

## 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.

## Conference call forward test

### How does it work?

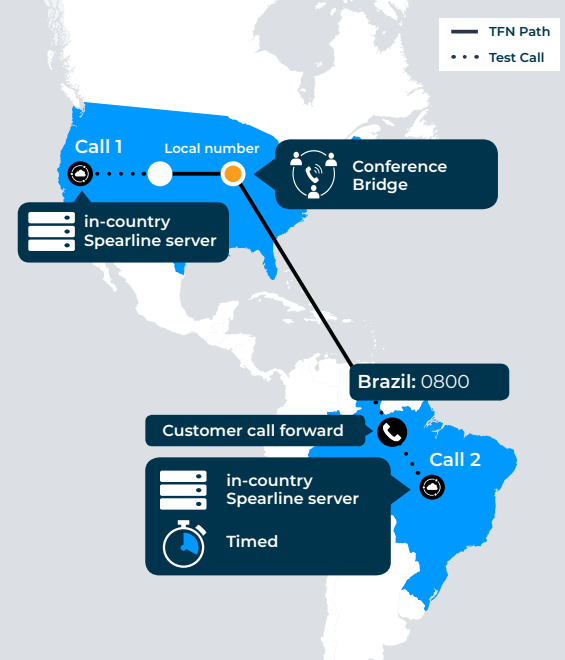
- Your customer sets up a standard toll number for the test, which is set to forward to your local toll free conference number
- Spearline in-country servers place two calls into your conference. One call is to a number local to the physical location of your conference bridge, and the second call is 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 number being dialled and the call being answered)
- 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 services
- See if issues are occurring on your network, your carrier's or your customer's
- Provides data enabling you to make more informed call-routing and carrier-sourcing decisions

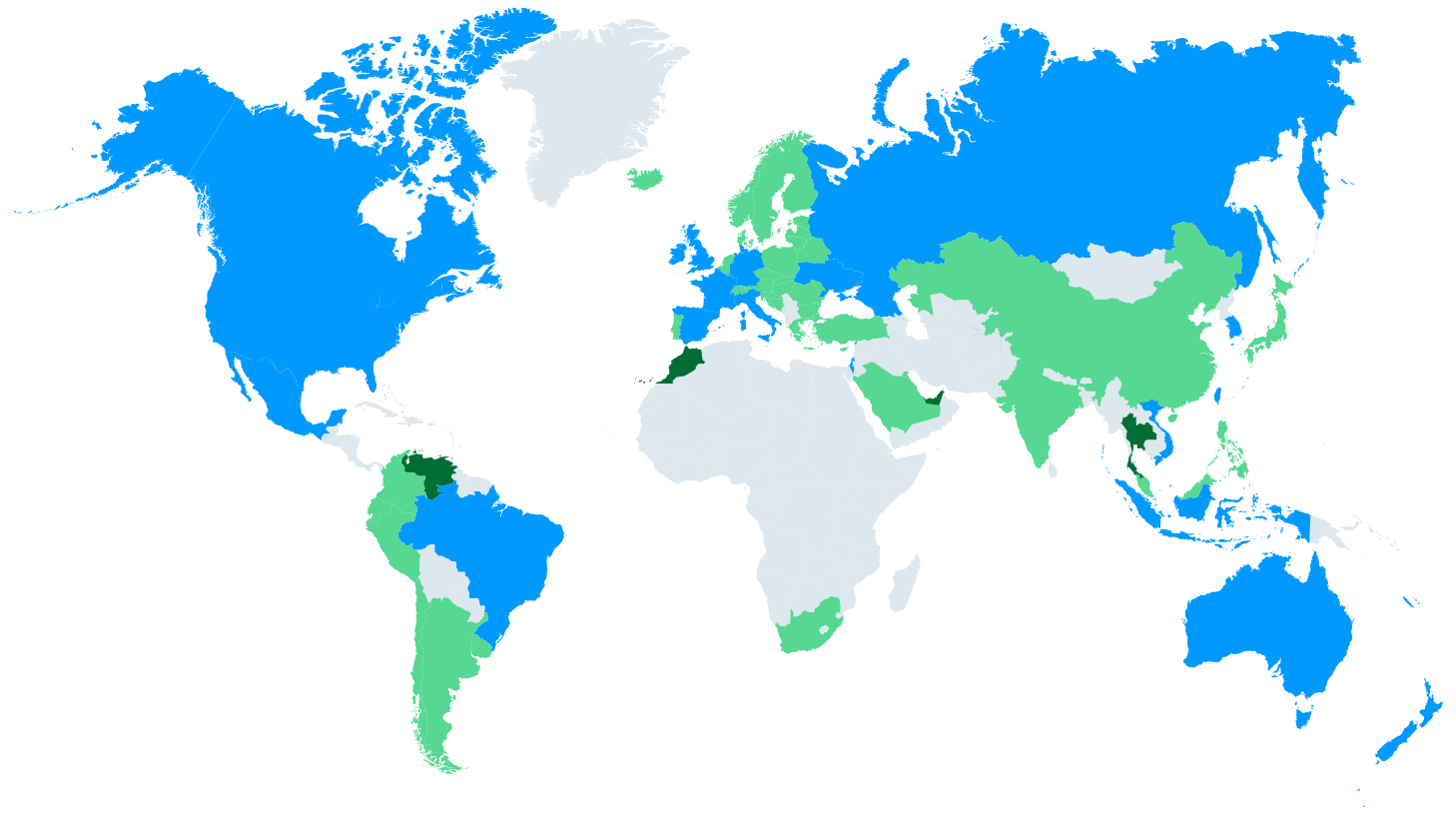
Our coverage for automated in-country testing is the largest in the world (and growing!)



**DID YOU KNOW?**

**4% of calls fail**

With over 70 million tests to date, we've found that 1 in 25 calls fail to connect, or suffer other critical customer-impacting failures



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

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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.**