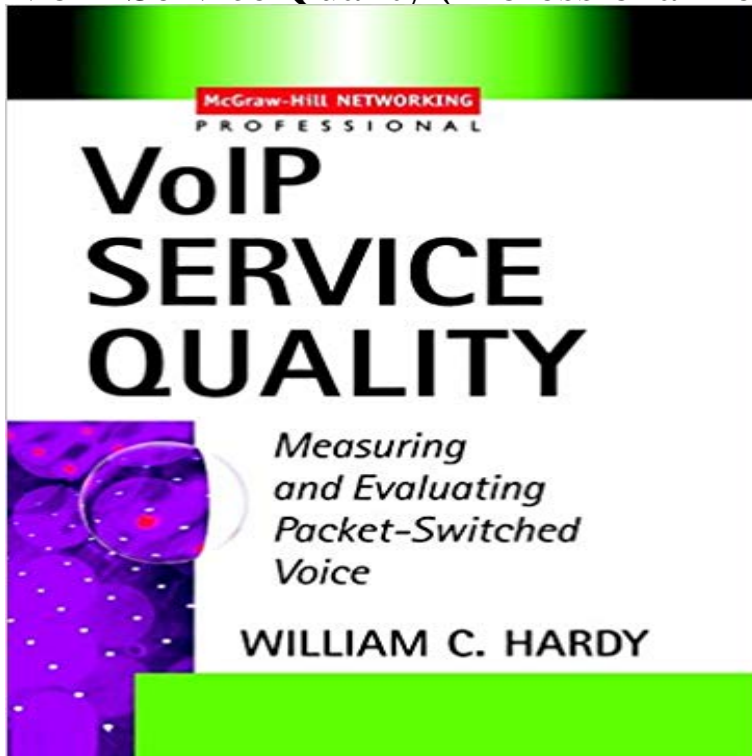


## VoIP Service Quality (Professional Telecom)



VoIP (Voice over Internet Protocol), the next big advance in telecom, has proven difficult to implement. This resource gives service and enterprise telecom managers all the data they need on measurements, tools, and utilities to build a Voice over IP service that works as well as the telephone.\* Offers specific techniques for evaluating every factor that affects quality of service\* Written in an easy-to-understand plain English style\* Explains how to translate problems of quality into measurable cause and effect

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