



IRIS SD Reporter

EFFECTIVE CALL ROUTING, IMPROVED
CALL QUALITY, CDR ANALYSIS AND
REPORTING WITH IRIS-SD REPORTER

IRIS SD Reporter is a complete **Call Data Record (CDR)** analysis and reporting tool for ACME Packet users. In the interests of call quality and profitability, the Reporter obtains Call Data Records in near real-time and reports on signal performance statistics that are crucial to monitoring your call routing.

IRIS SD Reporter is a comprehensive CDR tool suitable for carrier-grade network monitoring and performance management. CDR analysis sets high standards by maintaining CDR integrity, thanks to a lack of probes, port spanning or data manipulation. **Quality-of-Service (QoS)** values are obtained from the ACME packet in the media path and this SD portal allows users to navigate the stored information. Users can identify potential issues at a glance.

The Reporter interface includes graphs, thresholds and alerting about signal performance and QoS.

These metrics include:

- Device global calls per second
- Device global concurrent sessions
- Device health including CPU, Memory, Health and Licenses
- Device global messages rejected
- Realm Answer to Seizure Ratio (ASR)
- Realm R-Factor
- Realm Sessions not admitted
- Session-Agent Latency
- Session-Agent Answer to Seizure Ratio (ASR) – and more

To aid in troubleshooting, filters can be applied to the performance data. The entire **CDR record** is also available for viewing.

Some of the typical benefits of using the IRIS SD Reporter include:

- Eliminating dropped calls
- Maximizing ROI
- Accurate measurement of interconnect quality
- Cost-saving by minimizing breakout to the Telco
- Ensuring that calls follow the least costly paths

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