CTiQ

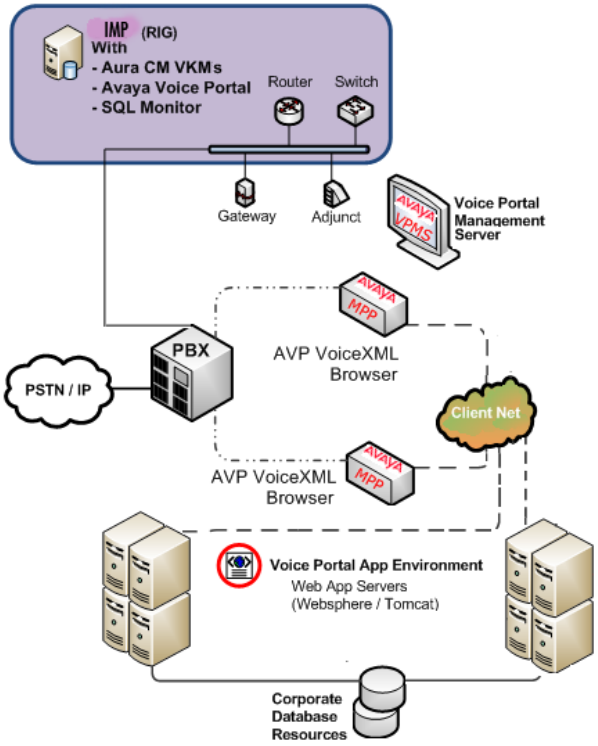
POWERED BY nectar

Focused Vendor Module

Avaya Voice Portal (AVP)

A CTiQ FVM operates like a team of highly skilled engineers.

SYSTEM OVERVIEW: HOW THE AVP FVM FITS



SUPPORTED SYSTEMS

- AVAYA VOICE PORTAL V5.0
- AVAYA VOICE PORTAL V5.1

Focused Vendor Modules (FVMs)

THE BRIDGE BETWEEN YOUR NETWORK AND YOUR IT STAFF

CTiQ Focused Vendor Modules (FVMs) are software agents that enable the CTiQ Intelligent Management Platform (IMP) to provide unsurpassed visibility into the health and well being of your applications. FVMs operate like a team of highly skilled engineers that constantly monitor and evaluate your system's performance to assure optimal operation and availability.

Avaya Voice Portal (AVP)

REAL-TIME MONITORING WITH CTIQ INTELLIGENT MANAGEMENT PLATFORM (IMP)

OVERVIEW

The FVM for Avaya® Voice Portal (AVP) has enhanced self-service systems with web services, as well as speech enablement technology. Leveraging industry standard hardware and open system architectures such as VXML with H.323 and SIP interoperability, Avaya has streamlined the interactive voice response market. However, mission critical self-service systems in the modern contact center cannot risk interruption. Specialized tools are needed to monitor these complex, multi-server deployments.

WHAT IT DOES

The CTiQ Avaya® Voice Portal (AVP) FVM provides in-depth monitoring of your AVP solution to include not only the physical AVP hardware and running processes, but also the mapping and monitoring of the Avaya Aura® Communication Manager (ACM) integration, along with the responsiveness of the Web Application Servers (back-end VXML Servers). The CTiQ AVP FVM will automatically discover an AVP cluster (including VPMS and MPP Servers). Next, using its unique VXML topology mapping function, it will automatically discover applications that are being accessed by AVP and identify the associated URLs. The CTiQ Intelligent Management Platform (IMP) will then monitor the application URL's for HL response and validation, which results in a 360-degree view of host, network and application availability. To visually depict these co-dependent components, the AVP FVM will create dynamic Dependency Trees.

WHAT IT MONITORS

CTiQ Intelligent Management Platform (IMP) will proactively monitor all co-dependent elements and links, including the number of real-time calls being processed within the MPPs. Multiple Events, Alarms and Polling Data are aggregated and presented in Live Dashboards that are easily customized to meet business and technical needs. Dashboards give at-a-glance views of system health. Outages or degradation are indicated on the Dashboard and Dependency Tree, while IMP immediately alerts the proper engineering resources for troubleshooting and remediation.

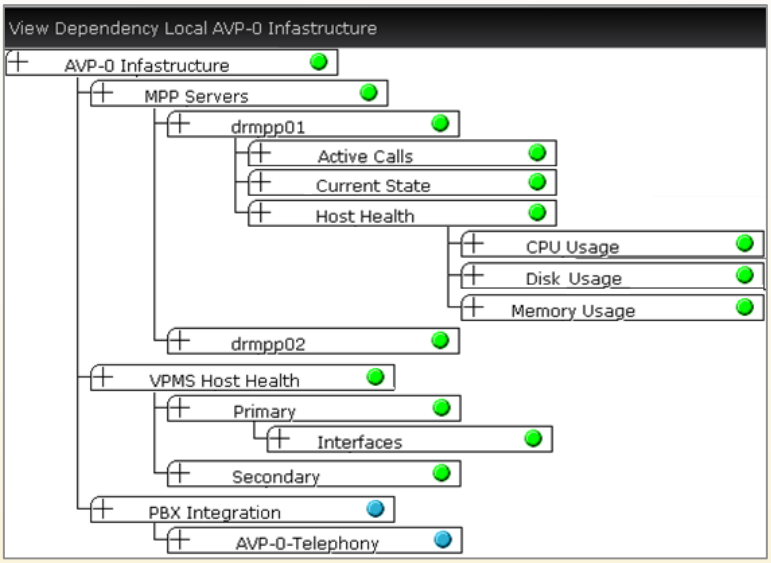
In combination with the FVM for both Avaya Aura Communication Manager and Session Manager, the AVP FVM lets you leverage real-time knowledge of the critical resources that support your AVP solution (trunks, SIP sessions and DSPs) to maximize uptime.

DEPENDENCY TREES PER AVP CLUSTER

- AVP Cluster Name
  - MPP Servers (per MP)
    - Current State (up/down)
    - Host Health
      - CPU Usage
      - Memory Usage
      - Disk Usage
    - Active Calls
  - VPMS Server
    - Ethernet interface reachability
  - ACM Integration
    - Telephony Status per Cluster
  - VXML Application Servers
    - Primary HTTP Status
    - Secondary HTTP Status (if Applicable)

DEPENDENCY TREES

Dependency Trees visually illustrate the FVMs depth and breadth of knowledge. Dependency Trees map and correlate all of the resources required by a particular service or application. This correlation puts alarms in context and enables engineers to pinpoint the root cause of the alarm, making rapid trouble resolution possible.

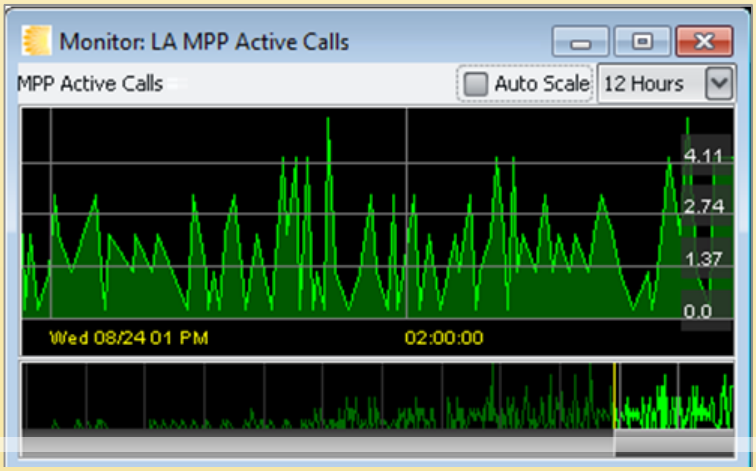


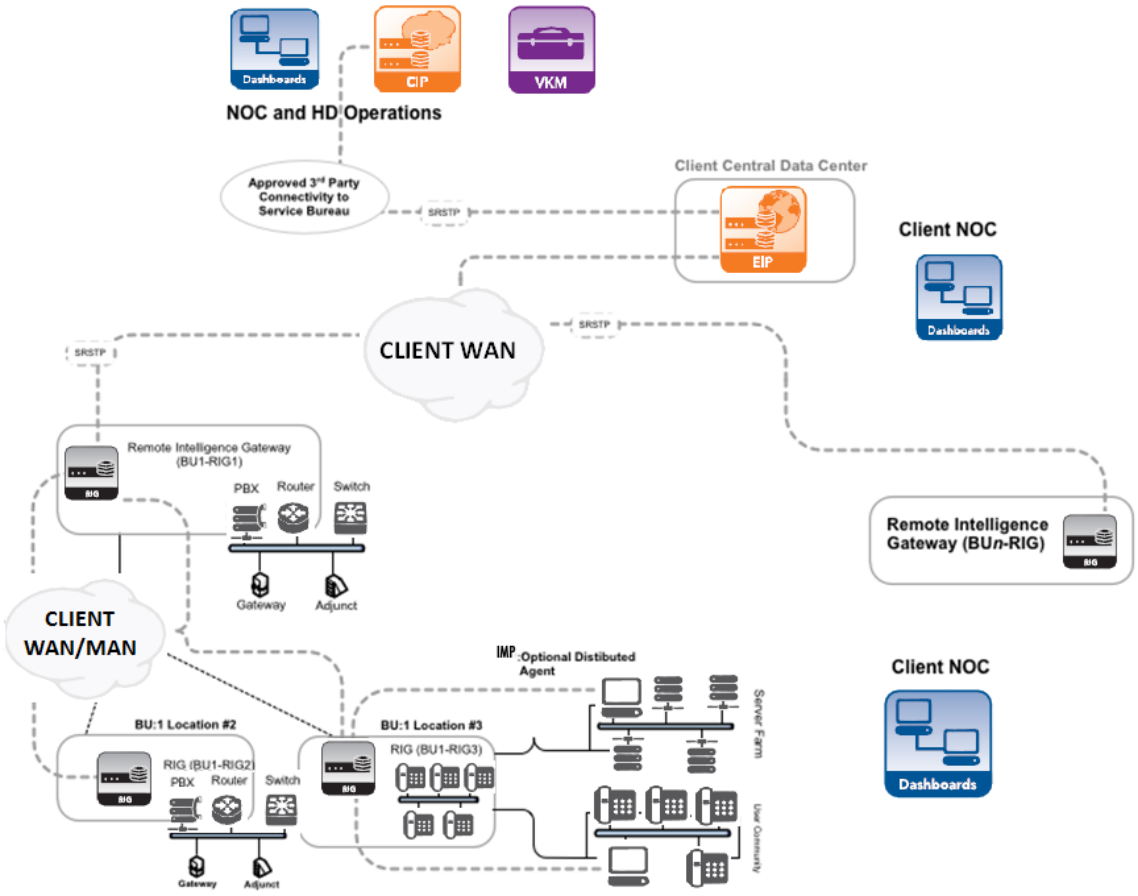
A dashboard monitor gives an immediate visual indication of an alert and its severity. These monitors show you the “Effect” or the affected application. Drilling down into the underlying Dependency Tree, you can easily pinpoint the location of the “Cause”.

REPORTING

Reports can be scheduled to run weekly or monthly, and be delivered via e-mail. The following real-time data is collected, which you can report against:

- CPU Utilization
- Disk Usage
- Memory Utilization
- Active Calls per MPP





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FOCUSED VENDOR MODULES (FVMs) FURTHER EXPLORED

The CTiQ FVMs add additional functionality to the CTiQ Intelligent Management Platform (IMP) by providing broader, deeper, dynamic polling and reporting, with increased automation. These represent the most thorough understanding of a given application, including:

- Elements, Services and Functions
- Relationships and Functional Dependencies
- Context within a Converged Voice and Data Network

This knowledge is distilled into the logic utilized by multiple interrogation, correlation and presentation components including: Auto/Active Discovery, Dependency Trees, Live Dashboards, Pollers, Info Packs, Alarm Aggregators and Reports.

CTiQ Intelligent Management Platfo n (IMP) aggregates information and provides real-time alerts and notifications to both the Enterpri Client and Managed Service Provider. The FVMs insight points directly to your issues, at the very time they occur. Once issues are pinpoi provides the tools needed t evaluate, address a

Using the CTiQ Intelligent Manage nt Platform's (IMP) powerful toolkit, responding En enabled to quickly and securely react t s. including:

- Connection Broker (remote access)
  - SSH, Telnet, HTTP, HTTPS, RDP, SAT, VNC, and User Defined connections
- File Transfer
- Socket Tunnel