



# OneSight® Telephony Monitors


## Comprehensive Voice Application Management Solution for Contact Center Infrastructures

### FEATURES

- Predefined polling, thresholds and alerts for most industry-leading voice applications
- Multiple application interfaces available, including: SNMP, Perfmon, JDBC, Log File, Telnet, SSH, HTTP, XML, JMX, Serial link and a Virtual Agent (custom interface for proprietary APIs)
- Real-time production monitoring of Voice application health

### BENEFITS

- Ensures voice application availability through real-time identification of application and system failures
- Non-intrusive, agentless management of Voice systems and applications
- Validate connectivity and performance issues of end-to-end voice environment in a single, service-oriented view
- Vendor-specific voice application modules automate deployment and accelerate the time-to-manage voice applications
- Improve uptime and Service Level compliance by reducing the mean-time-to-repair issues



### Voice Application Challenges

Maintaining the performance of a modern contact center is a complex task. Poor performance from a customer perspective can cost millions when self-service calls turn into agent calls. Yet identification and diagnosis of these problems is challenging when there are multiple systems from multiple vendors managed across multiple organizations and locations. Without a comprehensive view across the entire infrastructure, performance issues are often missed.

Troubleshooting these performance problems has required looking at data across multiple screens or hoping that multiple organizations provide failure data in a timely fashion. The result is finger pointing and delayed response to problems effecting satisfaction and cost. OneSight for Contact Centers is the first voice application management solution optimized for contact center environments. It provides a service-oriented view of the caller's experience within automated systems combined with contact center application and infrastructure health.

### OneSight Telephony Monitors

OneSight Telephony Monitors provide real-time monitoring and alerting for the voice applications that support the automated customer services offered by a contact center. Vendor-specific monitors for market-leading PBX/ACD, IVR, CTI, databases and speech recognition systems automate telephony monitoring by collecting application and system health and availability metrics "out of the box," without the use of a local agent. These include systems from companies like Aspect, Avaya, Cisco, Genesys, Interservice, Nortel, Nuance, Rockwell and many others.

Business Metrics	Application Metrics	System Metrics
<ul style="list-style-type: none"> <li>• Application usage</li> <li>• Average talk time</li> <li>• Port utilization</li> <li>• Service Level compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Processes</li> <li>• Services</li> <li>• Log file events</li> <li>• Availability</li> <li>• Response time</li> <li>• Connectivity</li> </ul>	<ul style="list-style-type: none"> <li>• CPU</li> <li>• Memory</li> <li>• File system</li> <li>• Log files</li> </ul>

### Rapidly Diagnose Voice Application Failures

Associating each voice transaction with its supporting infrastructure enables contact center managers to rapidly identify the cause of failures and slow downs. The first step of a comprehensive voice application monitoring strategy is to monitor performance from a customer perspective with Empirix's OneSight transaction monitoring solutions. By adding OneSight Telephony Monitors, contact center managers can view the health and performance of key voice transactions and their associated infrastructure from a single screen. Managers can also view performance of key applications and infrastructure by site, business unit, or any other attribute.

## Correlate Voice Application Performance with Infrastructure Health

OneSight allows for rapid identification of the root cause of transaction failures or slow downs as well as the impact of system and application problems on customers and contact center services. By graphically correlating application performance data with infrastructure health users can rapidly diagnose performance bottlenecks. Flexible reporting features allow users to compare historical data from multiple metrics for detailed trending, analysis and problem identification.

## Specific Voice Application and System Management

### IVRs

OneSight Telephony Monitors for IVRs provide system, application, and business-level data such as the number of calls connected, number of ports in service and percent utilization of these ports. Warnings and critical alerts can be set against any of these thresholds. Empirix provides specific Telephony Monitors for IVRs from Nortel, Genesys, Interservice, IBM and more.

### CTI Systems

The CTI Health Monitors monitor CTI server metrics, the status of key processes running on these servers, network connectivity and the up/down status of each database link. In addition, log file error messages can also be monitored to identify routing errors. Empirix provides specific Telephony Monitors for CTI solutions from Genesys, Avaya, Cisco and others.

### PBX/ACD Health Monitors

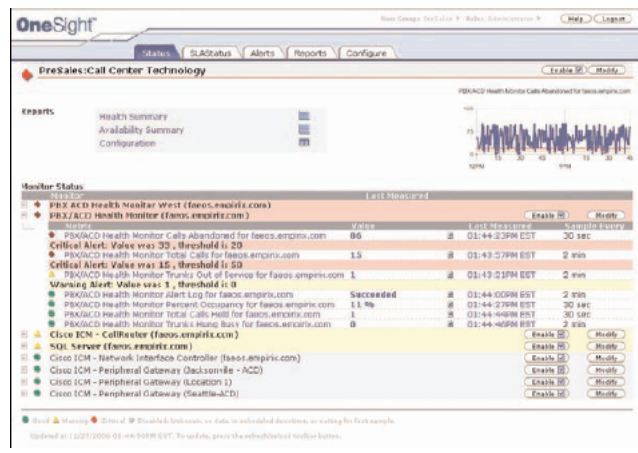
PBX/ACD Health Monitors monitor error messages from the switch maintenance console to rapidly identify problems with failed systems such as T1 card failures, D channel outages, CPU or memory utilization problems or virtually any error message generated by the switch maintenance console. Error messages are monitored passively by connecting a local PC directly to maintenance terminal, modem or TTY interface. Empirix provides specific Telephony Monitors for ACD/PBX systems from Aspect, Avaya, Cisco, Nortel and more.

## Problem Isolation for Voice Applications

OneSight Telephony Monitors consist of pre-configured data collectors and interfaces for a specific range of applications or services. Using standard interfaces, OneSight Telephony Monitors will monitor availability, application services, processes, error logs, usage metrics and resource utilization, in addition to server health indicators such as CPU, memory or file system information.

OneSight Telephony Monitors have been developed and refined by Empirix experts and provide both a complete off-the-shelf solution and a strong foundation for more advanced administrators to customize and extend. OneSight utilizes Telephony Monitors to provide intelligent operations management for a wide variety of voice applications. They monitor a wide array of application health indicators, which enable them to identify — often proactively — many critical events that impact quality, performance and availability of customer-facing, automated services.

OneSight Telephony Monitors are powerful monitoring is based on years of experience and in-depth knowledge, providing problem isolation and diagnosis guidance for administrators to quickly resolve outstanding alerts. Administrators can then act to prevent or correct situations such as degraded performance or service interruption, maintaining service availability with greater ease and reliability.



OneSight Telephony Monitors provide insight into a wide array of voice application health indicators, to proactively identify potential technology problems before callers or agents are impacted.



[www.empirix.com](http://www.empirix.com)

Empirix is the leading provider of voice application testing and monitoring solutions. For a complete list of offices worldwide, or to find an authorized distributor in your area, please visit [www.empirix.com/contactus](http://www.empirix.com/contactus).

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