

PRESS RELEASE

PhoneBurner chooses Voipfuture for monitoring new AWS-based voice platform

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Voipfuture was able to improve PhoneBurner's network visibility due to its unique, dual visibility into both the control and media planes KPIs

Hamburg, April 18, 2023. Voipfuture, the provider of a unique carrier-grade, dual-visibility voice service quality monitoring and analytics solution, announced today that it was recently chosen by PhoneBurner, after being able to resolve a problem the company encountered on extremely short notice.

PhoneBurner is a popular cloud-based dialing platform based in California that makes outreach more profitable. PhoneBurner powers over 2 million monthly conversations for their clients.

In January 2023, PhoneBurner unexpectedly had to change their communication service providers, which led to a number of technical issues impacting the user experience. PhoneBurner was using open source monitoring and troubleshooting tools such as Homer and Wireshark, to try and understand these call-quality issues. However, these tools offered limited visibility into the media plane or RTP stream, preventing the company from assessing call quality or linking it to specific network issues.

A critical factor in improving flexibility is whether your business is cloud-based. With the cloud, you can scale and adapt your services in real time without the constraints of legacy infrastructure. Thankfully, PhoneBurner has its infrastructure deployed on AWS and was able to update its processes to get back in business.

Within a day, Voipfuture's voice experts put together a plan to improve PhoneBurner's network visibility. Together with PhoneBurner's engineering team, Voipfuture's technology helped to isolate the issues causing one-sided and dropped calls and resolved them for their customers

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*"If PhoneBurner wasn't on AWS, implementing an on-prem hardware-based solution could have taken months", says **Chris Sorensen, PhoneBurner's CEO**. "The flexibility of the cloud dramatically reduces the time it takes to implement new voice platforms and monitoring solutions. While it was a whirlwind introduction, this was the start of a great working relationship with Voipfuture"*

*"PhoneBurner was using open source tools such as Homer and Wireshark, to try and understand these call-quality issues." Says **Eyal Ullert, Voipfuture Co Sales and Marketing**. "However, these tools offered limited visibility into the media plane or RTP stream, preventing the company from assessing call quality or linking it to specific network issues. With Qrystal providing visibility into both the signaling and media planes, the issues on the network could be intuitively monitored and troubleshooted."*

About Voipfuture

Voipfuture is a premium voice service monitoring and analytics company that provides a unique technology for assessing, aggregating, analyzing, and visualizing voice quality information, for better data-based insights.

Voipfuture products offer a precise view on both the media and control planes to communication service providers, wholesalers, enterprises, call centers and cloud-based voice services. Since its launch, Voipfuture has been at the forefront of voice quality monitoring and continues to redefine Voice over IP by connecting customers' view on service quality with high resolution user experience, as well as with insights that enable next gen voice services.