

spearline® tests explained

Standard conference 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?

- ➔ Spearline in-country servers place two calls into your conference. One is to a number local to the physical location of your conference bridge, and the second is to the overseas number being tested
- ➔ 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 conference test enables you to replicate a customer call and test all the functionality they need on a call without the need to deploy hardware or perform any setup. Once we have your numbers and conference credentials, tests can be set up within minutes, giving you the ability to proactively monitor and troubleshoot your global telecom footprint.

When is it used?

The conference test is used to proactively monitor the availability and quality of both your global toll and toll-free numbers and your internal conference infrastructure. The test is commonly used to gain real-time alerts on customer impacting issues, to hold carriers to SLAs and to evidence your independently measured quality to your customer. It is also an excellent tool when your network operations center (NOC) teams are troubleshooting issues.

What is measured?

- Connection success or failure
- Post dial delay (between the start of the call and the ring tone)
- DTMF (touch tone) functionality
- Availability of conferencing services
- Audio quality

Key benefits

- Identify and report critical issues before they significantly impact on customers
- Identify audio quality issues which affect your customer's experience
- Provides data enabling you to make more informed call-routing and carrier-sourcing decisions