PROACTIVELY IDENTIFY SERVICE ISSUES BEFORE CUSTOMERS EVEN NOTICE



Leverage application-aware quality of service and application insights to pinpoint service degradation and resolve issues faster.

Typical challenges

As networks grow increasingly complex and customer expectations for reliable digital services continue to rise, maintaining consistent service quality has become a major challenge for network operators. Limited visibility into application performance makes it difficult to detect service degradation early and understand its impact on the user experience.

Common challenges include:

- Limited visibility into application and service performance across complex networks
- Difficulty distinguishing network congestion from application-related issues
- Intermittent latency, jitter, and packet loss that degrade user experience
- Reactive troubleshooting after customer complaints
- Difficulty investigating service degradation and potential SLA breaches
- Limited visibility into OTT video streaming quality and its impact on customer experience
- Increasing pressure to maintain service quality efficiently

Solution overview

R&S®Probe Observer addresses these challenges by providing deep visibility into network traffic, application behavior, and service performance. Through comprehensive traffic analytics and actionable insights, it enables network operators to better understand service quality, investigate performance issues, and improve operational efficiency.

- Analyze network traffic with application-aware visibility to better understand service and application performance
- Assess service quality and user experience by combining application insights with relevant network performance metrics
- Correlate application and network insights to identify potential root causes of service degradation
- Compare individual subscriber issues with other users in the same region to distinguish isolated problems from widespread ones
- Use real-time and historical traffic analytics to identify and investigate intermittent quality issues
- Monitor OTT video streaming quality using dedicated indicators such as the Streaming Quality Index (SQI)
- Support operations teams with centralized monitoring and reporting

Example scenario

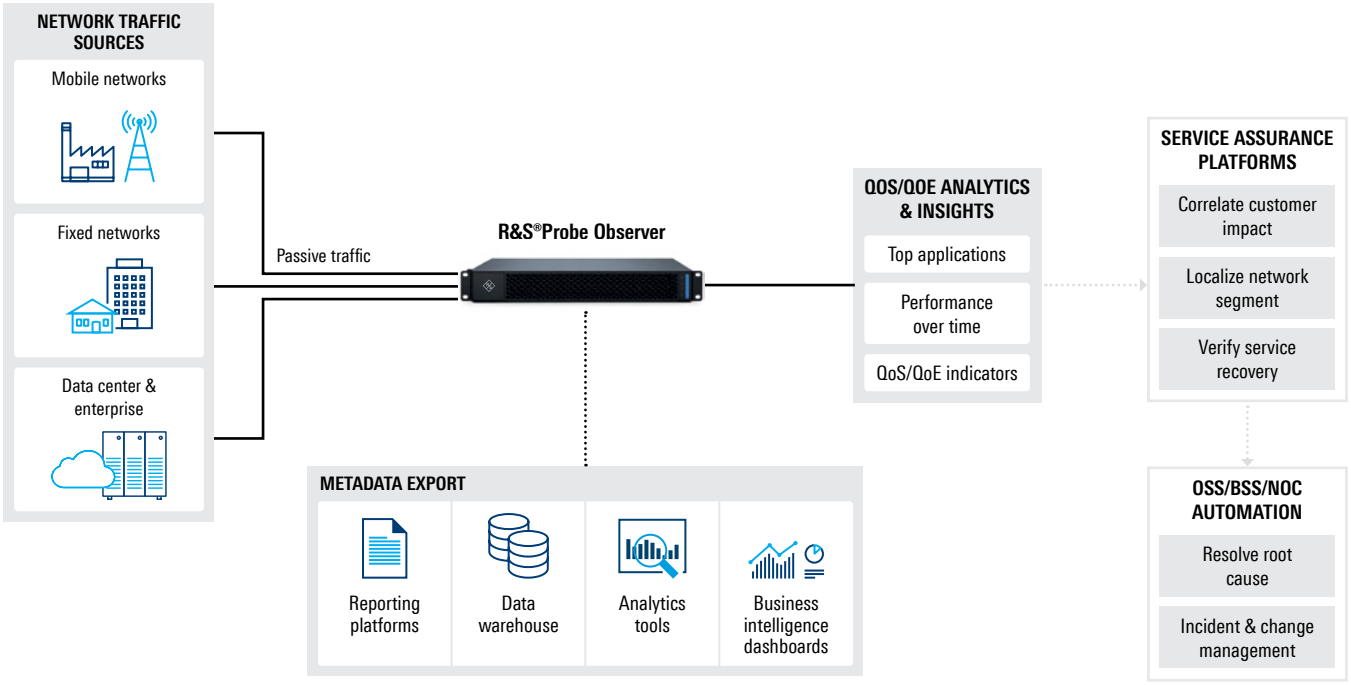
Situation: An internet service provider receives recurring complaints about unstable video calls and streaming quality during peak hours.

Challenge: Conventional bandwidth monitoring often shows increased traffic but does not reveal which services are affected or why users experience degradation. The intermittent nature of the issue complicates investigation.

Solution: R&S®Probe Observer provides visibility into network traffic and application-level behavior. Operations teams analyze traffic patterns and available performance indicators during the affected period to isolate the impacted services and determine whether the root cause is network-related.

Key benefits

- Identify service degradation more effectively
- Shorten troubleshooting and root-cause analysis
- Support consistent quality of service and customer experience
- Improve visibility for SLA monitoring and operational reporting
- Prioritize network optimization based on traffic insights
- Reduce the risk of recurring service disruptions
- Greater transparency into service performance
- Better-informed decisions on network optimization



From network traffic to actionable QoS/QoE insights.

Ideal for

- Mobile and fixed-line network operators
- Internet service providers (ISPs)
- Managed network service providers
- Network operations centers (NOCs)
- Service assurance and network engineering teams

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