

VoIP in Action



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Overview

Call quality issues

- Choppy, static audio, robotic voice?
- Poor customer experience
- Escalations
- Long calls

VoIP traffic

- Analysis in Wireshark
- Tools for analyzing and troubleshooting



Demo

**Identifying and troubleshooting VoIP
issues using Wireshark**



Summary

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- Capture and analyze VoIP traffic using Wireshark
- Commonly used tools for analyzing and troubleshooting VoIP issues

