![rsi realsoftinc.com logo]

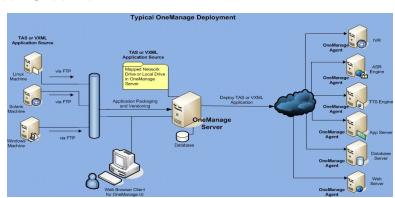# OneManage

AVAYA
DEVCONNECT
PLATINUM

OVERVIEW

OneManage provides an effort-less way of deploying as well as managing voice applications and configuration files across multiple IVR systems, Application servers (JBOSS, Tomcat, IBM WebSphere) and Speech servers (ASR, TTS) from a single location. OneManage reduces the time and cost associated with deployment, maintenance and enhancement of applications. It eliminates the need to carry out these tasks manually on every individual system.

OneManage integrates with any speech application development environment, thereby accelerating the time to deploy for enterprises seeking higher automation and a faster ROI for self service solutions.

FEATURES

- Eclipse based IDE such as Audium Studio plug-in to manage (version-control), deploy and support Eclipse based IDE such as Audium Studio - generated applications.
- Automates application deployment and assign applications (and multiple versions) to channels of the IVR system.
- Supports scheduling of application deployment of VXML/TAS/WAR/EAR files on multiple systems.
- Built in version control to maintain different versions of the applications.
- Grouping of IVR systems based on location, customer groups and functionality to achieve efficient distribution of applications.
- Concurrent selection of multiple targets for deployment and channel range for assignment.
- Complete performance reporting about Traffic, Deployment, System, Schedule, Channel and Call Data Summary.

TYPICAL DEPLOYMENT SCENARIO FOR A SELF SERVICE ENVIRONMENT

Typical OneManage Deployment

BENEFITS

- Manages the life cycle of constantly changing voice applications.
- Proactively minimizes service disruption and reduces downtime caused due to changes in production environment.
- Enhances customer's self service experience : Quick isolation and resolution of performance issues before end users are affected.
- Reduces operational costs by remotely administering all aspects of change management.
- Lowers total cost of ownership by providing an integrated solution that lessens the number of disparate tools and interfaces for managing IVR systems.
- Increases organization's efficiency and performance by ensuring all applications are rolled out to multiple production environments in advance.

![OneManage logo]

Real Soft, Inc.
2540 Route 130 North, Suite 118,Cranbury, NJ 08512
Voice: 609.409.3636   Fax: 609.409.3637   Email: info@realsoftinc.com