AdminCentral

AVAYA
DEVCONNECT
PLATINUM

BENEFITS

- Improves utilization of self service platform and applications, resulting in enhanced customer service and productivity.
- Constantly monitors the system for problems/ failures and in many cases automatically resolves performance issues before it impacts the business.
- Integrates with the existing IT process and infrastructure, ensuring lower total cost of ownership while managing distributed infrastructure.
- Improves fault management and reduces downtime.
- Advanced business rule management feature offers the option of scheduling, filtering, prioritizing messages or executing user defined actions such as failover recovery when needed.
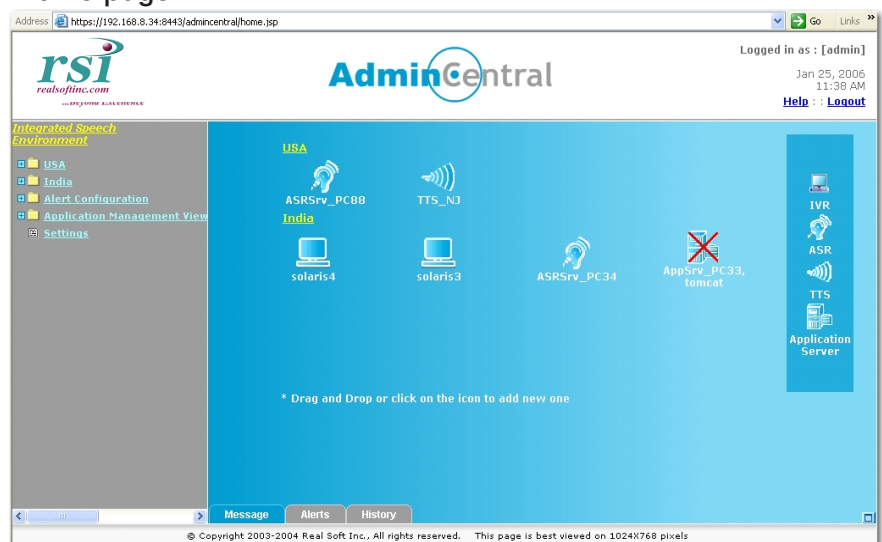
OVERVIEW

AdminCentral is a J2EE compliant application that enables remote administration and monitoring of groups of IVR systems and speech applications including Web Servers (JBoss 3.2.x, 4.x), Servlet Containers (Tomcat 5.x), IBM Websphere Application Server (5.1, 5.2) from a single centrally located workstation. An easy to use GUI that can be accessed from any web browser allows administrators and production staff to proactively identify issues with the self-service infrastructure and application performance. InstaAlert, an integrated alert engine within AdminCentral, provides event and time based alerts for all monitored devices and more importantly all voice applications and voice resources. Notification is provided via multiple devices and communication channels including email, mobile, and pager. Alerts are reported when exceptions occur or special conditions are met as defined by the administrator using the integrated business rules engine. These rules can define escalation paths as well provide business continuity or disaster recovery processes.

FEATURES

- Uses industry standard SNMP protocol for fault reporting, configuration and proactive monitoring of voice applications and platforms.
- Works with any third-party SNMP manager.
- Dynamically changes application and system configurations.
- Provides alarm alert and escalation capability through SMS, Mobile, Pager and E-mail.
- Maintains logs of all activities for troubleshooting purposes
- Diagnostic tools can be used to monitor and control ports.
- Generates system-level reports that summarize activity, traffic and problem areas for speech applications and IVRs.

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AdminCentral

Alert Configuration using AdminCentral

ARCHITECTURE

AdminCentral is based on manager-agent architecture. It consists of an Agent running on each IVR System and Resource (ASR, TTS, Application Server) to be monitored and a Web-based Manager for administering and monitoring multiple IVR systems remotely. The Manager sends request messages to Agents and receives responses and trap messages from Agents. The Agent runs all the time and looks for system problems and performance. It monitors various modules and on finding faults sends traps to configured destinations. Before sending traps, it checks for all the rules defined in configuration files to decide whether traps are to be sent. It provides a basic notification mechanism to alert the clients for any error conditions by sending SNMP traps. The alerts are routed to the users through multiple communication channels such as email, pager and SMS.

ABOUT RSI

Real Soft Inc. (RSI) is a United States-based global provider of information technology solutions. Headquartered in Cranbury, New Jersey and with its offshore center-of-excellence located in India, RSI provides "follow the sun" support and services. Since 1991, RSI has been delivering exceptional value to several companies. RSI is quality compliant; ISO 9001:2000 certified and has achieved SEI-CMM Level 4. RSI's Speech Enterprise Solutions (SES) Practice provides expertise in Interactive Voice Response (IVR), Customer Relationship Management (CRM), TDM and IP Based Voice Platforms, Computer Telephony Integration (CTI) and Advanced Speech Recognition. RSI's technology and IT services expertise caters to the requirements of the Banking and Finance, Telecom, Retail, Government and Life Sciences verticals.

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