# VolP in Action



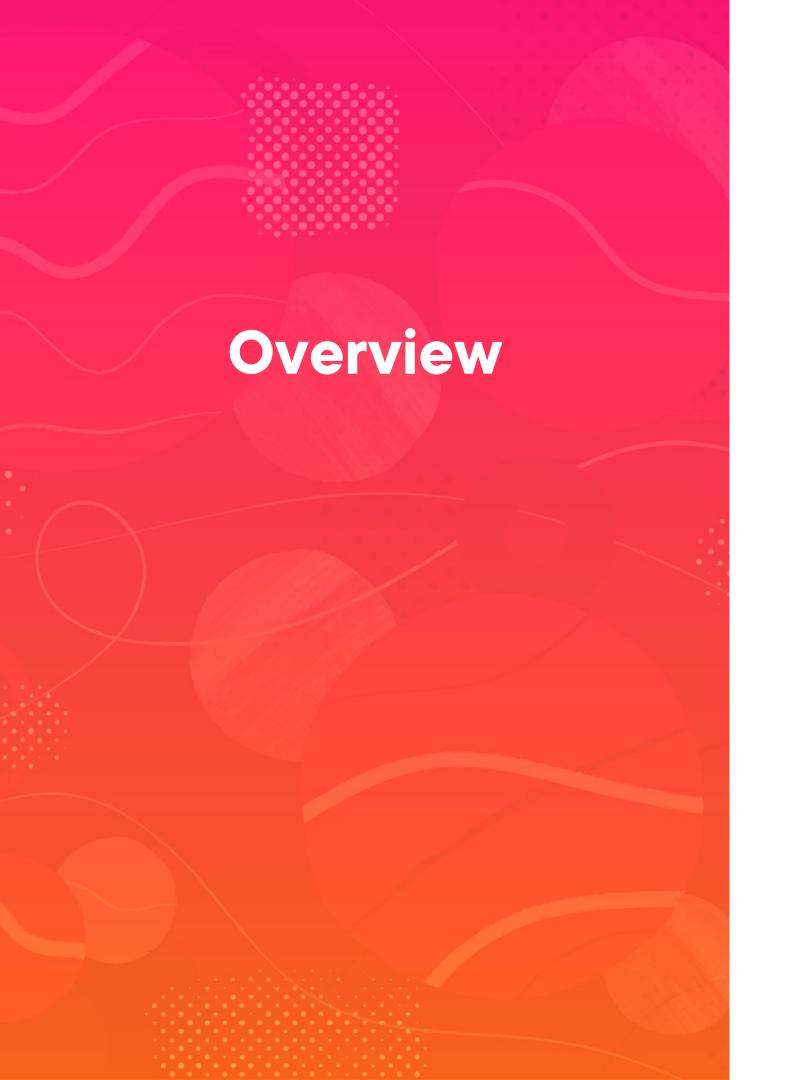
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# Call quality issues

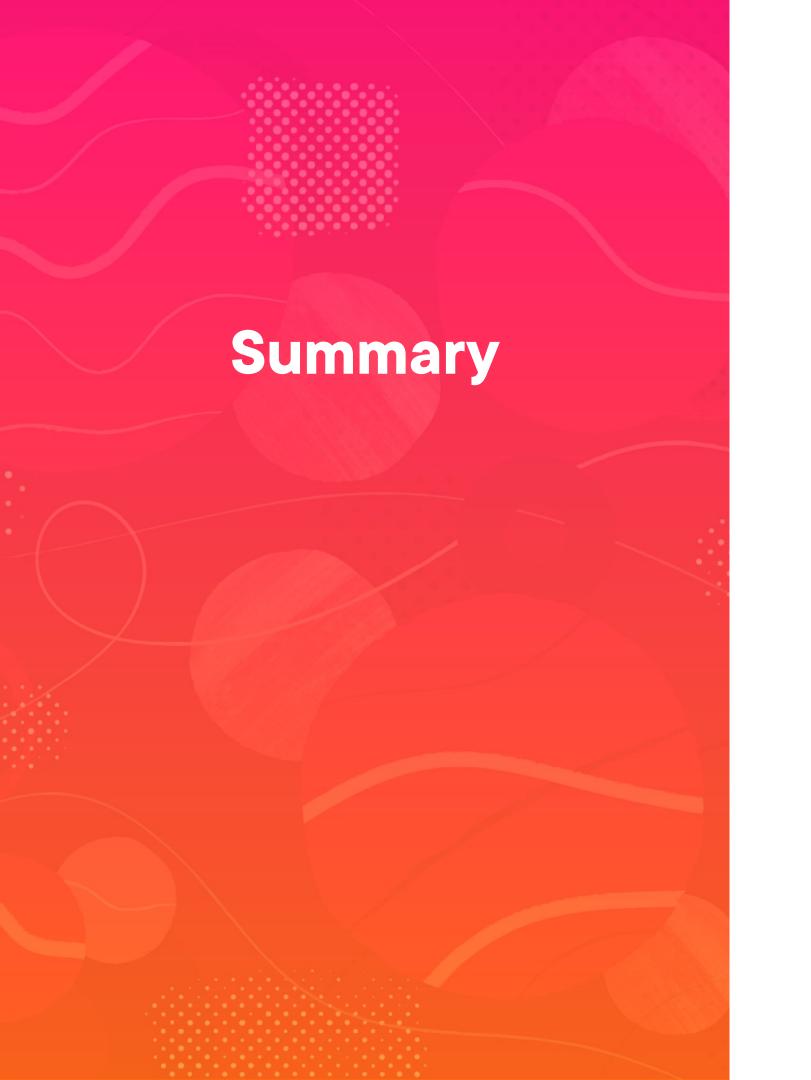
- Choppy, static audio, robotic voice?
- Poor customer experience
- Escalations
- Long calls

### **VoIP traffic**

- Analysis in wireshark
- Tools for analyzing and troubleshooting

# Demo

Identifying and troubleshooting VoIP issues using Wireshark



# **Summary**

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