

TruExperience™ Use Case: VoIP Degradation



Instantly pinpoint the real cause of voice quality issues and resolve them with confidence

Diagnose voice quality issues with real-time precision

Overview. Reliable VoIP performance is essential for agent, worker, and workforce productivity. TruExperience provides objective, real-time experience telemetry to help IT and Business Operations teams identify, diagnose, and resolve voice quality issues with confidence.

Challenge. Agents and workers increasingly depend on high-quality VoIP to perform their daily responsibilities. When voice quality degrades—choppy audio, echo, dropped calls—agents open ITSM tickets, productivity drops, and customer experience suffers.

IT and Business Operations teams lack visibility into whether issues originate from the worker's network layer, voice infrastructure, or application stack. They have no baseline for when the problem started, whether it's recurring, or how widespread the impact is. Internal tools often show everything as 'green', leaving productivity loss unquantified and unresolved. This leads to finger pointing between internal teams while the issue persists.

Solution. TruExperience captures real-time workforce experience datasets that identify:

- Whether the root cause is network, voice, or application related
- Which organizations, business units, or locations are impacted
- The number of affected agents and severity of degradation
- Baseline vs. degraded performance conditions

These datasets provide empirical, data-driven insight to validate voice quality concerns and pinpoint true root cause.

Key Benefits

- Clear visibility into VoIP performance degradations
- Identification of impacted users, units, and regions
- Prioritization of incident response based on business impact
- Faster 'mean time to know' (MTTK)
- Accelerated mean time to resolution (MTTR)
- Reduced operational and IT support costs
- Elimination of internal finger-pointing through objective measurement

Outcome. Organizations gain confidence and speed in diagnosing VoIP issues while improving workforce productivity and customer experience. TruExperience ensures voice quality issues are validated, quantified, and resolved using real performance data—not assumptions.



Contact us for a personalized consultation or a free demonstration.

info@truiem.com | +1.239.316.3836



Truiem represents the passionate pursuit of its founders to apply the collective experience of the past 20 years to assist todays' innovators, service providers and consumers in speeding adoption of technology to meet their commercial objectives and improve the human experience.

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Truiem, Inc. | Naples, Florida 34102 | truiem.com | info@truiem.com | +1.239.316.3836