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IPCC Monitoring

IPCC Platform Alarm Monitoring



IPCC Monitoring is just one of several third party enhancements available from Futuri for your Cisco Contact Centre. Building on, and extending the functionality offered through earlier product offerings, Futuri brings you additional tools to monitor your IP contact centre platform. IPCC Monitoring is designed for seamless integration and minimum cost of ownership, yet provides a data rich monitoring solution not previously possible without high cost software applications.

IPCC Monitoring is a new product and professional services offering from Futuri to maximise the effectiveness of your contact centre by allowing your network management team to proactively manage and monitor real-time application alarms for your IPCC platform.

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Target Audience

- > The enterprise contact centre support team.
- > The service provider network operations centre.

Features

- > Real-time contact centre device and application monitoring.
- > Devices include, ICM software processes, CallManager processes and performance, Cisco Agent Desktop services, 79x0 IP Phones plus many more.
- > Use 'Simulated Transactions' to ensure application integrity.
- > Easy to perform configuration and maintenance.

MONITORING AND MANAGEMENT

The most essential part of having a real-time contact centre platform is to ensure that the business critical systems remain in operation and have a minimum of down-time. However no system has a 100% uptime, but with the correct proactive monitoring solution it is possible to vastly increase the availability of your IPCC platform.

Through listening to customers requirements and frequently asked questions, Futuri have integrated a world leading network monitoring package with an IPCC specific application to bring end customers and service providers an affordable and scalable monitoring solution for seamless integration into an IPCC environment.

Just some of the devices and applications that can be monitored include; IP switches, routers and phones; Cisco ICM servers and processes; Cisco CallManagers and IP IVR; Cisco Agent Desktop services.

ENHANCED FEATURES AND OPTIONS

Two versions of Futuri's IPCC Monitoring solution are available. The 'standard' version gives all of the functionality required to monitor the whole IPCC platform, and the 'enhanced' version gives the same functionality but with the addition of *Simulated Transactions*.

Simulated Transactions allow the support team to specify and schedule several operational actions to simulate the normal use of the IPCC platform and generate alarm conditions should an error occur. Such simulated transactions include; Agent Login/Logout and state changes; CTI Server connections; end-to-end ICM routed calls; ICM Application Gateway availability; IP Phone registration; IP Phone end-to-end calls.

More Information

For more information on Futuri's range of products and service's please visit

www.futuri.com

Or contact sales@futuri.co.uk

