COMMCENTRE
MANAGED IT SERVICES

FREE RESOURCE · CHOPPY, ONE-WAY OR DROPPING CALLS

CALL QUALITY LOG

A two-page log your team can fill in during a bad week: time, number, direction, duration, device, wired or Wi-Fi, and what it sounded like.

Symptom decoder

YOU HEAR	USUALLY POINTS TO	RECORD THIS
Choppy or robotic audio	Busy connection or weak Wi-Fi	Time, Wi-Fi or cable, what else was running
One-way audio	Router or firewall blocking the return path	Which side could not hear; every call or some
Drops at the same seconds	A timer or a device answering	Stopwatch time of three dropped calls
Drops at random	Dropouts, a failing handset or Wi-Fi roaming	One person or everyone; one area or all
Echo or talk-over	Delay or speaker feedback	Whose echo; headset or speaker
Outbound fails	Carrier rejection or a barring rule	Exact number dialled and exact message

Safe checks

- [ ] Asked two colleagues: one person or everyone?
- [ ] Tried a cabled computer or standing by the access point
- [ ] Made a test call longer than two minutes
- [ ] Checked whether it happens at the same time each day
- [ ] Checked for a wider internet outage
- [ ] Did not restart or reset the router

Send the log with your support request. Never include passwords or sign-in codes.

Call quality log

DATE	TIME	IN / OUT	NUMBER	LASTED (MIN:SEC)	DEVICE OR APP	CABLE / WI-FI / MOBILE DATA	WHAT IT SOUNDED LIKE