



servicePILOT

CALL CENTER AVAILABILITY &
PERFORMANCE

THE CALL CENTRE: A COMPLEX INTERDEPENDENT ARCHITECTURE

The IT architecture of a call center is complex. Monitoring the proper functioning of the call center requires visibility of the availability and performance of all communication channels: Incoming and outgoing calls, Email, Web, Live Chat, Messaging, Social Networks, Video, SMS and Digital Folders. The systems and infrastructure of the call center must always be operational. Anticipating the load levels of the Telecom links and the need for licenses are essential in order to optimize the competitiveness and the quality of service of the Call Center.

UNIFY THE MONITORING OF A COMPLEX IT ENVIRONMENT

Unifying multi-vendor call center monitoring in a single interface allows for increased visibility and better understanding of the impact of incidents.

The ServicePilot software is used by Call Centers to monitor their infrastructure. Its numerous packages cover the network, server, storage, database and application technologies of the various contact centers on the market (Alcatel, Avaya, Cisco, Genesys...).

Adding custom dashboards or metrics makes it easier to detect and track incidents and to have end-to-end visibility of the service delivered.

The customization of portals and reports also helps to communicate according to the needs of each type of Call Center user (Expert, Management, Operations...).

ANALYZE LOGS AND PERFORMANCE INDICATORS

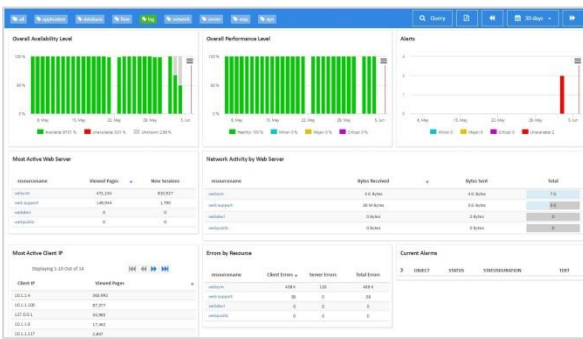
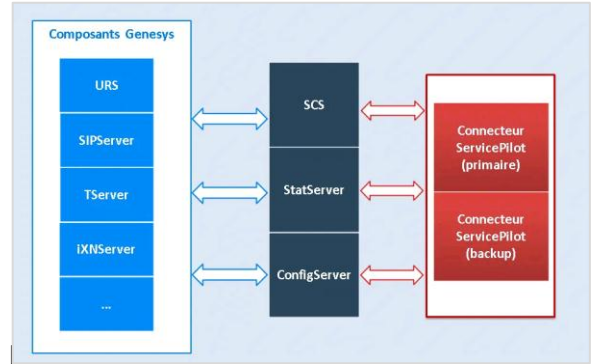
ServicePilot offers a variety of collectors (SNMP, Traps, AXL, VoIP CDR, RTCP, RTCP-XR, FTP, Netflow, Logs, Syslogs, SQL, custom scripts...) that allows one to perform a variety of analysis and correlation in addition to the collection of KPIs specific to each technological environment:

- Search for keywords in a string
- Setting up alerts in the logs provided by the routing engine
- CDR Analysis (Call Detail Record)
- Checking the correct operation of the recorder
- Correct operation of the IVR Message system
- Monitoring of the quality and call statistics for all media flows by call zone
- Monitoring and anticipating the use of licenses
- Highlight and supervise SIP Trunk groups

END-TO-END CALL CENTER VISIBILITY AND MONITORING

GENESYS ENVIRONMENTS

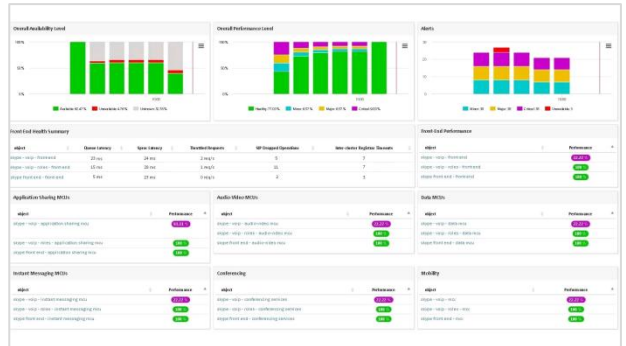
ServicePilot monitors the availability and performance of each part of the Genesys Configuration Server in terms of resource status (Host, Application Servers and Solutions) and application statistics (MCP, CCP and PSTN-C) via SNMP collection. Other integrations and metrics are also possible (routing logs, etc.).



ServicePilot monitors the complete Ayava Aura architecture with KPI collection for Communication Manager, System Manager, Session Manager, Experience Portal... and provides detailed analysis of phone calls with MOS, jitter, latency, lost packets, with a filter by user or by zone. Each conversation shows its most degraded hops.

ALCATEL SOLUTIONS

ServicePilot allows you to map and collect data from Alcatel solutions: OmniPCX, IP Domains, Trunk Groups and Couplers, Media Gateway. The analysis of calls, quality and routing allows you to better manage service performance and anticipate incidents.

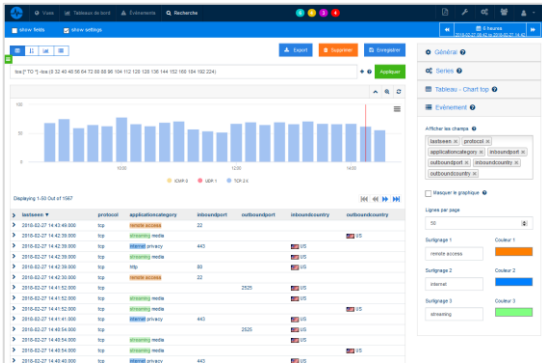
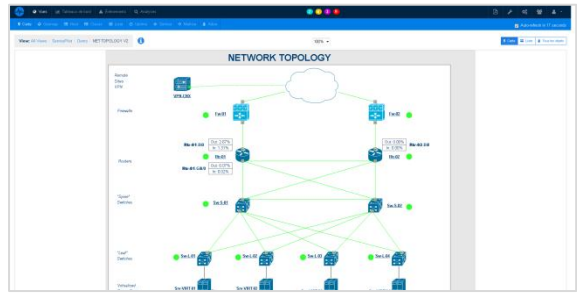


ORACLE SBC

ServicePilot enables the analysis of Oracle SBCs that are important to unified communications because they interconnect the SIP channels of different vendors and carriers. Monitoring their performance is essential.

CISCO CONTACT CENTER

ServicePilot is able to supervise all the services and infrastructures that make up Cisco Contact Centers (CUCM, UCCE, Router, Peripheral Gateways, Logger, CTI, Cube...). Reduce risks and locate incidents faster.

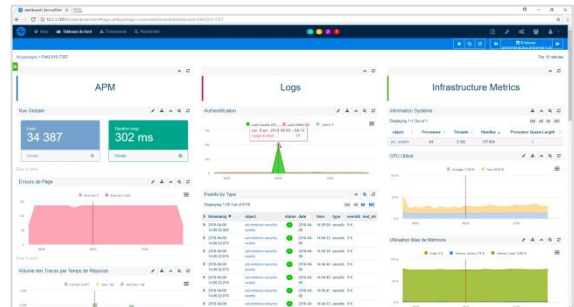


SEARCH AND CORRELATION

ServicePilot allows you to filter and correlate your data to better identify the causes of incidents and abnormal behavior that could lead to a problem. Analyzing your data in a single solution allows you to quickly identify and locate the cause of incidents.

CUSTOM DASHBOARDS

All ServicePilot widgets can be saved and used in dashboards and PDF reports. Custom dashboards allow you to adjust the monitoring to your needs with different technologies (e.g. Call Quality vs WAN vs Infrastructure).

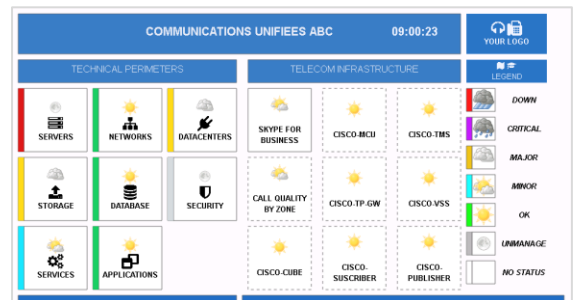


AUTOMATIC PDF REPORTS

With ServicePilot, the permanent monitoring of your entire information system allows you to intervene with a very high level of reactivity. On-the-fly or scheduled PDF report generation allows you to take action on possible availability and performance issues.

SERVICE FORECAST

ServicePilot provides visibility to your staff and your CIO by displaying on a large screen a synthetic view of the level of service delivered by key applications as well as your company's critical infrastructure.



7 REASONS TO CHOSE SERVICEPILOT FOR YOUR CALL CENTER



EASY TO DEPLOY

Provisioning files, drawing tool, packages for 250 technologies, universal collection agent, automatic resource discovery



SIMPLE TO ADMINISTRATE

Windows installation, updates in a few minutes, no dependencies to manage



VARIETY OF COLLECTORS

SNMP, Traps, AXL, CDR VoIP, RTCP, RTCP-XR, FTP, Netflow, Logs, Syslogs, SQL, SMI, Telnet SSH, scripts,...



MONITORING CENTRALIZATION

Centralized collection and analysis in a single solution



MONITORING INTERFACES

Unified mapping of all IS elements, end-to-end views, dashboards, alerts...



ADVANCED PDF REPORTING

Pre-configured and customizable reports, generated on-the-fly or on a recurring and automatic basis



NOSQL DATABASE

Data storage in a NoSQL database, with wizards to simplify the creation of widgets, dashboards or ad-hoc searches...

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