

# iQTechnology

**iQTechnology® (iQT) is an industry-first method of managing call quality from an end-to-end consumer perspective that is unsurpassed by any other telecommunications carrier.**

iQT continually monitors, in real-time, consumer behavior to call quality they experience. iQT identifies fast-busy signals, dead air, poor audio quality and cut-offs down to a specific geographical area and instantaneously adjusts call routing to optimize performance. The results are higher percentages of successful calls, optimal call quality, fewer trouble tickets and a predictable end-user experience.

Traditional telecom voice quality measurement involves tracking customer complaints and limited, antiquated call trending methods like ASR (answer seizure ratio) and ACD (average call duration), all of which require very large volumes of calls and human resources to pinpoint negative call quality problems. These traditional measures fail to precisely model the actual subscriber/customer experience during a call. It can literally take thousands of calls to know that a specific carrier is delivering poor call quality before a decision is made. By then, it's simply too late and the damage to the consumer perception has already been done.

iQT uses advanced analytics to monitor and analyze end-user call attempts, patterns and other behavior in real-time and automatically removes carrier routes that do not meet the minimum quality standards. Additionally, iQT is agnostic to the underlying technologies and focuses on the end-to-end consumer experience regardless of how the call is connected.

Protected by US patent #6,914,967, iQT has been evolved and re-engineered three times over the past six years, further improving its effectiveness and value in providing the best-in-class balance between quality and price of international long distance.

**If you'd like to see how NetworkIP can add value and quality to your business, contact us today for a no-obligation assessment.**

