

IP Service Level Agreement (IP SLA)



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Benefits of IP SLA

Provides a form of guarantee to customers about the level of the user experience in the network

Use IP SLAs to verify if the service provider meets its SLAs or to define service levels for critical business applications

An IP SLA can be used with a track object to monitor external reachability to continue default route propagation





Connectivity (directional)

Delay (both round-trip and one-way)

Jitter (directional)

Packet loss (directional)

Packet sequencing (packet ordering)

Path (per hop)

Server or website downtime

Voice quality scores



IP SLA Measurement Metrics

Response time and network latency

Packet loss metrics

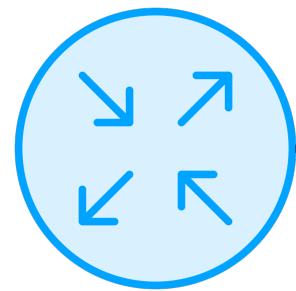
Voice quality scoring and network jitter

End-to-end network connectivity

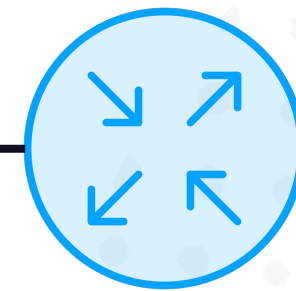


IP SLA Example Scenario

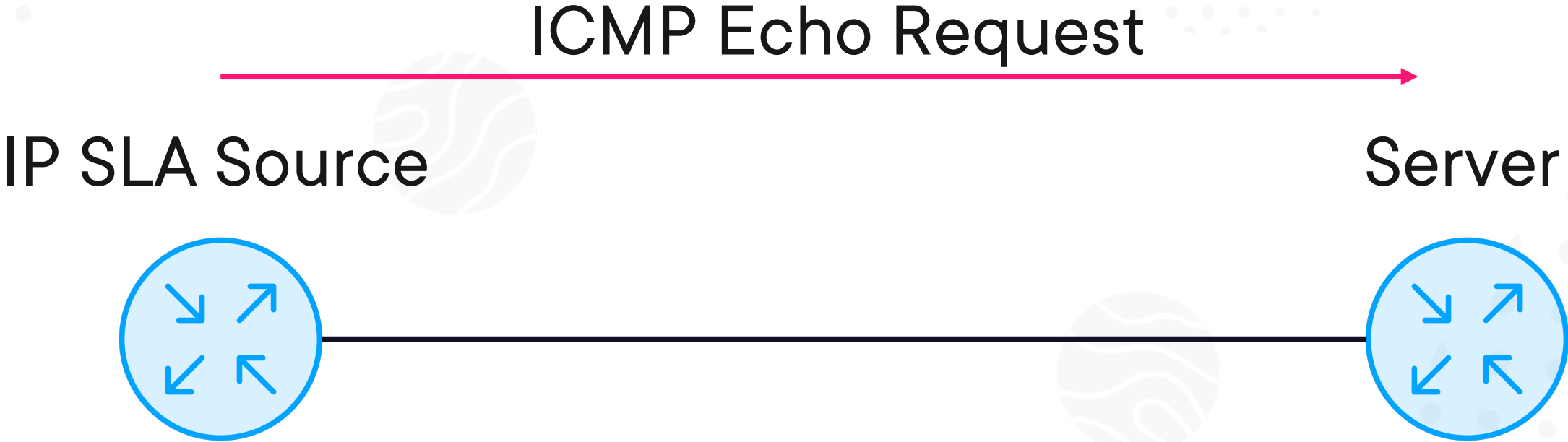
IP SLA Source



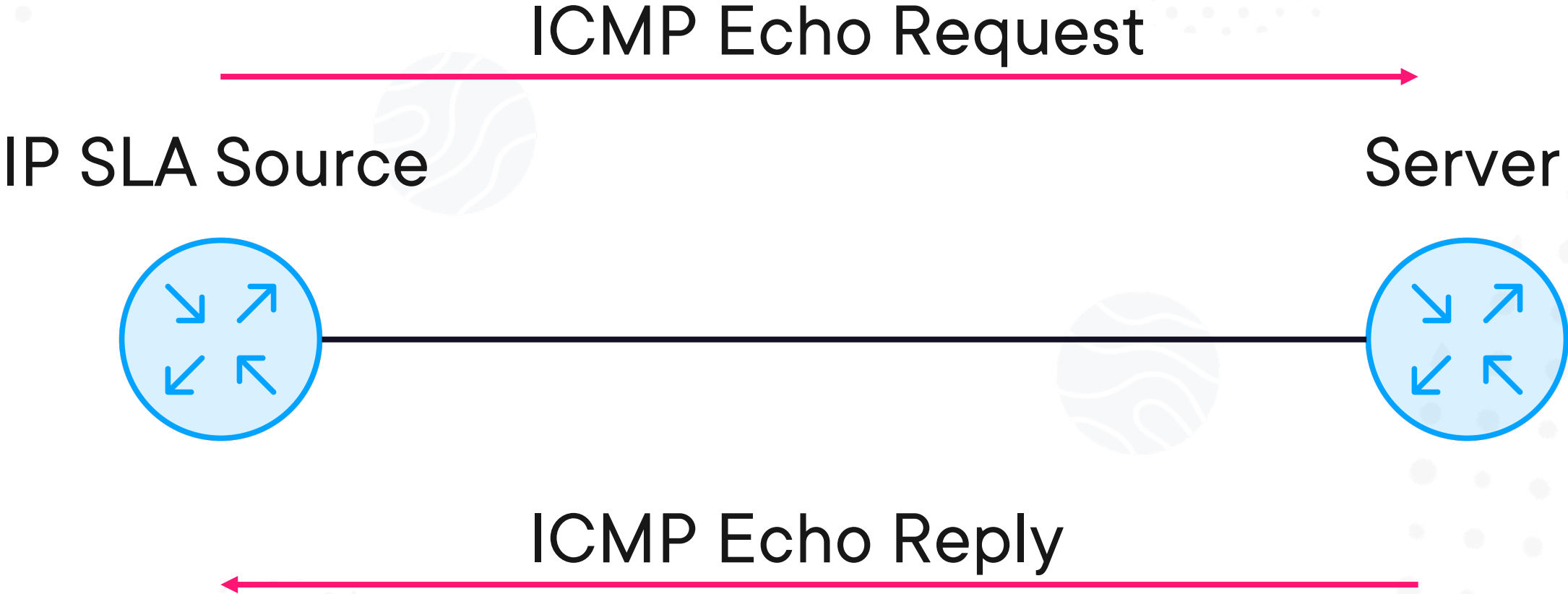
Server



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