

Call Quality Analysis

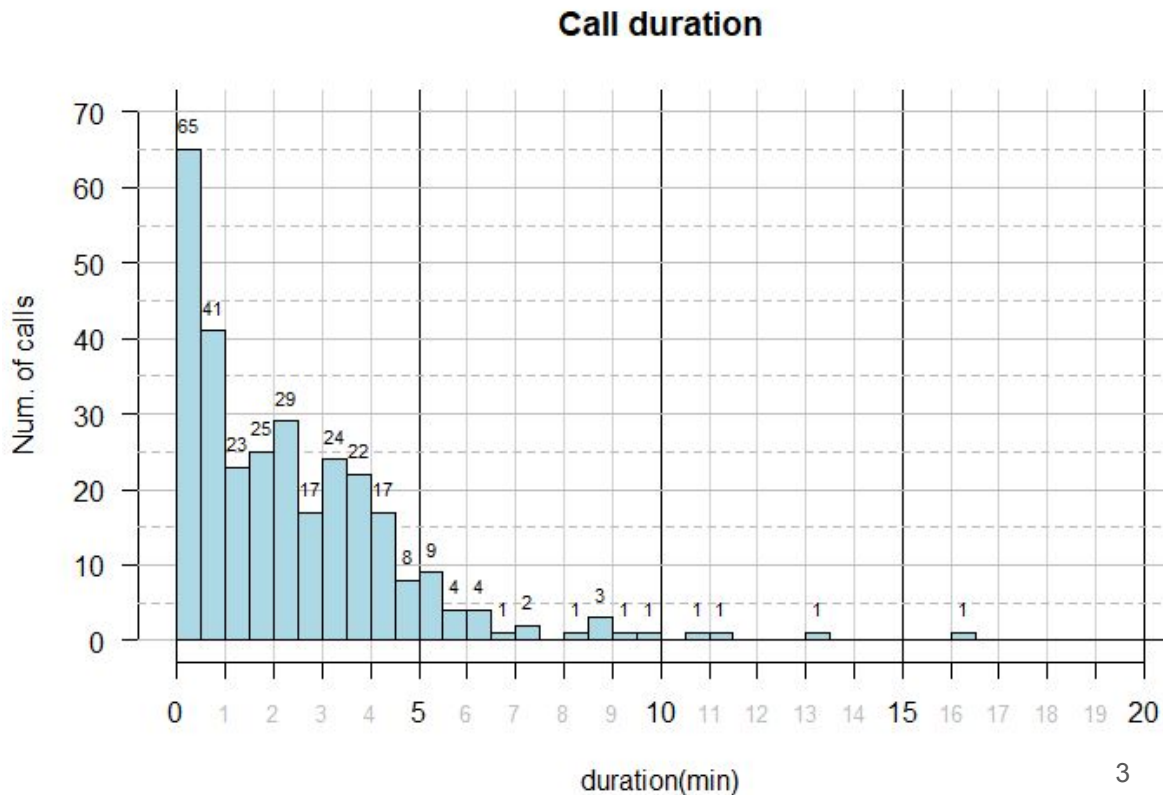
2025/09/04

Call recording



Call statistics

- period 2025/08/28 ~ 2025/09/01
- **302** call
 - 328 call — 78 empty
 - 181 (60%) inbound
 - 121 (40%) outbound
- call duration see illustration



Call statistics: duration

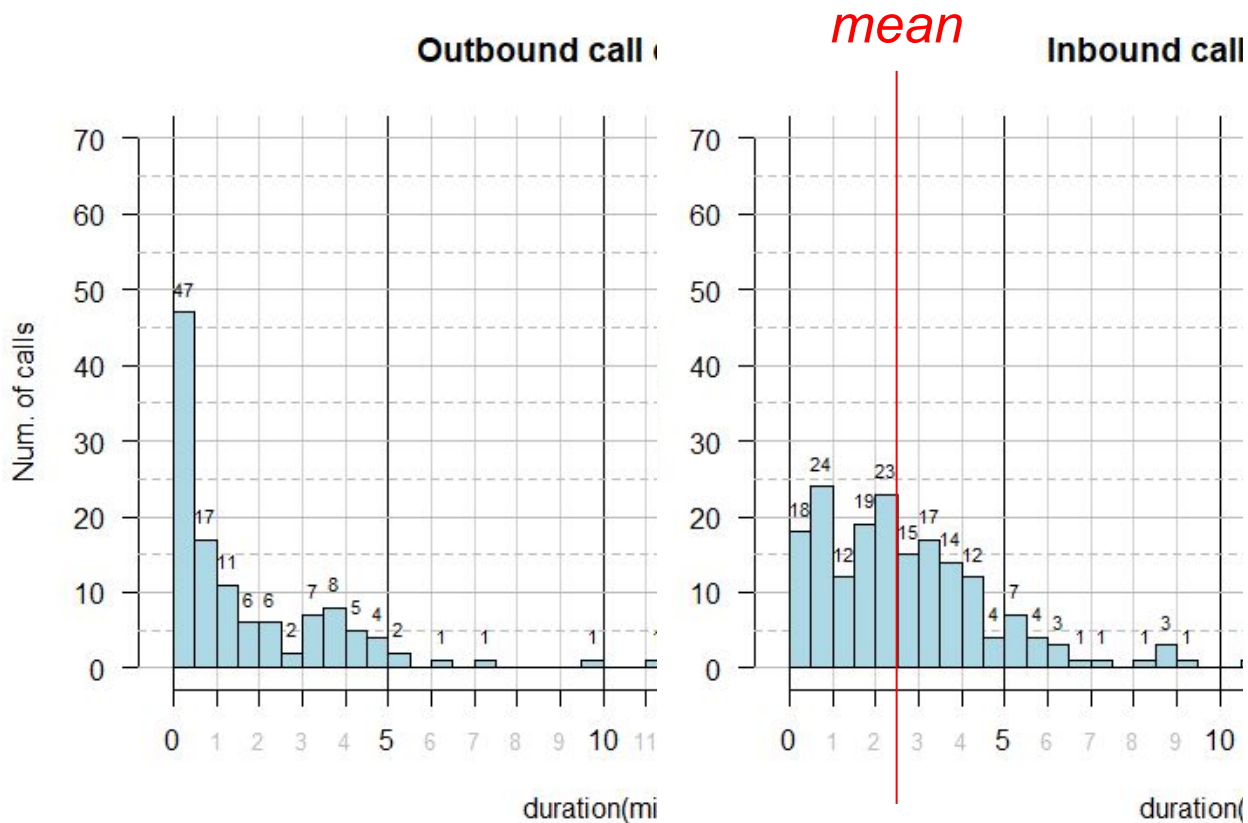
- **outbound**

- 53% of calls are short less than 1 minute

- **inbound**

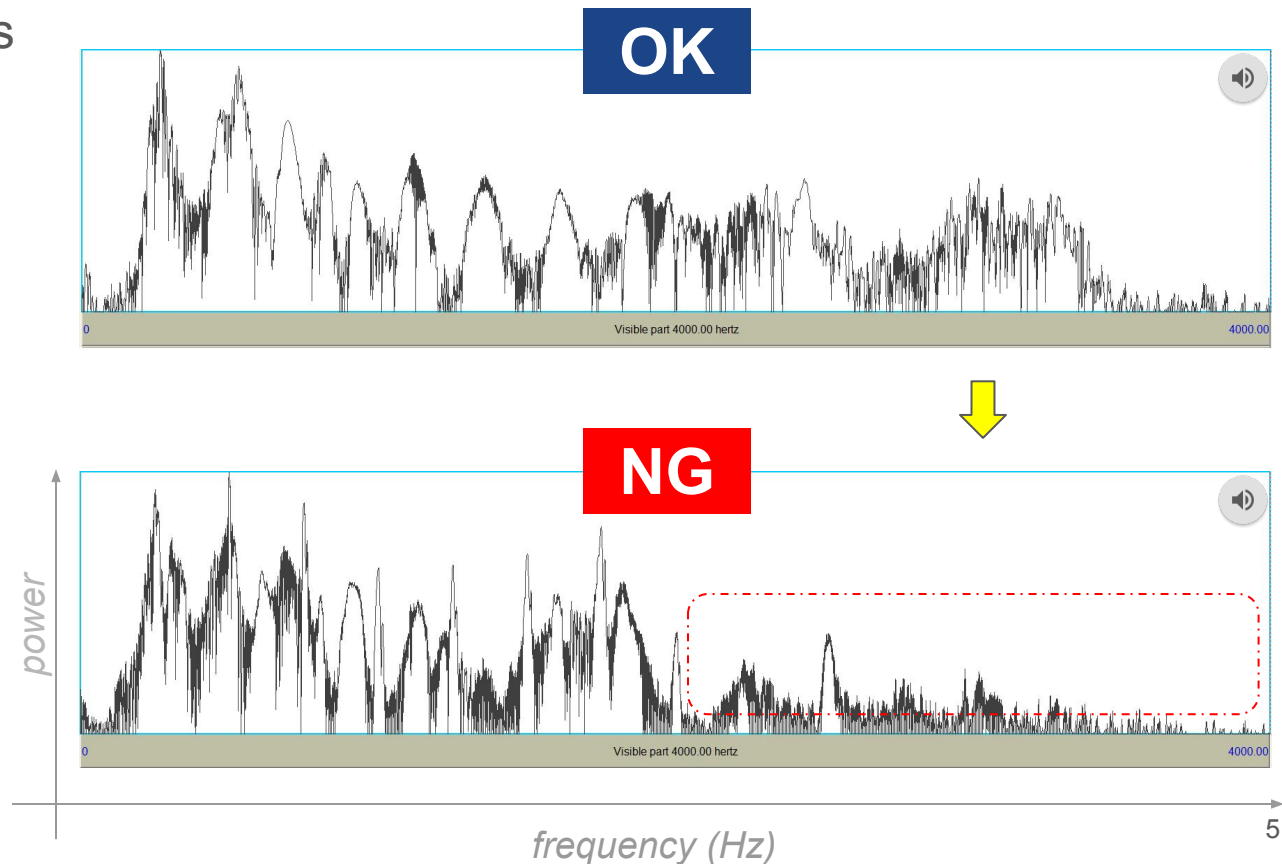
- mean dur 2:51 .
- more even distribution

- ! at

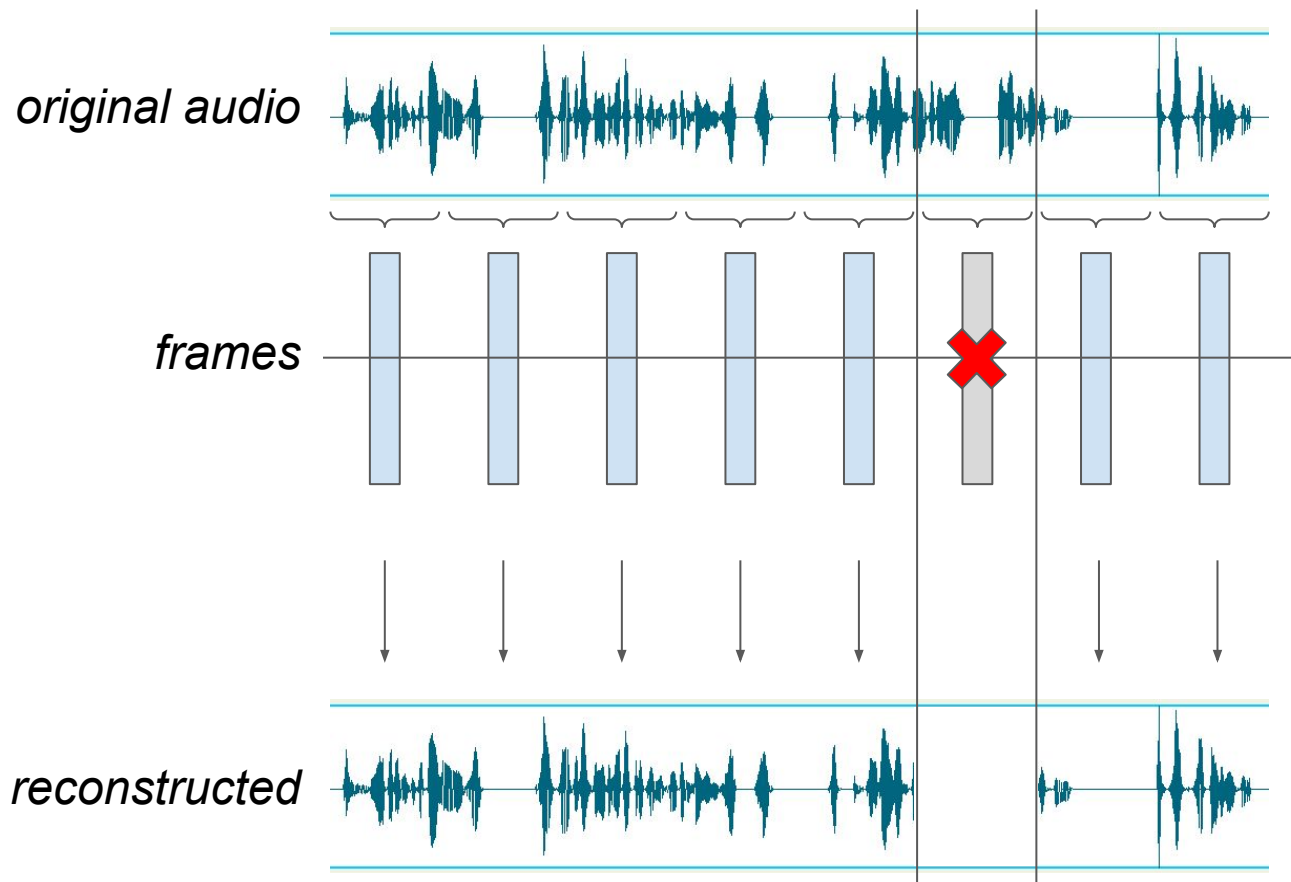


Call quality

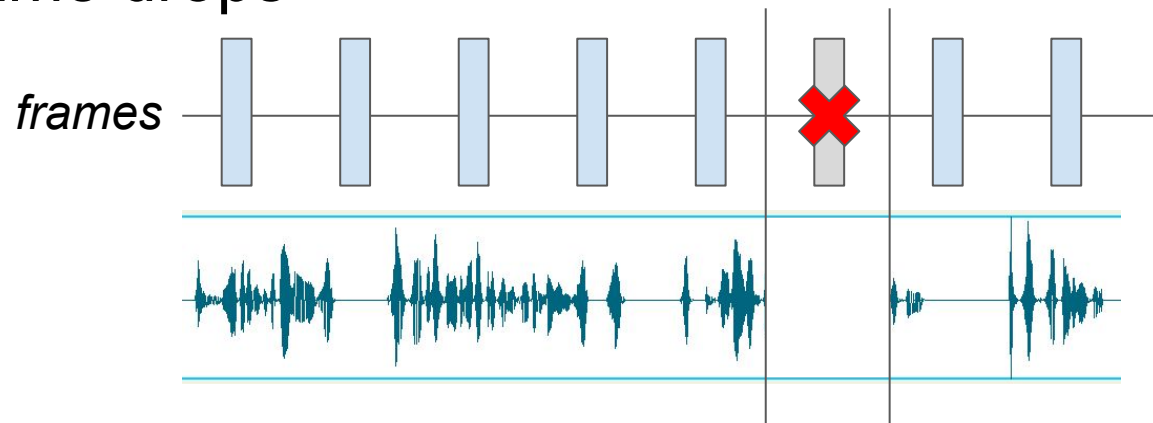
- high audio frequencies see spectrogram
- NG: flattened
- probably due to noise cancellation



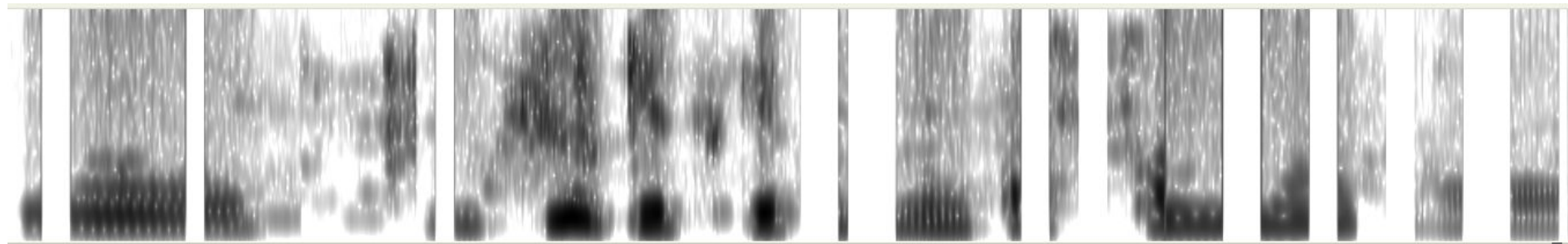
Frame-wise processing



Frame drops

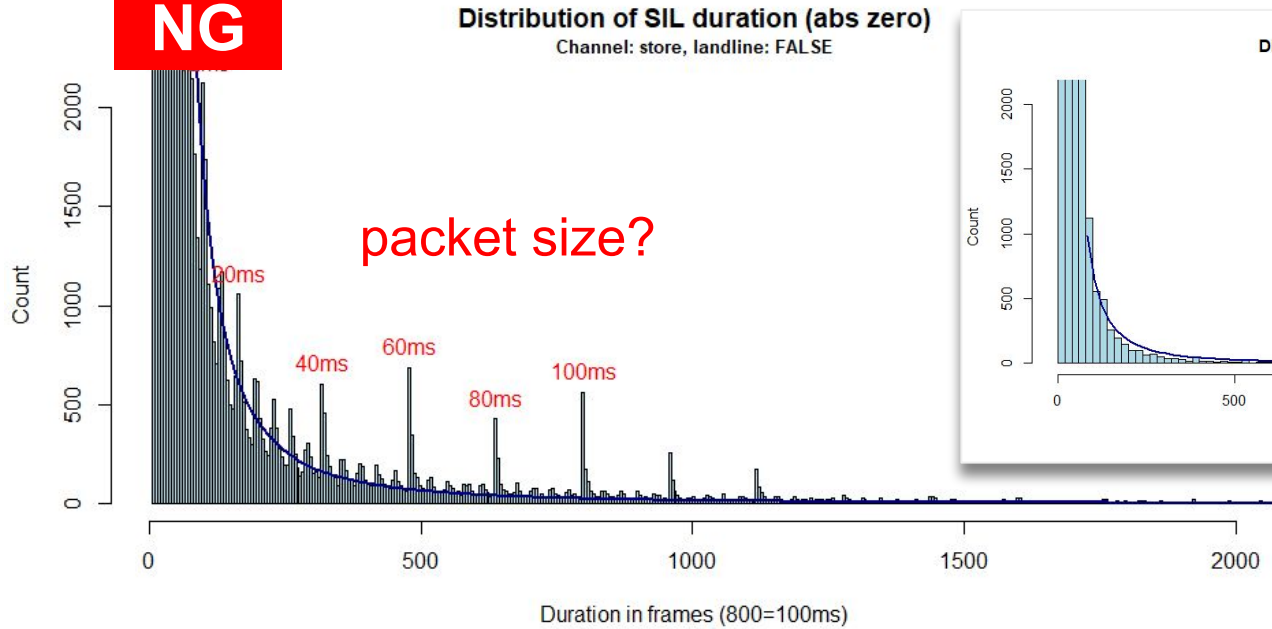


real audio 

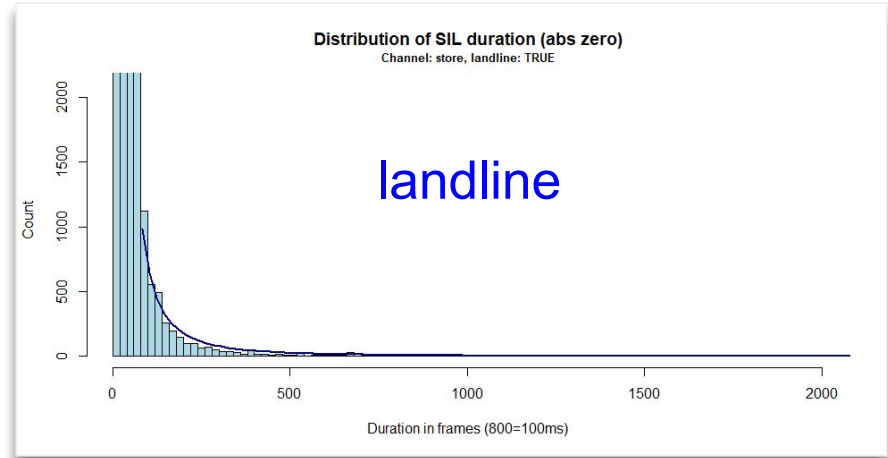


Distribution of silence

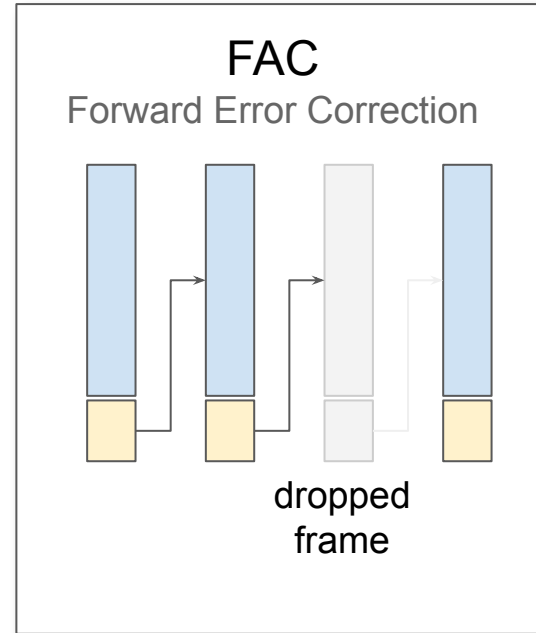
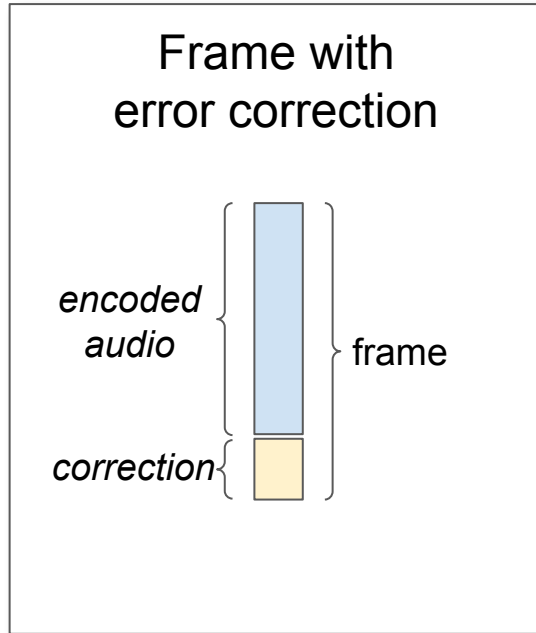
NG



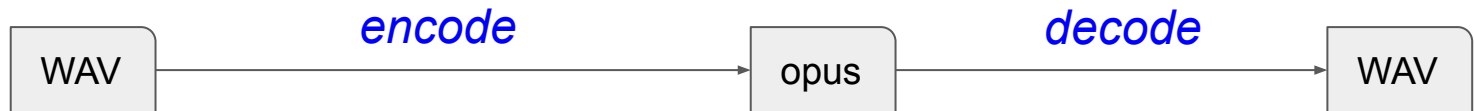
OK



Opus: Error correction



Opus demo

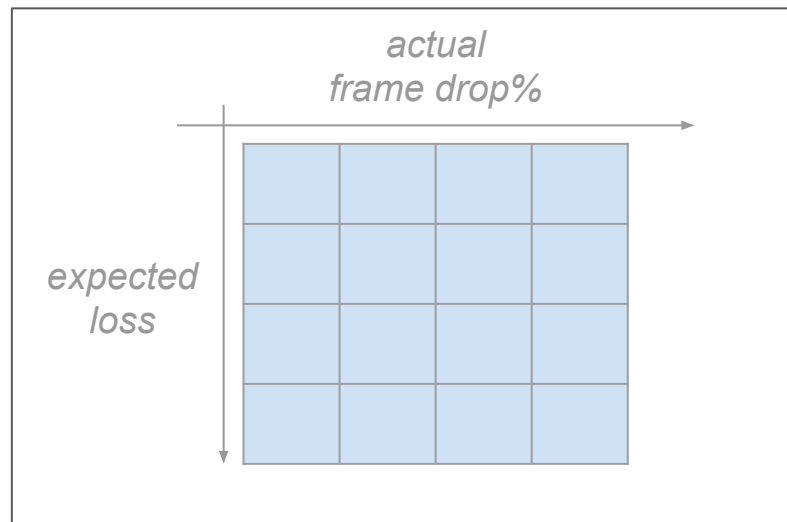


Encoding params

- bitrate
- frame size
- predicted loss

Decoding params

- drop rate
(*frame% to drop*)



Frame size

- possible frame sizes
10, 20, 40, 60ms
- other frame size?
→ no error correction

