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Cisco Platform Integration

QoS+MOS Reporting & Seamless IP Phone Recording

Designed For Compatibility With The Cisco Unified Communications Manager

Data Track is a Cisco Technology Developer Partner. Our solutions help organisations to enhance their Cisco systems to proactively improve the customer experience and meet the strategic objectives of the business.

We help you to achieve this by providing the means to monitor, manage and report on the performance and effectiveness of your Cisco voice network. User information can be imported from the Unified Communications Manager for easy moves and changes.

Our call management package is able to measure and reporting on areas such as how long users are taking to answer calls, the amount of traffic per site and the utilisation of the Gateway Trunk. We can also report on the Quality of Service being received by users and produce a MOS score. You can record the voice calls on your VoIP phone network using SPAN and RSPAN audio taps, with full Unified Communications Manager CTI integration.

Call Management For Cisco
Our call logging capabilities mean that you can report on the performance and capacity of your Cisco voice network, including Quality of Service MOS scores.

The Cisco Unified Communications Manager controls calls from multiple locations and provides just one call data output. This can bring many benefits but can cause problems in call reporting under certain circumstances, such as charging individual extensions and departments for calls across the network on a usage basis or running reports on a traditional site basis.

Our call management software solves these problems by enabling you to set up profiles to reflect how you logically use the switch, enabling you to accurately charge users/customers how you want to.

Call Recording For Cisco UCC Express and UCC Enterprise
Our Cisco call recording and quality monitoring solutions are Cisco Certified and fully integrate with Cisco Unified Communications Manager 4.0(x) and 5.0(x).

Activ! IP can record all VoIP traffic, including SPAN and RSPAN, with very little impact on your network resources. Activ! IP utilizes a special network device which does not have the scalability limitations other "port mirroring" solutions may incur.

Activ! IP integrates with the Cisco Unified Communications Manager at a CTI level, providing interaction recording of marked extensions and groups. Data fields, such as Called and Calling Party ID, are captured by the recording software from the Cisco switch and stored with the call record. This provides enhanced search criteria for faster, more efficient call retrieval.

Eclipse AMS - the complete solution for the management of large or small multi-vendor networks.

Saving Time and Cost

By eliminating the need to manually collect and document alarms, AMS removes a time consuming and non-productive stage in the alarm handling process, allowing a significant reduction in operating cost. Skilled personnel can be focused on more complex tasks such as analysing and clearing real faults. The AMS SQL database provides a continuously updated overview of the status and performance of the system, thereby helping you to deliver the highest level of service.

Alarm Display

New alarms can be set to generate an on-screen pop up alert and an audible signal. Alarm data can be filtered for reportable events, data can be translated and predetermined actions taken. The appropriate response can be configured differently for each alarm at each site. Up to 100 lines of text can be added as a clearance report. AMS supports multiple workstations so that a number of users can manage the system in a highly efficient manner.

Simple to Use and Configure

The simple to use Windows interface allows users to quickly and easily configure Eclipse AMS for any number of remote sites. Non-technical personnel can add sites, group and link sites, configure alarms, assign engineers to rotas and draw a network schematic with minimum training. Administrators can assign user rights via a username/password system.

Alarm Audit Trail

AMS keeps a full history of alarms including who acknowledged and cleared them together with the clearance report. This audit rail includes any engineer callout information, it can be sorted by any of the fields and used to produce management reports.

Operational Status at a Glance

Operational status of sites can be viewed on-screen in a number of different user selectable views. Status can be viewed by site, on a schematic diagram or in a list format according to individual user preference. In each case alarms are colour coded to show if they are new, pending, or have been cleared. Sites can be grouped by customer, contract or location; each group icon will reflect the status of the highest priority alarm in its group. Any number of groups can be configured.

Sorting and Reporting

Alarms can be sorted on-screen by any of the database fields in any order. A number of shortcut buttons can be configured to instantly sort alarms around preset criteria, e.g. critical alarms for site X for the last 24 hours. The powerful sorting feature enables a number of reports to be produced; these can be displayed on-screen or printed. The system is able to produce alarm dockets that can be distributed to field engineering staff.

Alarm Re-broadcast

Selected alarm messages can be automatically (or manually) rebroadcast via e-mail or SMS to relevant personnel. This facility presents users with alarm information without the need to actively monitor the Eclipse AMS application. Users are able to initiate remote sessions with equipment using IP or PSTN connectivity by simply clicking on a site icon.

Integration with Corporate Systems

AMS can be used as a front-end collection and filtering system for corporate management systems. Alarms can be captured, acknowledged, filtered and converted to an SNMP trap for onward transmission; SNMP Get commands can be used to synchronise the databases.