget, customizable elements, the ability to switch from a flow to a table view or from PDU to chunk view, and many more features while still being easily shareable on a standalone file for convenience between your technical teams.
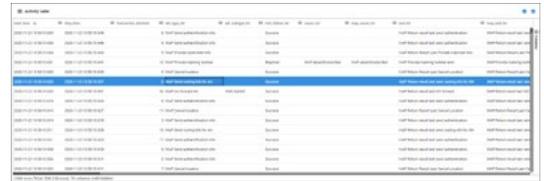

Feature-rich call tracing

User-oriented features

SecureQOS, like all NITRO Mobile products, includes many features which are constantly enriched with users' feedback. Main features include:
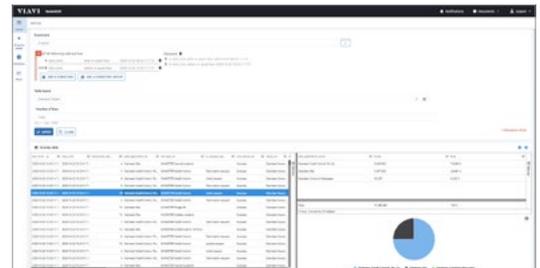
- Detection, identification and diagnosis of QoS dysfunctions: spots, services, release causes, equipment, mobile types, etc.

- Analysis and troubleshooting of voice and data services

- Analysis of subscribers and roamer (inbound & outbound) behavior

- 1-second user-defined trending curve

Activity table

End-to end troubleshooting in few clicks

Few clicks, that's all it takes to get from a high-level dashboard to a very specific binary bit.

Monitored protocols by the NITRO Mobile Platform

Multiple protocols monitored

Our products aimed at Service Quality Management can monitor various protocols, from 2G up to 5G. As networks are continuously evolving, VIAVI always improves its products to cope with Operators' needs.

VIAVI (NASDAQ: VIAV) is a global provider of network test, monitoring and assurance solutions for communications service providers, enterprises, network equipment manufacturers, government and avionics. We help these customers harness the power of instruments, automation, intelligence and virtualization to Command the network. VIAVI is also a leader in light management solutions for 3D sensing, anti-counterfeiting, consumer electronics, industrial, automotive, and defense applications. Learn more about VIAVI at www.viavisolutions.com.