

# spearline® tests explained

## Conference call forward test

We can perform almost 50 different tests on your numbers. Our worldwide network of servers and carriers means we replicate your customers' experience with all our tests, but you can choose the tests most relevant to your business. Here we explain a core Spearline test...

### How does it work?

- ➔ Your customer sets up a standard toll number for the test, which is set to forward to your local toll free conference number
- ➔ Spearline in-country servers place two calls into your conference. One call is to a number local to the physical location of your conference bridge, and the second call is to your customer's number
- ➔ Once connected, both calls pass access credentials to enter the same conference room
- ➔ Audio is passed between the two calls. This audio is recorded, analyzed and industry standard audio quality scores are generated



### What is it?

The Spearline conference call forward test allows you to bring your customer's network into the testing loop. It enables you to replicate your customer's calls into your conference and test all functionality with minimal setup. When combined with standard conference testing, this allows you to identify where an issue or degradation is occurring, be it on your customer's network or your own.

### When is it used?

The conference call forward test is commonly used to troubleshoot customer issues where the problem may be intermittent or hard to resolve. In many cases conference companies use it as an optional add-on in customer agreements or SLAs, offering customers greater visibility of the quality of service on offer.

### What is measured?

- Connection success or failure
- Post dial delay (between the start of the call and the ringtone)
- DTMF (touch tone) functionality
- Availability of conferencing services
- Audio quality across the whole call, including through your customer's network

### Key benefits

- Measure and quantify your customers' experience when accessing your conferencing services
- See if issues are occurring on your network, your carrier's or your customer's
- Provides independent & impartial proof to customers of the availability & performance of your conference services