

**UNIVERSITI TEKNOLOGI MARA**

**PERFORMANCE ANALYSIS OF QoS for BULK CALL GENERATOR VIA  
VoIP**

**MOHD SAUFI BIN ABDUL RAHIM**

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UNIVERSITI TEKNOLOGI MARA**

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## ABSTRACT

This paper diagnoses of voice quality on IP network. The weakness of VoIP as it manages voice and data service together in the same network. There are big possibilities that can affect QoS for VoIP. There a lot of category to measure QoS for VoIP application such as MOS, delay, jitter, packet loss and R factor conversational. However, this paper will focus only two VoIP QoS category – packet loss and jitter. Packet loss and jitter are two major factors that able to affect the quality of the service.

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## **CHAPTER I**

### **INTRODUCTION**

Voice over Internet Protocol (Voice over IP, VoIP) is a family of technologies, methodologies, communication protocols, and transmission techniques for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms frequently encountered and often used synonymously with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, and broadband phone.

#### **1.1 Project Background**

VoIP use transmission voice traffic over IP-based network. VoIP uses IP protocols originally designed for the Internet, to break voice calls up into digital 'packets'.