

3 Reasons Your Cloud Phone Service Isn't Performing

80% of quality issues are caused by problems with the underlying network. The three most common causes are Connection, Contention, and Congestion.

Connection

People often get so focused on bandwidth speed that they forget to ask the simple question, "what happens when my internet connection goes down?" Internet access can be fast and cheap, but it's not always reliable – especially in remote areas. When your business relies on Clarity Voice service, you need to be connected before you can make a call and that connection must stay strong throughout the duration of the call.

Solution

Watchdog™ service from Clarity constantly monitors your connection. When you combine Watchdog™ with a second internet connection or LTE backup (for an additional charge), you can quickly resolve connection issues. If your primary internet connection goes down, a secondary internet connection or LTE backup seamlessly fails over. Your call continues uninterrupted along with all your other cloud applications, so your employees won't experience any productivity losses and your bottom line won't suffer.

Contention

Think of your network as an internet highway. When you're running a handful of business applications things go smoothly. However, when many employees are using several applications at the same time all of sudden you have hit rush hour traffic, and no one is getting anywhere quickly. Phone, point-of-sale system, computer downloads, or streaming video applications compete for data. Your network experiences contention and your cloud voice service may not get prioritized properly.

Solution

Clarity's Watchdog™ service will act as your traffic cop ensuring your VoIP/Hosted PBX solution is running smoothly in the fast lane with no interruptions. Watchdog™ intelligently manages your Network Contention based on priority rules that ensure smooth sailing for all cloud voice calls.

Congestion

When your network carries more data than it can handle, and you start to experience quality of service issues, this is probably due to Network Congestion. When your connections get over saturated, they just don't work properly. It might creep up on you over time or occur during peak hours of your business. Symptoms of Network Congestion might include disrupted or inaudible voice calls, and poor video conferencing or slow application response times.

Solution

You can fight Network Congestion with Clarity's Watchdog™ Service. Watchdog™ monitors and protects your network from getting over-saturated with data before problems arise. Watchdog™ dynamically reserves bandwidth for voice and will detect and respond in near real-time to ensure your cloud voice service performs the way it's supposed to.

At Clarity Voice® our phone service offers you a number of ways to help improve these issues. With the Watchdog Service™, our Technical Team can help you troubleshoot your network and eliminate issues like sound garbling, call clipping, and delayed or no audio. [Click here to learn more.](#)

**If you ever need assistance activating a phone feature,
please call our support team
Monday – Friday 8 am – 9 pm ET at 800.676.3995**

 [DOWNLOADABLE VERSION](#)

If you have any additional questions or require additional assistance, please contact Support at **800.676.3995**. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: <https://clarityvoice.com/support/>

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