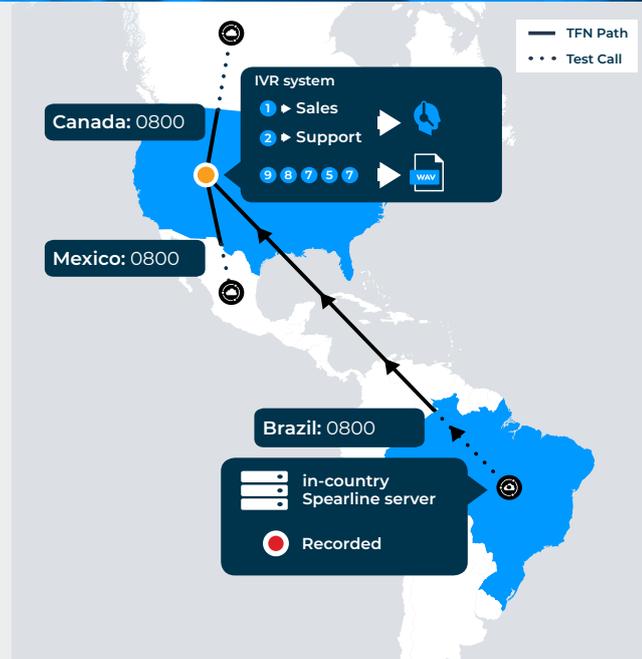# spearline®

Test types explained

Our worldwide network of servers and carriers means we replicate your customers' experience from start to finish, but you can choose the tests most relevant to your business.

Audio quality test

How does it work?

- Spearline in-country server dials your toll/toll-free contact number. We use standard phone lines with ISDN signaling to replicate your customers' experience.

- Spearline server sends a DTMF tone which your IVR is configured to recognise (eg '9-8-7-5-7')

- IVR connects the test call to a pre-loaded audio (WAV) file. The WAV file is played back over the line, recorded on the Spearline server and then analyzed to generate an audio quality score

TFN Path
Test Call

Canada: 0800

IVR system
1 ▸ Sales
2 ▸ Support
9 8 7 5 7

Mexico: 0800

Brazil: 0800

in-country Spearline server

● **Recorded**

What is it?

The audio quality test enables you to replicate a customer's call and generate objective industry-standard audio quality scores. With minimal setup, this test can provide a wealth of understanding about your customer's experience, as well as the level of service being delivered by your carrier.

When is it used?

The audio quality test is used to proactively monitor the availability and quality of your global toll and toll-free numbers. It is used to gain real-time alerts on customer-impacting issues and to hold carriers to SLAs. In many cases, it is also used to demonstrate your quality standards to your customers using independent and objective measures.

What is measured

- Connection success or failure

- Post dial delay (between the number being dialled and the call being answered)

- DTMF (touch tone) functionality

- IVR response

- Audio quality

Key benefits

- Identify and report issues before they significantly impact on customers

- Identify audio quality issues which affect your customers' experience

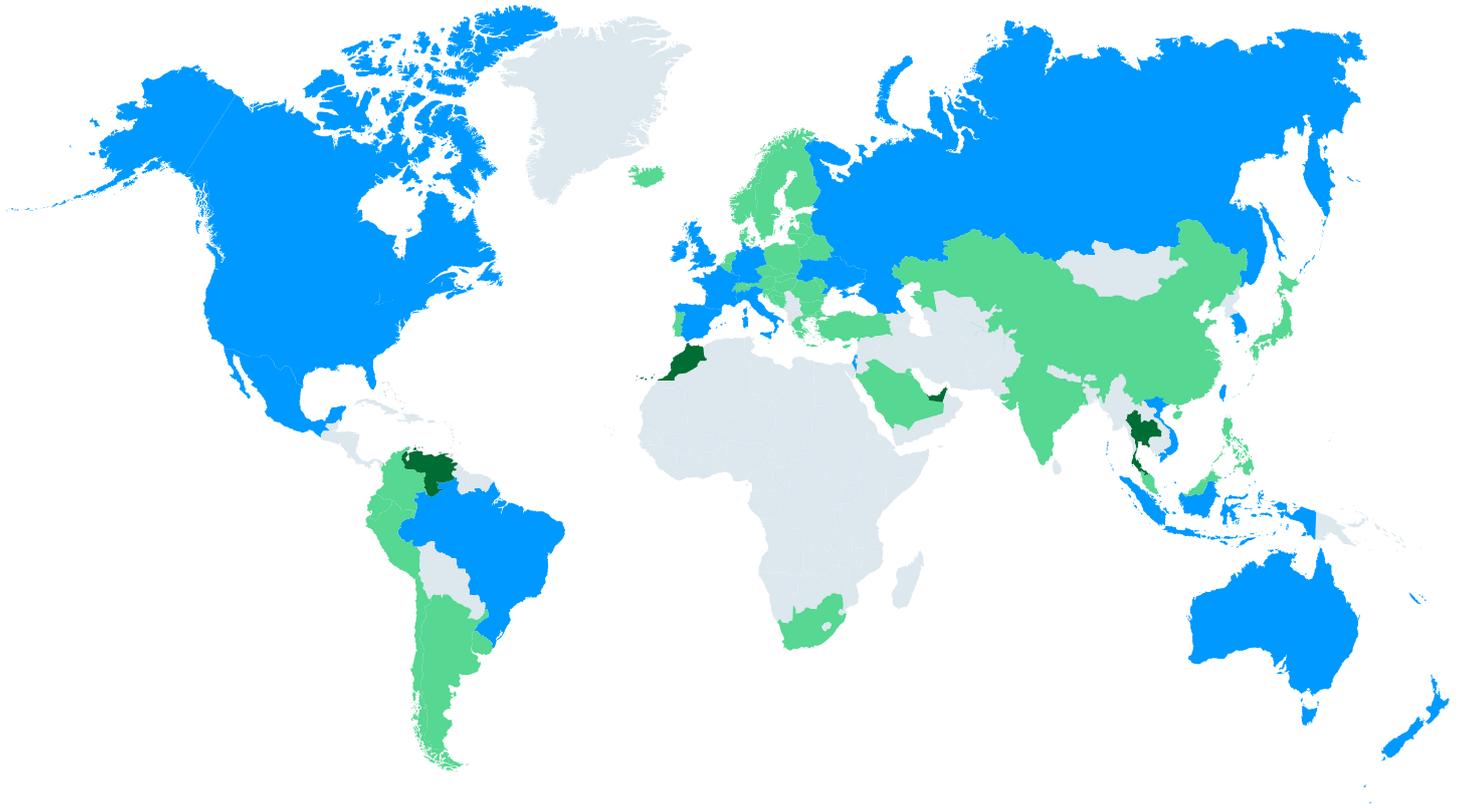- Provides data enabling you to make more advised call-routing and carrier-sourcing decisions

Our coverage for automated in-country testing is the largest in the world (and growing!)

23 PSTN + Mobile

38 PSTN

4 Mobile

spearline®

Spearline is a leading market intelligence company in the telecommunications industry.

Our platform enables enterprises and telecommunications service providers to test connectivity and quality on global telecoms networks, testing automatically and at volume.

Working with some of the leading enterprises, carriers and unified communications providers in the world, we have conducted over 70 million tests through our proprietary network of in-country servers connected to standard phone lines. The alerting and intelligence we provide allows you to greatly reduce downtime and replicate and improve your customers' experience

Interested in maximising your organisation's potential? Get in touch today.

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