

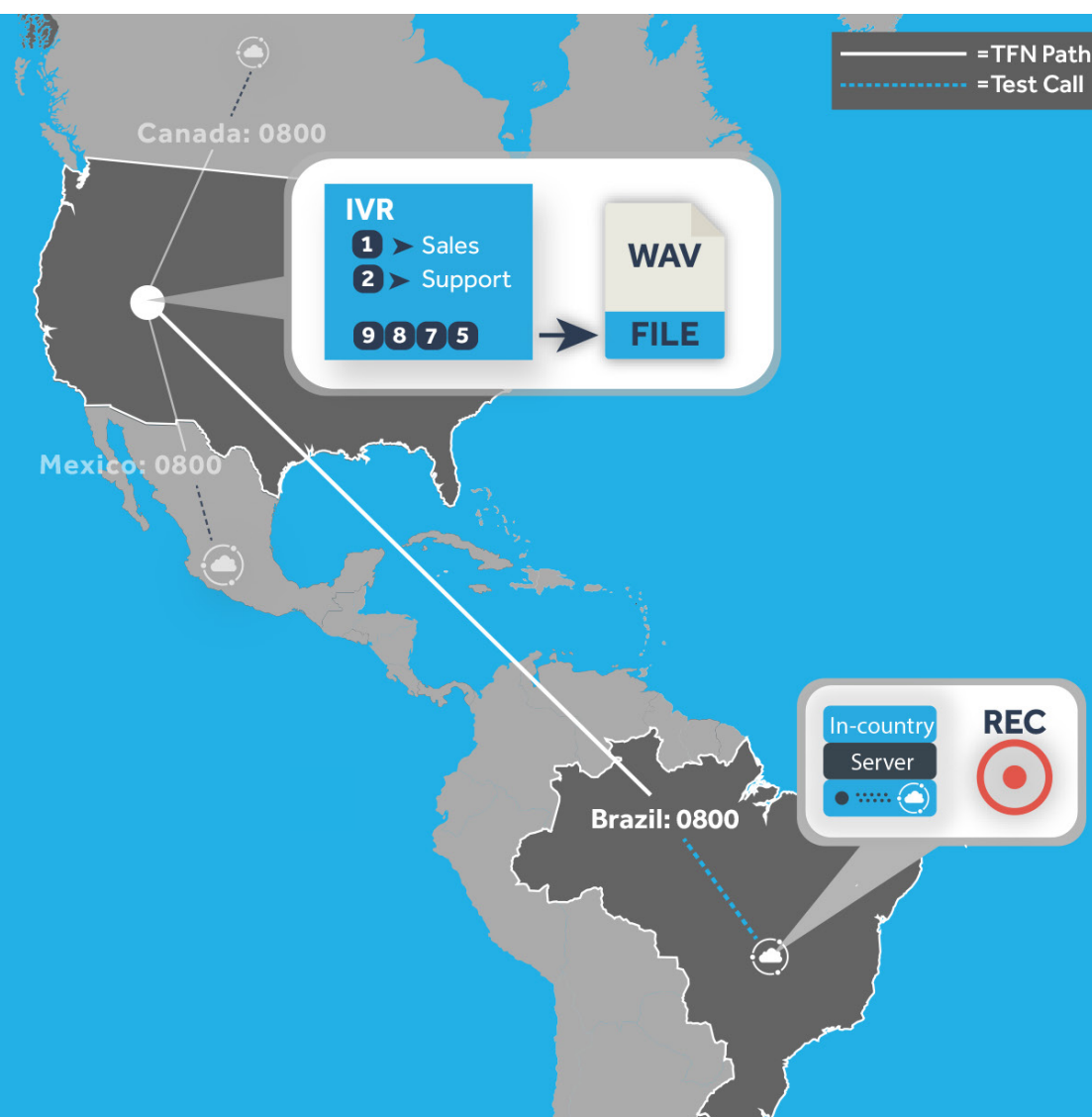
# spearline® tests explained

## Audio quality 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 server dials your toll/toll-free number
- Spearline server sends a DTMF tone which your IVR is configured to recognise
- 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



### 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 start of the call and the ringtone)
- DTMF (touch tone) functionality
- IVR response
- 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 advised call-routing and carrier-sourcing decisions