

12 Troubleshooting

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Pro tips

? One call belongs in Call Analytics. A building or a week of calls belongs in the Call Quality Dashboard. The trunk belongs in OPTIONS and the SBC trace.

? Write the hypothesis before you change a dial plan. A certificate miss and a bad normalization rule leave different evidence.

? A CQD average is not that one user's call. Do not quote it as if it were.

Interview traps

? Opening the SBC trace first when Call Analytics already shows the client on a failing Wi-Fi hop.

? Calling both Call Analytics and CQD 'the call log.'

Cheat sheet

One user, one call -> Call Analytics

Many calls, one site -> CQD

Trunk up? -> SIP OPTIONS

Ladder wrong? -> SBC syslog

Then change one thing and look again

Facts in the long lessons were checked 14 October 2026. This sheet is a memory aid.

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