Cisco IOS IP Service Level Agreements (SLAs)

Cisco IOS IP SLA is a core part of the Cisco IOS Software portfolio which allows Cisco customers to analyze IP service levels for IP applications and services, to increase productivity, to lower operational costs, and to reduce the frequency of network outages. Cisco IOS IP SLAs uses active traffic monitoring—the generation of traffic in a continuous, reliable, and predictable manner—for measuring network performance.

Cisco IOS IP SLAs collects a unique subset of the following performance metrics:

•Delay (both round-trip and one-way)

•Jitter (directional)

•Packet loss (directional)

•Packet sequencing (packet ordering)

•Path (per hop)

•Connectivity (directional)

•Server or website download time

•Voice quality scores