PhonEX™ ONE

MOS Reporting

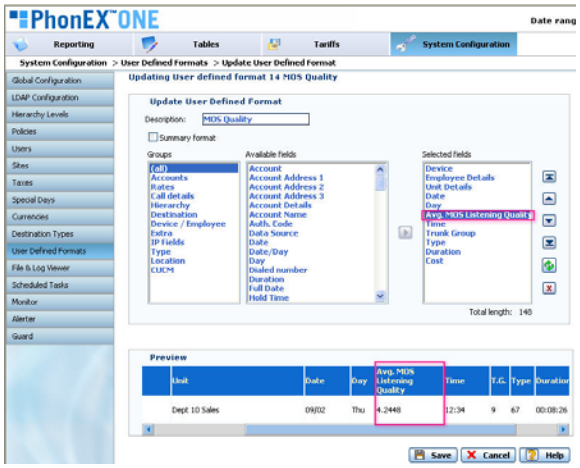
PhonEX™ ONE enables organizations to reduce costs and improve productivity through monitoring and reporting of their telecommunication environment. It is user centric, making it a central point to manage usage of Cisco UCM with the added ability to track multiple CDR sources such as: mobile (cellular) phone usage, mobility systems, PDA devices, teleconferencing, TelePresence, SIP appliances, gateways, routers and more.

KEY FEATURES

- Dashboard User Interface
- Web Based
- Centralised Solution
- 'Set and Forget' Reporting
- Query Reports
- VoIP QOS (MOS) Reports
- Real Time Alerts
- Call Budget & Barring Module
- Multiple CDR Sources
- Multi Lingual
- Multi Currency
- Multi Tariff

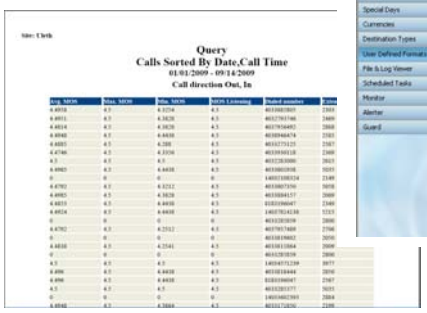
MIND CTI Ltd.

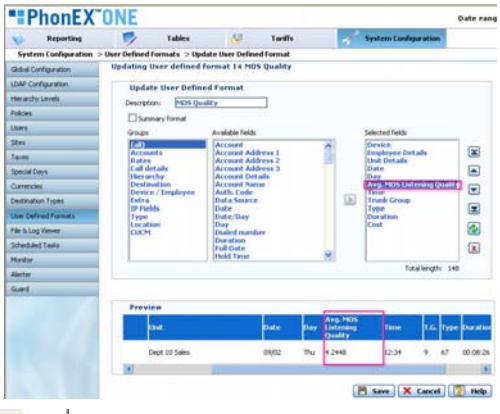
Founded in 1995, MIND CTI Ltd is a public company (NASDAQ: MNDO) a leading global provider of Call Accounting solutions with an installed base in excess of 20,000 in 45 countries. MIND is a Cisco CDN Solution Developer Partner and a member of Cisco's ISPN (Industry Solutions Partner Network).



Average MOS Listening Quality in PhonEX ONE

PhonEX ONE contains pre-defined reports and user-defined reports that cover user's basic needs. If, however, the user requires a completely customized report format, the **User Defined Formats** feature can be used. This feature allows the user to choose the fields to be displayed in the PhonEX ONE report. These fields can be arranged in any order and each field's formatting can also be customized.





Mean Opinion Scoring (MOS) represents a numerical indication of the perceived quality of the media received after being transmitted and/or compressed. The Mean Opinion Score (MOS) is a statistical and pseudo-objective method employed in order to give a qualitative description for a call by using a single number from 1 to 5. The Mean Opinion Score values have the following meaning:

5: Excellent audio quality.

4: Good. Imperfections can be perceived.

3: Slightly annoying

2: Annoying. Not easy to communicate.

1: Extremely annoying. Impossible to communicate. The lowest perceived audio quality.

The values can be expressed either in whole numbers or in decimal values. For instance, a value of 4.0 to 4.5 is referred to as completely satisfactory.

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