

RingCentral Training Services: RingCentral Office® Analytics Using Quality of Service (QoS) Reports

Utilizing QoS Reports to troubleshoot call quality issues.



Training overview

RingCentral Quality of Service (QoS) Reports provides near real-time information on the global health of your phone system. In this course, you will learn how to mitigate basic call quality issues using RingCentral QoS Reports. This includes proactive monitoring, basic troubleshooting, and root cause analysis. Correct quality issues before they become disruptive to the organization.

Course objectives

- Set up QoS reporting and understand key data points with basic use cases.
- Understand each of the key reporting functions for monitoring call quality.
- Diagnose and resolve common issues related to call quality.

RingCentral Office Analytics Using QoS Reports—Scope of Training

Cost	\$800
Training delivery	Virtual instructor-led training (VILT)
Duration	2 hours
Level	Intermediate
Who should attend	RingCentral administrators, performance analysts, and operations managers

Agenda

- Introduction
 - QoS dependencies (non-RingCentral networks)
 - Quality issue causes
 - Packet loss
 - Jitter
 - Latency
 - Mean opinion score
- Using QoS Reports
 - Report settings and filters
 - Key data points
 - QoS data collection on the RingCentral network
 - Report demo with basic use cases
 - Configuring QoS alerts
- Reading QoS Reports
 - Monitoring overall system quality
 - Monitoring quality by geographic location
 - Monitoring quality by ISP, endpoint, and codec
- Monitoring quality by call volume
- Monitoring quality by user and extension
- Monitoring quality by call
- Mean Opinion Score (MOS) Performance dashboard
- Diagnosing common use cases
 - Creating an executive report about general system health
 - A user is reporting frequent “bad audio”
- Q&A
- Support and training
- Overview of RingCentral Support and resources

Prerequisite

The RingCentral system must be up and running with data to review.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect from any location, on any device, and via any mode. RingCentral provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.