



AVAYA SYSTEMS AND APPLICATIONS ASSESSMENT

PLATFORM / UNIFIED COMMUNICATIONS / CONTACT CENTER

POWERED BY



AVAYA

Get the most out of
your Avaya Investment



We help you prosper.

(877) 869-8111
VOXNS.COM

Are you getting the most out of your Avaya Investment?

This Assessment will unlock the full potential..

Through this 3-Month engagement, you get an in-depth view of your Avaya platform (Unified Communications and Contact Center), along with recommendations for improvement, current vulnerabilities and overall health.

A COMPREHENSIVE ASSESSMENT



Availability & Voice Quality



Configuration



Capacity



Contact Center Analytics



What's Included:

The Systems and Application Assessment has four segments. Listed below are some of the key elements covered in this comprehensive offering...



Configuration

- Architecture
- Configuration management database
- Control networks with diagrams
- Media gateways with survivability and diagrams Network regions and sub-regions with diagrams Agent configurations and data
- Multi-media configurations
- Station/phone configurations and locations
- Audio groups
- Servers, modules, and circuits
- Vector and VDN configurations with call flow diagrams Trunk configurations



Availability & Voice Quality

- Intelligent alarm analysis
- UC, Windows and contact center event analysis
- In-depth voice quality analysis on all media and call direction VoIP call quality distribution and statistics
- Mean opinion score and distribution
- SysLog analysis
- Security audit
- DSI performance
- IPSI performance, bandwidth, peg count, and delays
- Media gateway timeouts



Capacity

- Announcement board storage Announcement last play requests Announcement play requests Announcement port usage
- Attendant calls, position and time analysis C-LAN usage and throughput
- Extension activity
- IP network region usage
- IP Telephony H.323 signalling
- IP telephony media gateway signalling
- IP telephony DSPs media type and usage
- SIP session and signalling
- License capacity, utilization, and trending
- Location bandwidth
- Media resource throughput
- OS free disk space of all UC and application servers
- OS memory usage of all UC and application servers
- OS processor occupancy of all UC and application servers Processor link
- TDM bus
- Tone receiver
- Trunk group analytics, consolidation, and trending



Contact Center Analytics

- Events (Contact Center)
- CMS - WFM integration status
- Vector Flow Charts
- VAL storage, port usage
- Extension activity – EAS agents, VAL announcements
- Licence consumption (EAS Agents, DMCC, TSAPI)
- AEP Application usage
- Trunk Groups (AEP)
- CMS Backup Status

Do you know Virsae?

A Cloud Platform to Monitor, Diagnose & Manage Your Enterprise Infrastructure

Envision a modern, cloud-based platform fueled by the power of big data analytics, yet with a simple UI that is completely configurable with real-time dashboards, and 1-click drill-down. Virsae keeps business communications at peak performance, so every channel remains open, customers always get answers, and workers stay productive.

We would like to introduce you to VSM, Virsae Service Management.



AVAYA SYSTEMS AND APPLICATIONS ASSESSMENT

A Simple Process

MONTH 1

GATHER DATA

MONTH 2

**ANALYZE
& REPORT**

MONTH 3

**REMEDiate
& REVIEW**



AVAILABLE TECHNOLOGY ASSESSMENTS

Technology Adoption Assessment
Platform Consumption Review
Cyber Security Audit
Contact Center Performance Evaluation
Unified Collaboration Assessment

Connect

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