

Call Quality

Step One: Basic Questions/Information Gathering

In this step you will want to gather basic information about the problem the client is occurring:

1. What type of call quality problem is being reported? (Identify which one and describe it)
 - a. Static
 - b. Volume
 - c. Robotic voice
 - d. Dropped calls with beep
 - e. Dropped calls without beep
 - f. Choppy
 - g. Delayed voice
 - h. Echo
 - i. Underwater
 - j. Delayed Call
2. Where on the call does the issue occur?
 - a. Agent leg
 - b. Client leg
 - c. Both legs
3. How many/Which users are affected?
4. Does this occur frequently at the same time of day?
5. What is the Frequency (ex. **X** out of **Y** calls) and Persistence (ex. every **X** [hour/day/etc.] over the past **Y** days) of the issue?
6. Could the issue be regional? (i.e. are your agents calling into a specific area when they experience the issue?)
 - a. a)If yes, then what region?
7. What is the earliest approximation of then the issue was first reported?
8. Have there been any company updates or configuration changes that took place around the time the issue first appeared?

Step Two: Evaluate the possible causes

In this step you need to use the information you gathered above to try and determine a possible cause.

- If the problem is only occurring for one agent:
 - Have they tried using a different phone [hard phone]? computer [softphone]?
 - If using a headset, have they tried a different one? changed the batteries? etc.
 - Is there anything about the setup of this one user that could cause call quality?
- If the problem is occurring for the entire company [or a majority of users] in a central location:
 - Are they using VOIP phones with shared bandwidth? If so, have you tested their bandwidth?

- The following are tests you will want to run:
 - Bandwidth from their location to our location (Speedtest.net)
 - Any latency from them to us. (tracert)
 - Any packet loss from them to us. (WinMTR)
- If the problem is occurring for the entire company [or a majority of users] and they are not in a central location:
 - Get the Call Quality button turned on for the affected users [or a subset of them]
 - This can be turned on by **[Josh]**
 - Instruct an admin, manager or the users in general on what the button is for, why it is being turned on.
 - Ensure the users have been trained in its use to avoid their using the button to report non-“call quality” cases.

Step Three: Getting Recordings

In this step you will want to check and see if the company has recording turned on and if they are recording the calls of the agents being affected.

- Do they have Call Recording enabled?
 - If so, ask for examples of the calls the quality happened on and look for those recordings. Attach the recordings to the case.
 - If they don't have recordings available, ensure the agents in question have a 1/1 ratio and schedule a call for the following day to collect examples [or later in the current day if occurring in the morning.] **4+ examples are needed**
 - If not, speak with their CAE and submit a request to Bryan in billing to have it temporarily added.
 - Ensure the agents in question have a 1/1 ratio and schedule a call for the following day to collect examples [or later in the current day if occurring in the morning.] **4+ examples are needed**

NOTE: *If the case is resolved in Tier 1 then Tier 1 will be responsible for getting these settings turned back off at the end of the case. If it is escalated to Tier 2 then Tier 2 will take care of getting those removed.*

Step Four: Advanced Questions/Information gathering

*In this step your goal is to gather additional information that will be of assistance to Development in identifying the problem. This should be done **after** you have gathered the necessary minimum call examples.*

1. Gather the following information from ATOM:
 - a. SIP server for the Company
2. Gather the following information from the Client:
 - a. Phone Setup:
 - i. Type of phone used? (physical/hard phone, softphone)
 - b. Is the company using VOIP?
 - c. What is the company's phone carrier and/or internet provider?

Step Five: Escalating the Case

Your next step will be to escalate the case to Tier 2. You need to ensure that you have done the following:

1. Included all your notes from above in the Internal Notes section of the case.
2. Attached all relevant examples to the case.
3. Included notes of any features/licenses that they did not have that were turned on temporarily.

If you have any question please let Josh, Alyssa or John know.