CLEAR

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AGENDA

- How to define call quality

- What is CLEAR?

- What CLEAR means

- Conclusion

How to define call quality

Packet loss < 1%.
One-way latency < 150ms.
Jitter < 30ms

What is CLEAR?

- Business quality calls

- Evaluate journey of voice packets

- Designed to
  - Ensure positive outcome
  - Meet expectations of customer
  - Maximise the best possible solution

How Spitfire use CLEAR

1. Integral part of conversations with customer

2. Network diagram

3. CLEAR analysis

How Spitfire use CLEAR

Integral part of conversations with customer
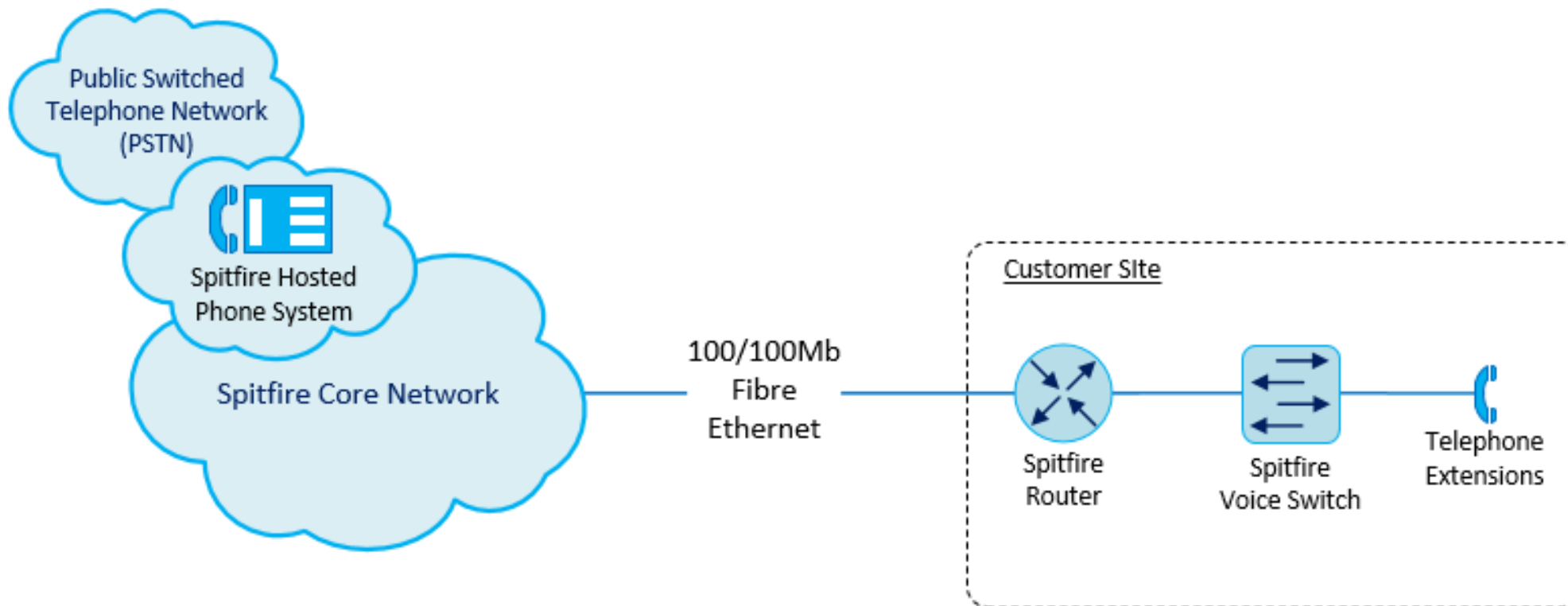
Customer LAN

Non-Spitfire elements of the solution

Reliance on calls for their business

How Spitfire use CLEAR

Network Diagram

How Spitfire use CLEAR

CLEAR analysis

- Customer Network Description

- Identified Voice Risk

- CLEAR?

- Agreed Actions

23/01/2020 | **Example Co. Limited**

CLEAR Analysis

	Customer Network Description	Identified Voice Risk Analysis	CLEAR? Yes/No/Risk	Agreed Actions
Customer LAN				
Link				
Exit				
Arrival				
Route				

Conclusion

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