Sample Report

Simple VoIP Assessment
**Call Summary**

**Call Quality Summary**
The chart below shows the percentage of all calls completed during the assessment that fell into each category of call quality. "Unavailable" call quality indicates that a call could not be connected or failed.

![Call Quality Summary Chart]

<table>
<thead>
<tr>
<th>Quality</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good</td>
<td>41%</td>
</tr>
<tr>
<td>Acceptable</td>
<td>31%</td>
</tr>
<tr>
<td>Poor</td>
<td>23%</td>
</tr>
<tr>
<td>Unavailable</td>
<td>5%</td>
</tr>
</tbody>
</table>

Good - At least 4.03 MOS  |  Acceptable - At least 3.60 MOS  |  Poor - Any lower value

**Factors Affecting Call Quality**
The chart below shows each call quality impairment factor's contribution to the overall call quality. Each factor's contribution is shown as a percentage of all call-quality impairments.

![Factors Affecting Call Quality Chart]

- Codec: 68%
- Lost Data: 12%
- Jitter: 4%
- Delay: 16%
Calls by Group

Call Quality Summary by Call Group
The chart below shows the call quality values for up to 10 call groups, ranked from highest MOS to lowest.

Call Quality Summary by Call Group

Call Quality Evaluation by Call Group
The chart below shows the average MOS values for up to 10 call groups, indicating the percentage of completed calls that fell into the MOS result ranges defined for the assessment.

Call Quality Evaluation by Call Group
Factors Affecting Call Quality by Call Group

The chart below breaks out call quality impairment factors to show the impact of each (in points subtracted from the MOS) on the overall call quality for up to 10 call groups with the lowest MOS values.
**Calls by Day**

**Call Quality Evaluation by Day**
The chart below shows each day's average MOS values with a line graph. The bar graph evaluates each day's MOS values according to the MOS result ranges defined for the assessment and shows the percentage of Good, Acceptable, Poor, and Unavailable calls.

![Call Quality Evaluation by Day](chart1)

**Factors Affecting Call Quality by Day**
The chart below breaks out call quality impairment factors to show the impact of each impairment (in points subtracted from the MOS) on the overall call quality per day.

![Factors Affecting Call Quality by Day](chart2)
**Calls by Hour**

**Call Quality Evaluation by Hour**

The chart below shows each hour's average MOS values with a line graph. The bar graph evaluates each hour's MOS values according to the MOS result ranges defined for the assessment and shows the percentage of Good, Acceptable, Poor, and Unavailable calls.

**Factors Affecting Call Quality by Hour**

The chart below breaks out call quality impairment factors to show the impact of each impairment (in points subtracted from the MOS) on the overall call quality per hour.

**Pass or Fail**