

## Avaya Platform Integration Call Management & Call Recording

**Designed For Compatibility With The Avaya Communication Manager and IP Office**



Integrate your call recording or call management more tightly with your Avaya Communication Manager and IP Office. Our solutions help organisations to enhance their Avaya 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 Avaya voice network. Our call management package is able to measure and report 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. Our call recording solution integrates seamlessly into your existing infrastructure, allowing streamlined maintenance and upgrades with non-proprietary components. It can be implemented in environments with combined VoIP and circuit-switched telephony networks, helping to preserve investments in traditional ACDs/PBXs.



### **Call Management For Avaya**

*Our call logging capabilities mean that you can report on the performance and capacity of your Avaya voice network.*

Eclipse CMS call management supports all the TDM and VoIP PBXs that make up the Avaya platform. Call management is especially useful to help organisations plan the transition to a converged network because it accurately depicts your current traffic volume and level of service that must be met by the new network.

Through the mixed TDM / VoIP network to the fully IP solution, Eclipse CMS will ensure that you will always have access to the reporting information you need to make strategic business decisions regarding your voice network. Eclipse CMS has been compliance tested and found to be fully compatible with CS1000 7.5.



### **Call Recording For Avaya Communication Manager**

*VPI Capture has been delivering incredible performance on Avaya platforms for over 12 years, through the development of tightly integrated systems.*

VPI Capture integrates with Avaya Communication Manager and Avaya Application Enablement Services to monitor, record, store and play back phone calls while capturing related call attributes using an IP connection.

Securely record all of your customer interactions and build a database of recordings that can be a potential gold mine of data. Record and manage up to 100 per cent of your voice interactions and associated telephony data in a Voice over Internet Protocol (VoIP), traditional TDM or hybrid environment. The optional integrated stealth screen recording has little to no impact on network resources.



## 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 trail 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.



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