VOICE INSIGHTS

Comms clairvoyance with real-time call insights

Identify and address potential quality, capacity, and billing issues at each stage of the call journey before they arise.

Why it matters

Quality of service, much more than price, is what more and more businesses are finding makes a big difference for their bottom line.

Bandwidth Voice Insights gives you a detailed view into your voice performance to help you make better, more informed, data-driven decisions.

Search and destroy poor CX

Identify call experience issues before your customers do with real-time quality insights. Use data points such as mean opinion scores, round trip time, packet loss, and jitter.

With our real-time call quality metrics, you can identify call experience issues before your customers or end-users do.

X-ray vision on your communications

With Bandwidth Insights you get a 360-degree view into how your calls perform as they make the journey between Bandwidth's network and yours.

More bang for your buck

Monitor your capacity utilization in real-time. Say good-bye to blocked calls and hello to optimized channel usage that cuts out unnecessary spend with CDRs that make billing reconciliation a breeze.

bandwidth

Granular reporting as you like it

- Analyze quality, troubleshoot problems, and optimize costs with customizable dashboards

- Drill down and see breakdowns on call completion and quality metrics by stage in the call journey

- Access data by API or configure customizable CSV exports to bring Insights data into the BI platform of your choosing
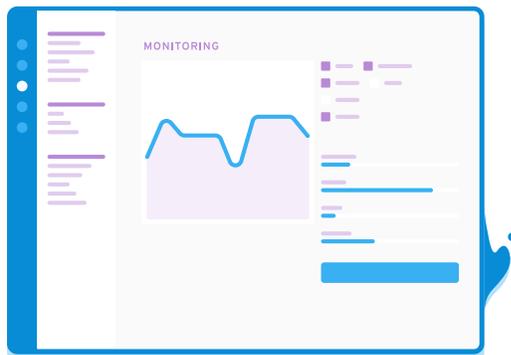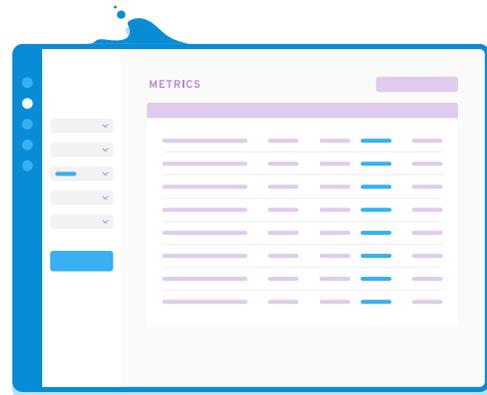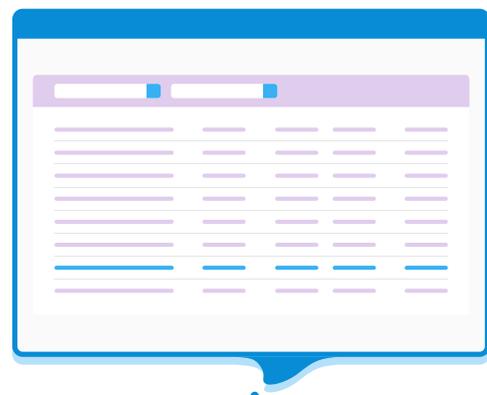
Automated monitoring & alerting

- Monitor real-time capacity usage by geography and date for a clear view of how to optimize your channel spend

- Set up custom goals and alerting periods for important service notifications on your usage

- Configure real-time alerts by email or webhook so you're never caught off guard

The whole picture in one cost-effective package

- Enjoy an instant end-to-end view on-call performance from the cloud through a single pane of glass

- Forget costly third-party solutions or laborious infrastructure deployments to monitor calls in and out of your network

- Achieve full transparency with freemium pricing based on your reporting, monitoring, and alerting requirements

Instant access to all these insights and more

📞 Total call counts	⇄ Inbound / outbound split	✔ Avg call completion rates
🌐 Capacity usage per region	📄 CDRs including duration & cost	📋 Holistic call quality score
⚙ Mean Opinion Score (MOS)	⟳ Round trip time, packet loss & jitter	🔍 Spend per service per region

Want to learn more?

Visit us at **https://www.bandwidth.com/products/insights**

ⓦ bandwidth

Voice Insights currently only available outside the U.S.