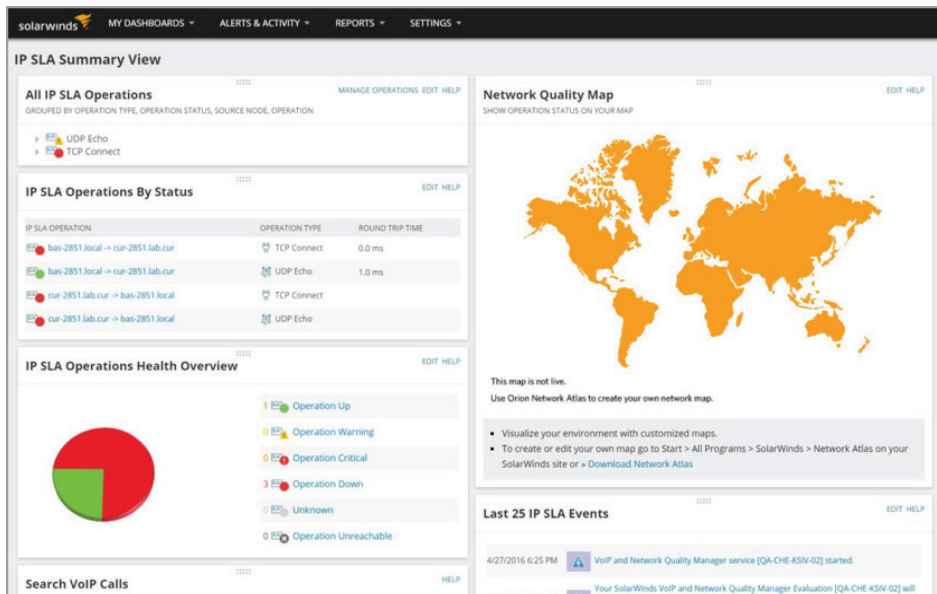


# VoIP & Network Quality Manager

## Proactive VoIP and WAN Performance Monitoring



Stay a step ahead of VoIP call quality issues and end-user complaints. SolarWinds® VoIP & Network Quality Manager (VNQM) is designed to monitor VoIP performance by analyzing call detail records generated by Cisco® Unified Communications Manager and Avaya Aura® Communication Manager, and can help you proactively identify and eliminate distortion, latency, and noise. It can also generate synthetic VoIP traffic using Cisco IP SLA technology and facilitate capacity planning and measurement of voice quality in advance of new VoIP deployments. VNQM is also built to track key edge router and switch statistics and can help you keep a close eye on site-to-site WAN performance.

### WHY CHOOSE VOIP & NETWORK QUALITY MANAGER

- Designed to monitor VoIP call quality metrics, including jitter, latency, packet loss, and MOS
- Can help gain valuable Cisco SIP trunk metrics, including status and call activity, to aid in troubleshooting
- Able to correlate call issues with WAN performance for advanced troubleshooting of Cisco and Avaya® calls
- Monitors site-to-site WAN performance using Cisco IP SLA technology
- Provides VoIP gateway and performance details, including PRI trunk and channel utilization, for help with capacity planning
- Searches and filters call detail records
- Can automatically discover Cisco IP SLA-enabled network devices and deploys typically in less than an hour

## FEATURE HIGHLIGHTS

### Monitor VoIP Call Performance

VNQM monitors the performance of VoIP calls by analyzing call detail records (CDRs) generated by Cisco and Avaya communication managers.

### Cisco SIP and CUBE Trunk Monitoring

VNQM is built to provide valuable Cisco SIP trunk and CUBE SIP trunk metrics, including up/ down status and audio and video call activity. In addition, SIP trunk and CUBE SIP trunk call activity and availability is displayed in the PerfStack™ dashboard. This can help admins identify the root cause of Cisco SIP and CUBE call failures by correlating SIP trunk availability and call activity, call performance metrics, and corresponding network performance metrics, including CPU and memory utilization.

### Troubleshoot VoIP Call Performance

VNQM enables advanced VoIP troubleshooting by correlating individual call performance with corresponding network performance metrics.

### Search and Filter Call Detail Records

VNQM provides the ability to search, filter, and display call detail records (CDRs) to aid in troubleshooting.

### VoIP Gateway and PRI Trunk Monitoring

VNQM provides VoIP gateway and performance details, including PRI trunk and channel utilization, distribution of VoIP and data, and a list of the top 10 quality issues through a designated gateway, so you can see exactly how your VoIP capacity is being used and identify potential issues before they affect users.

### Call Signaling Chart View

VNQM can provide a pictorial representation of the packets exchanged from the call initiation, during progress, and end of call, and displays the requests that took place from call start to call end.

### Automatic IP SLA Setup

VNQM allows you to set up IP SLA operations on your edge routers and switches with a wizard-like interface. You won't need any complicated CLI commands to get started; typically, just a few clicks of your mouse and you're off. It also provides IP SLA Test and verification of support for Cisco CUCM 12.x and Avaya® Aura 8.x.

### VoIP and WAN Capacity Planning

VNQM generates synthetic VoIP traffic using Cisco IP SLA technology to help facilitate capacity planning and measure voice quality in advance of new VoIP deployments.

### VoIP and WAN Monitoring Dashboards

*VNQM can provide customizable, at-a-glance insight into all aspects of your VoIP and WAN performance through an intuitive LUCID™ web interface.*

### Intelligent VoIP and WAN Performance Alerts

*VNQM enables you to configure intelligent alerts to notify you when specific VoIP or WAN performance thresholds are crossed, so you can be the first to know when an issue arises.*

### **IP SLA Extended support**

As of version 2020.2, VNQM now supports IP SLA operations for Cisco Nexus® data center switching gear. VNQM will now discover and monitor IP SLA operations pre-provisioned on Cisco Nexus 3K, 7K, and 9K switches.

### **Customizable Performance Reports**

VNQM is designed to make it easy to generate VoIP and WAN performance reports using out-of-the-box templates customizable with a few mouse clicks, which can automate report creation and distribution.

### **Quick, Do-it-Yourself Deployment**

Download, install, and deploy VNQM typically in less than an hour.

## **SYSTEM REQUIREMENTS**

Orion® Platform products can be deployed on physical or virtual servers on-premises or in the cloud. These products can also be deployed via Azure or AWS Marketplaces. For detailed system requirements, visit [support.solarwinds.com](https://support.solarwinds.com)

VoIP & Network Quality Manager sites are limited to locations where there is an existing Cisco IP SLA compatible router to serve as a simulation node. For more information about IP SLA-capable routers and switches, go to [www.cisco.com/go/fn](https://www.cisco.com/go/fn).

## **TRY BEFORE YOU BUY. DOWNLOAD A FREE TRIAL.**

VoIP and network quality management has never been easier. But don't just take our word for it. At SolarWinds, we believe you should try our software before you buy. That's why we offer free trials that deliver full product functionality. Visit [solarwinds.com](https://solarwinds.com) and [download your free trial today](#).

## ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of simple, powerful, and secure IT management software. Our solutions give organizations worldwide—regardless of type, size, or complexity—the power to accelerate business transformation in today’s hybrid IT environments. We continuously engage with technology professionals— IT service and operations professionals, DevOps and SecOps professionals, and Database Administrators (DBAs) – to understand the challenges they face in maintaining high-performing and highly available IT infrastructures, applications, and environments. The insights we gain from them, in places like our **THWACK** community, allow us to address customers’ needs now, and in the future. Our focus on the user and commitment to excellence in end-to-end hybrid IT management has established SolarWinds as a worldwide leader in solutions for observability, IT service management, application performance, and database management. Learn more today at [www.solarwinds.com](http://www.solarwinds.com).

**TRY IT FREE**

30 days, full version

## ABOUT LOOP1

Loop1 is a leading global IT Operations Management (ITOM) company specializing in the SolarWinds ITOM product offerings—we offer the most comprehensive training and professional services for SolarWinds clients across the globe. Headquartered in Austin, TX, United States, with offices in the United Kingdom, Ireland, Germany, Sri Lanka, and Singapore, the group has more than 100 employees across four continents, clients in more than 60 countries, and 25+ SolarWinds Certified Professional (SCP) engineers, holding 130+ individual certifications.



**A SOLARWINDS ELITE PARTNER**

### CONTACT US

**US** +1 (877) 591-1110

**UK** +44 (0)1285 647900

**IRE** +353 (0)21 601 7548

[www.loop1.com](http://www.loop1.com) | [info@loop1.com](mailto:info@loop1.com)



*For additional information, please contact SolarWinds at 866.530.8100 or email [sales@solarwinds.com](mailto:sales@solarwinds.com).*

*To locate an international reseller near you, visit [http://www.solarwinds.com/partners/reseller\\_locator.asp](http://www.solarwinds.com/partners/reseller_locator.asp)*

© 2020 SolarWinds Worldwide, LLC. All rights reserved

The SolarWinds, SolarWinds & Design, Orion, and THWACK trademarks are the exclusive property of SolarWinds Worldwide, LLC or its affiliates, are registered with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other SolarWinds trademarks, service marks, and logos may be common law marks or are registered or pending registration. All other trademarks mentioned herein are used for identification purposes only and are trademarks of (and may be registered trademarks) of their respective companies.

This document may not be reproduced by any means nor modified, decompiled, disassembled, published or distributed, in whole or in part, or translated to any electronic medium or other means without the prior written consent of SolarWinds. All right, title, and interest in and to the software, services, and documentation are and shall remain the exclusive property of SolarWinds, its affiliates, and/or its respective licensors.

SOLARWINDS DISCLAIMS ALL WARRANTIES, CONDITIONS, OR OTHER TERMS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, ON THE DOCUMENTATION, INCLUDING WITHOUT LIMITATION NONINFRINGEMENT, ACCURACY, COMPLETENESS, OR USEFULNESS OF ANY INFORMATION CONTAINED HEREIN. IN NO EVENT SHALL SOLARWINDS, ITS SUPPLIERS, NOR ITS LICENSORS BE LIABLE FOR ANY DAMAGES, WHETHER ARISING IN TORT, CONTRACT OR ANY OTHER LEGAL THEORY, EVEN IF SOLARWINDS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.