

Pure IP Observability

**One view of voice quality across platforms,
the voice edge and the Pure IP network**

When a call degrades, most businesses can't say where it happened or why. Packet loss and jitter stay hidden inside the network, so problems take longer to resolve and users feel the difference. AI raises the cost of that gap. Speech-to-speech agents respond to the audio they receive, so a degraded call changes what the agent hears and how it answers.

Pure IP Observability correlates data from the Pure IP network, the voice edge and supported platforms into one record of the call. It shows where issues occur and why, so teams can monitor voice quality and troubleshoot with evidence.

Available in the US, for customers using Pure IP for voice.



↑ Get one independent view of call quality across supported platforms, the Pure IP network and the voice edge, with objective evidence of where issues occur.

What Pure IP Observability delivers

Visibility into the network carrying the call

See how calls performed across the carrier network, not just up to the edge of your own. Pure IP runs the network carrying the call, so that data comes from the company delivering the service.

Voice AI readiness

Give your AI team the call data they're missing. Speech-to-speech agents respond to the audio they receive, so packet loss and jitter on a session explain interactions that a transcript alone won't.

Independent of the platform vendors

Get one view of the conversation path rather than checking each vendor's dashboard in turn. Pure IP Observability correlates telemetry from supported UC platforms, SIP and SBC sources into a single record of the call.

Quality measured on supported calls

Know a call degraded before the user tells you. Voice performance is measured across supported calls, including MOS, jitter and packet loss, with configurable alerts on the conditions that matter to you.

Faster root cause

Answer whether the issue sits with the platform, the carrier, the SBC or the network, and take session-level evidence into troubleshooting and disputes.

Visibility across the voice edge

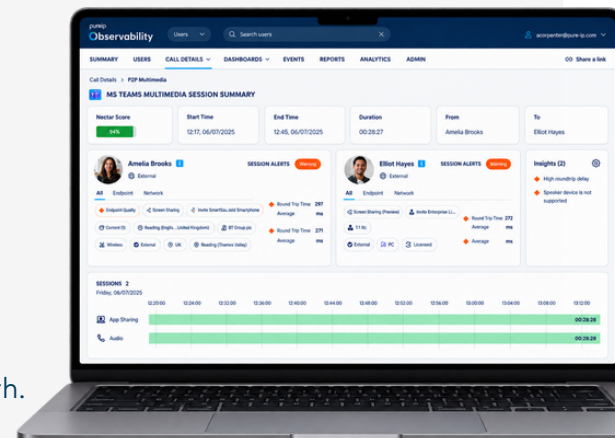
Find out what happened on the SIP and SBC path instead of treating it as a blind spot between the platform and the carrier. Signaling and media-quality evidence is collected at the Pure IP voice edge, by SPAN or port mirror, or by API and RADIUS backhaul, depending on the environment.

← See supported calls and users in detail, with MOS, jitter, packet loss, and quality timelines, so teams can troubleshoot from session evidence instead of user reports.

Supported environments

Available now, USA only:

- Microsoft Teams, Webex and Zoom, through read-only vendor APIs with tenant admin consent
- Pure IP Edge PSTN SBC
- Customer-dedicated SBC where supported and validated



↑ Correlated, session-level evidence reduces escalation loops and supports disputes and troubleshooting with objective data.

Getting started

Pure IP Observability is a self-service add-on, with no change to your existing voice services. Pure IP validates eligibility, connects supported platforms and the voice edge, and configures your portal, dashboards and alerts. From go-live your teams run the diagnostics themselves, without raising a ticket to get answers.

1

Scoping and eligibility

A Pure IP specialist confirms your supported platforms, SIP and SBC paths, and integration requirements.

2

Platform and edge connection

Read-only connectors collect telemetry from supported UC platforms with tenant admin consent. SBC and SIP evidence is collected at the Pure IP Edge SBC, or at a supported customer-dedicated SBC.

3

Correlation and portal setup

Platform, SIP, and SBC data are correlated into call, user, and service-health views, and your dedicated portal is configured for authorized users.

4

Dashboards and alerts go live

Your teams get call-quality dashboards, diagnostics, and configurable alerts, with no change to the existing voice path. Pure IP hands over after training.

5

Ongoing observability

Objective telemetry supports daily troubleshooting, vendor escalations, SLA discussions, and service reviews.

Book a demo

See how Pure IP Observability provides one independent view of voice performance across the network and supported platforms.