

## 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.

## Connection test

### How does it work?

- Spearline in-country server dials your contact number - we use standard phone lines with ISDN signaling to replicate your customer's experience
- Spearline server waits for connection or failure related message
- Once signal is received the test call is ended to ensure the call doesn't connect to a live agent

### What is it?

The connection test is our most straightforward test, and the basis for all our customers' testing setup. The test dials your numbers from a Spearline in-country server. We can detect when the call is answered or if there is a connection related issue, and, after validating the problem, alert you before any of your customers do.

### When is it used?

The connection test is used when you need monitoring enabled quickly. There is no setup required on your side and testing is enabled as soon as the numbers are loaded into the system. Where you have a large global telecom footprint, the connection test can be used to proactively alert you to any customer-impacting issues.



### What is measured

- Connection success or failure
- Post dial delay (between the number being dialed and the call being answered)

### Key benefits

- Identify and report issues before they significantly impact on customers
- Reduce mean time to resolution by providing detailed call detail records

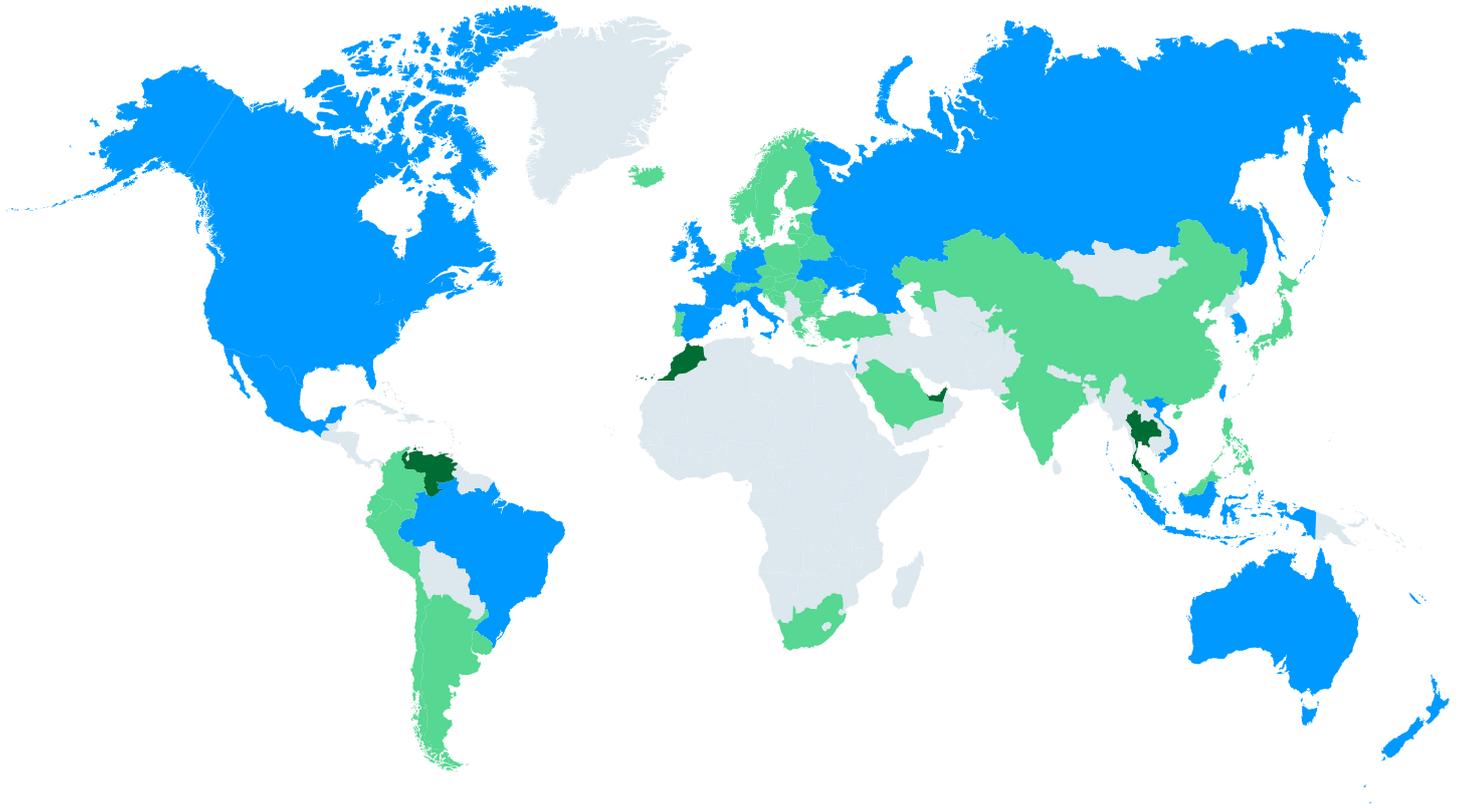
Our coverage for automated in-country testing is the largest in the world (and growing!)



**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.**