InstaAlert

AVAYA
DEVCONNECT
PLATINUM

BENEFITS

Enterprises often feel the need to send real-time mission critical information to stake holders through multiple channels. These alerts ensure timely action and help in achieving cost reduction. A few such scenarios:

- Enterprises requiring automatic Failover Recovery of applications or infrastructure.
- Data centers and call centers requiring receiving alerts for failure of infrastructure and applications.
- Enterprises alerting employees with critical tasks scheduled or planned.
- Enterprises launching personalized information alert services to deliver critical information like bank balance, bill payment, appointment reminder to their customers.
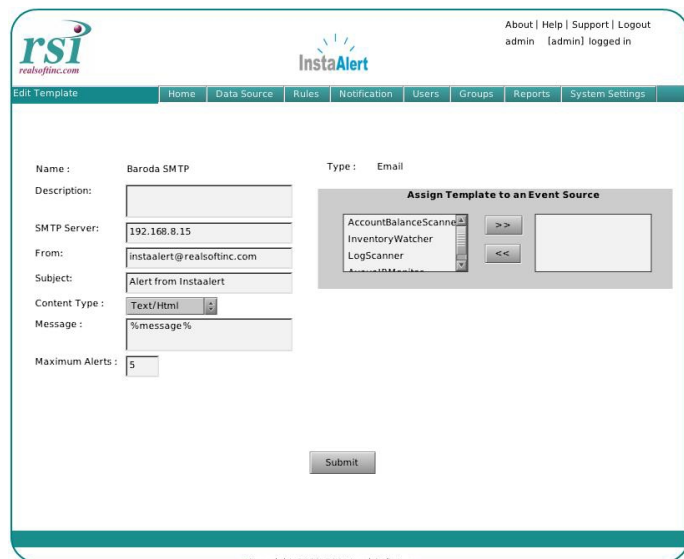
OVERVIEW

Real Soft's InstaAlert is designed with your enterprise in mind. This product is designed to meet even the most demanding of environments. InstaAlert offers proactive monitoring of contact center applications and Voice Communications Servers such as IVR, Media Server, ACD, Reporting Server, as well as, Tomcat Application Server, Flat Files, Databases, Enterprise Application, E-mail, etc, to ensure the consistency and performance of voice applications and systems. InstaAlert can be extended to configure any custom elements to give your enterprise the ability to monitor, alarm, notify and take corrective action on almost any event. This allows enterprises to dramatically reduce the duration and impact of technical problems on the business process.

This system includes built-in Multi-Channel Notification including SMS Text Messaging, paging, E-mail Notification and Telephone Notification.


Multiple data sources, each with their own set of complex rules, can be easily configured to provide your business with a "Closed Loop" notification system, including escalation if not resolved with specified time frames. The ability to execute pre-planned scripts triggered by Business-Rules is a powerful feature of InstaAlert.

InstaAlert runs on J2EE Application Servers and includes comprehensive logging and Dashboard features, easy-to-use WEB based rich Graphical interface for configuring business rules and establishing data sources to monitor, as well as a wide range of connectors to satisfy the most demanding environment.

FEATURES

- ▢ Provides notification/alerting functionality to existing application.
- ▢ Event based and time based notifications.
- ▢ Multicasting, broadcasting, alternate routing of notifications.
- ▢ Notification of alerts through multiple communication channels like email, SMS, phone and pager. A web based archival system can also be published for all the notifications.
- ▢ Monitors call center statistics such as high volume and agent wait time.
- ▢ Monitors Voice applications for application failures and exceptions.
- ▢ Closed Loop notification.
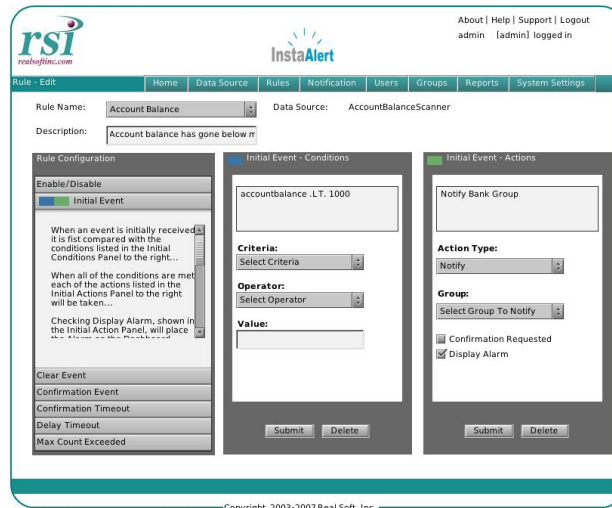
Personalization scheme definition

- ▢ When to notify? (Event and time based notification).
- ▢ What to notify? (Content and application with filtering).
- ▢ How to notify? (Which channel).
- ▢ Time and response based escalation.
- ▢ Comprehensive logging.

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.

InstaAlert

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