

# RemoteAdmin



## BENEFITS

- Administer multiple IR systems through a common client interface resulting in quicker problem resolution and increased productivity.
- Provide alarms about events and errors to generate precise outage notification alerts, which help in identifying problems.
- Provide reports for current health and trend analysis for managers to assist with problem determination and resolution.
- GUI offers ease of use and faster response time.

## OVERVIEW

RemoteAdmin enables centralized administration and maintenance of Avaya IR 1.2/1.2.1/1.3 systems located across distributed sites from a desktop. RemoteAdmin provides a list of available applications running on IR systems. It traces speech applications, voice systems and host interfaces on multiple IR systems or assigned channels on any given IR. RemoteAdmin also provides alarms about events and errors through messages during system operations. It is a user-friendly GUI tool that can manage all resources of IR systems and services from a local console or remotely through a TCP/IP connection.

## FEATURES

- Allow the user to assign a new Text-to-Speech voice or Text-to-Speech server and also configure the number of ports that can simultaneously handle speech recognition.
- Easy to use alarm administration displays active and retired alarms configured for IRs as well as speech applications.
- Allow configuration of dial out parameters that determine how and why the system uses its external modem to transmit alarm messages.
- View system error logs and change destinations or priorities for any error.
- Remove telephony cards in and out of service, display and change card assignments as well as diagnose cards right from the GUI.
- Generate summary and detailed reports for each IR system and speech application.
- Assign/un-assign services to channels and groups, and also assign channels to groups.

## USER INTERFACE

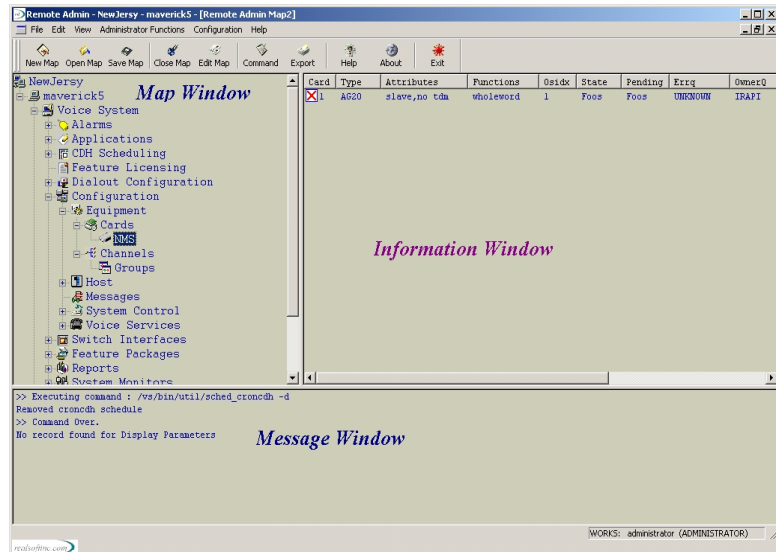
The Remote Admin User Interface is divided into three windows:

*Map Window:* This main window shows the various sites, machines and components represented in the form of a tree.

*Information Window:* This window on the right side of the Map window shows details about the current selected object in the Map Window.

*Message Window:* This window, at the bottom of the Map window displays all the messages generated by Remote Admin and received from remote host.

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## 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.