

# Never experience bad call quality again

**3** reasons to deploy unbiased call performance monitoring

## Did you know?

**76%**

of meetings participants would find it useful to know who talks most on a meeting

**22%**

of respondents experienced poor call quality on their last customer service call

## And...

**91%**

say poor audio quality would negatively impact the perception of a company

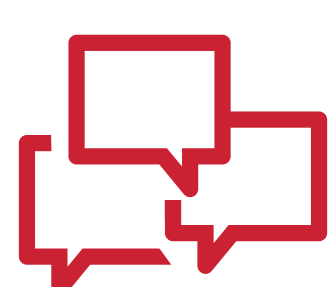
Can you afford bad audio and video quality?

## 1 Wide scope for failure.

**WebRTC audio and video quality can suffer for many different reasons:**

Network performance issues with the underlying transport network i.e. agents end to end public connection

Endpoint platform problems like configuration errors, compatibility or environmental issues



### Don't simply settle for metrics

Most monitoring tools provide performance data but make it hard to troubleshoot and solve issues.



## 2 Don't forget your endpoints.

**Endpoints, such as contact center agents, provide the best the vantage point to gauge user experience**

WebRTC getstats supports, network connectivity, media and signaling however typical challenges include:

1. Keeping track of the WebRTC statistics, each browser supports
2. Ensuring endpoint stats are securely transported



### Agents hold the key

Ensure endpoint statistics are collected and tracked



## 3 Herding the "statistics cats"

**WebRTC statistics must be transported from endpoints to a central repository for consolidation, analysis and reporting.**

This often requires a tradeoff between the breadth of the data collected and the network bandwidth consumed.

You want to capture and forward as much statistical data as possible without overwhelming the network



### Compromise is not an option

The less frequently you capture statistics, the more likely you are to miss a short-lived event like burst packet loss.



**72%**

of video conferencing users are often frustrated by audio or video issues

Sign up or try the live demo today at [8x8.com/products/apis/callstats-io](https://www.8x8.com/products/apis/callstats-io)

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