

Evaluation of service quality in VoIP networks

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Abstract: In the context of the rapid development of Voice over Internet Protocol (VoIP) technology, ensuring service quality has become more important than ever. This topic aims to evaluate and analyze factors affecting VoIP service quality, while also proposing improvement solutions. The research method will combine theory with experimentation to collect and analyze data. Through this, the topic hopes to contribute to enhancing VoIP service quality in commercial and industrial applications, meeting the increasingly stringent demands of users.

Keywords: VoIP service quality, voice over Internet network, improvement solutions