



Real-time Visibility into Communication Systems Vital Signs

Knowledge is power – especially in large, global enterprises that have complex and extensive communications systems and contact centers. In these environments, telecom teams are constantly challenged to monitor the health and utilization measurements of their Avaya and Cisco communication systems.

Solution Overview

CM Dashboard is a real-time executive summary display that provides visibility into the vital signs of communication systems. The Dashboard will display measurements such as CPU usage, device stats, active calls and more depending on the communication system.

The Dashboard displays a dynamic user interface showing high level measurements on a computer or mobile device, with the ability to easily drill down to any communication system and metric. Additionally, the Dashboard provides detailed reports and graphs of historical data.

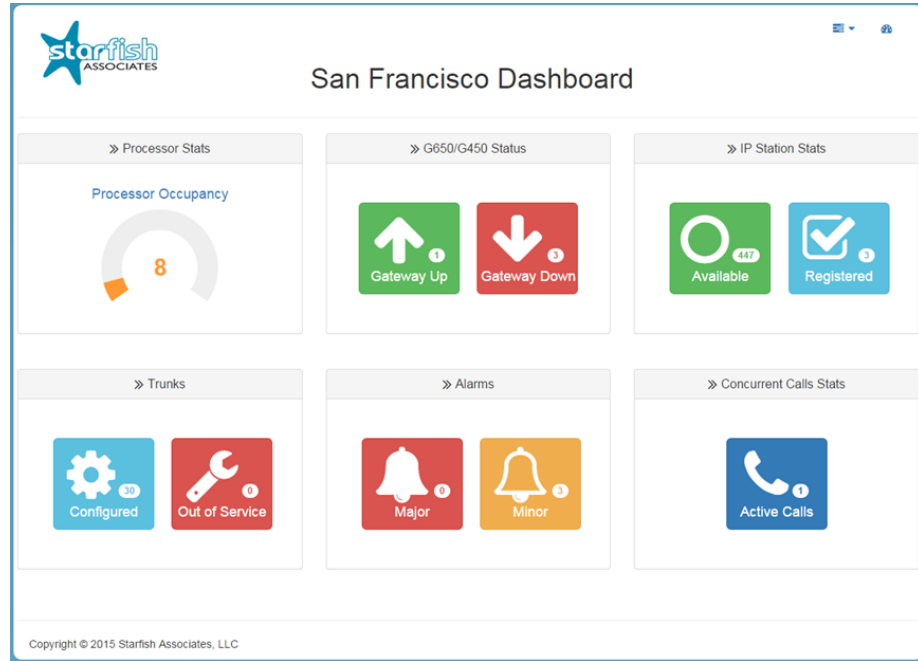
CM Dashboard for Avaya Communication Manager (CM)

The Dashboard for Avaya provides a visual snapshot of the overall health of all CMs in the enterprise. Clicking on a specific CM will drill down on measurements for that communication system.

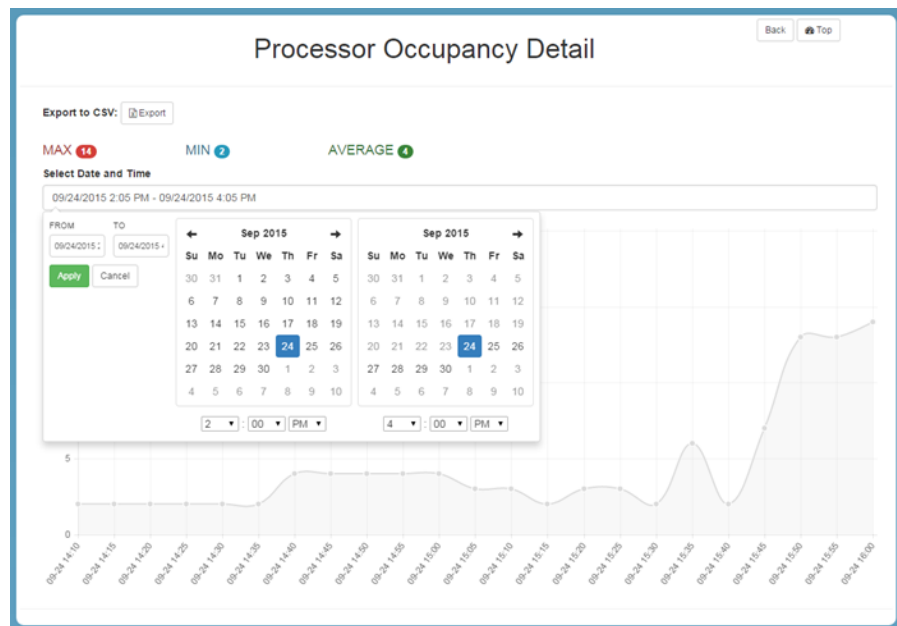


Starfish CM Dashboard

For each CM, information is clearly displayed to monitor vital metrics including processor occupancy, gateway status, IP station stats, trunks, alarms and concurrent calls. Clicking on a specific metric will drill down on those measurements.

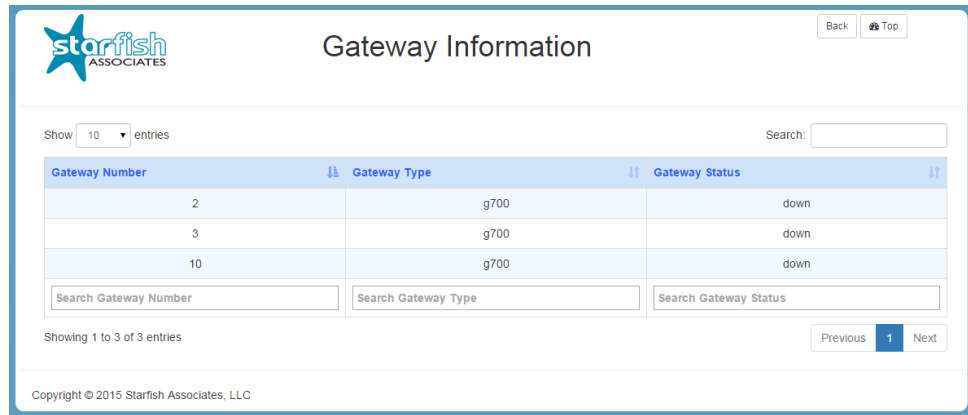


The Processor Stats page graphically displays the communication system CPU utilization by date range and time of day. In addition, it displays the maximum, minimum and average usage. The results can be exported to a CSV file.



Starfish CM Dashboard

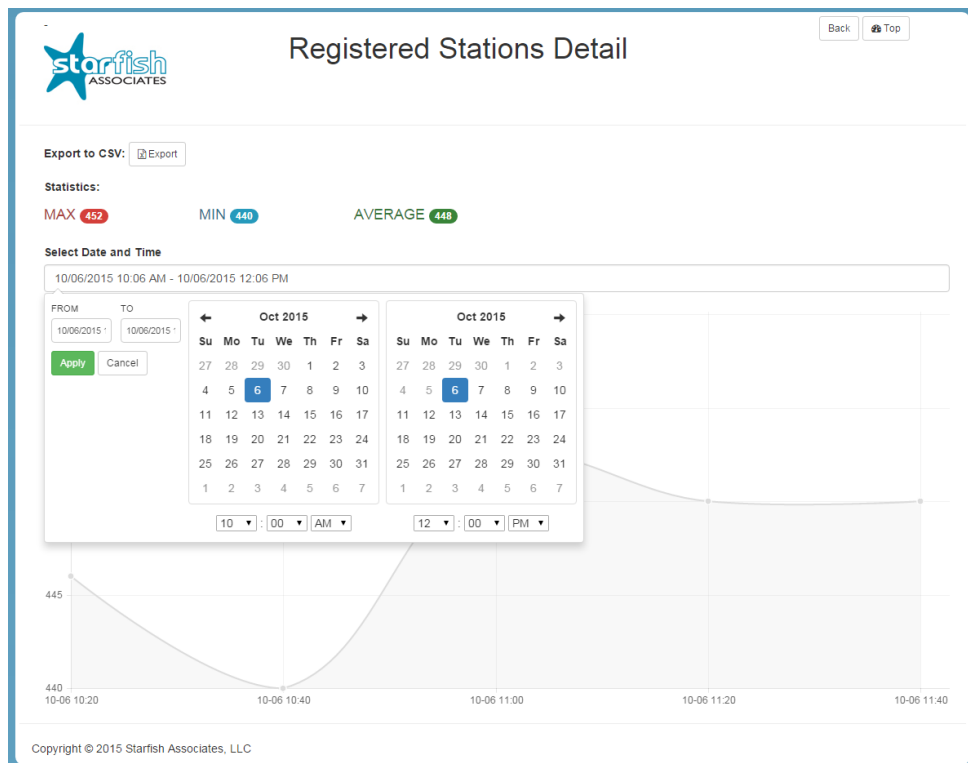
The Gateway Information page provides data on all gateways that are currently down.



The screenshot shows the 'Gateway Information' page with the Starfish Associates logo. It features a search bar and a table with columns for Gateway Number, Gateway Type, and Gateway Status. Three gateways are listed as 'down'. Below the table are search filters for Gateway Number, Gateway Type, and Gateway Status, and pagination controls showing 'Showing 1 to 3 of 3 entries'.

Gateway Number	Gateway Type	Gateway Status
2	g700	down
3	g700	down
10	g700	down

The IP Stations Stats page graphically displays the number of registered stations by date range and time of day. The results can be exported to a CSV file.



Starfish CM Dashboard

The Trunk Information page provides information on all trunk groups, trunk ports and trunk numbers with a status of the trunk service state. This page enables searching by one or more fields.

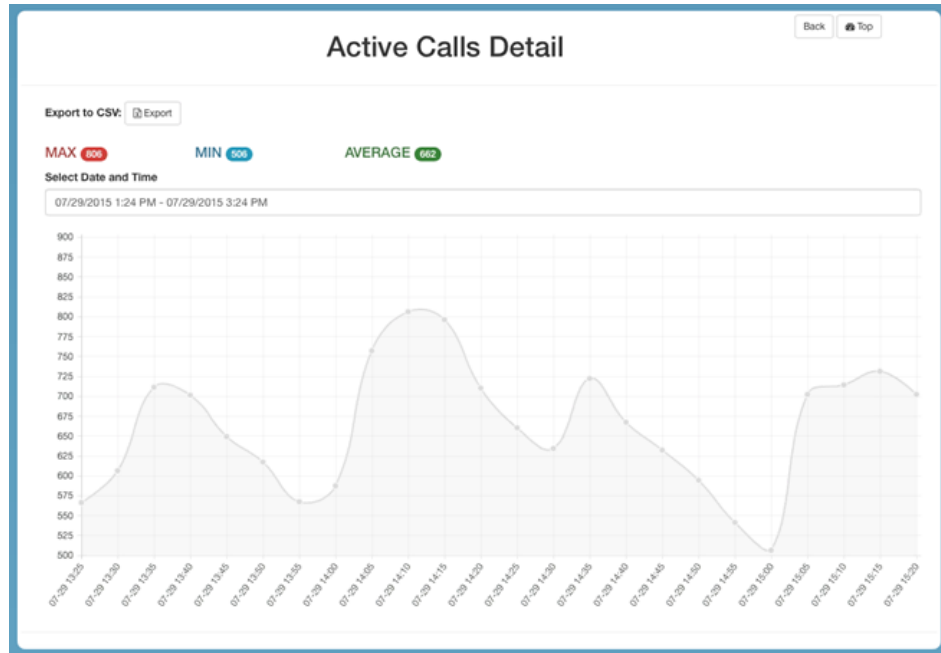
Trunk Group	Trunk Port	Trunk Number	Trunk Service State
0016	T00089	010	in-service/Idle
0016	T00088	009	in-service/Idle
0016	T00087	008	in-service/Idle
0016	T00086	007	in-service/Idle
0016	T00085	006	in-service/Idle
0016	T00084	005	in-service/Idle
0016	T00083	004	in-service/Idle
0016	T00082	003	in-service/Idle
0016	T00081	002	in-service/Idle
0016	T00080	001	in-service/Idle

The Alarm Information page provides alarm details including alarm port, maintenance name, alarm type and alarm date. This page enables searching by one or more fields.

Alarm Port	Maintenance Name	Alarm Type	Alarm Date
002	MED-GTWY	MINOR	2015-05-28 18:39:00.0
003	MED-GTWY	MINOR	2015-05-28 18:39:00.0
010	MED-GTWY	MINOR	2015-05-28 18:39:00.0

Starfish CM Dashboard

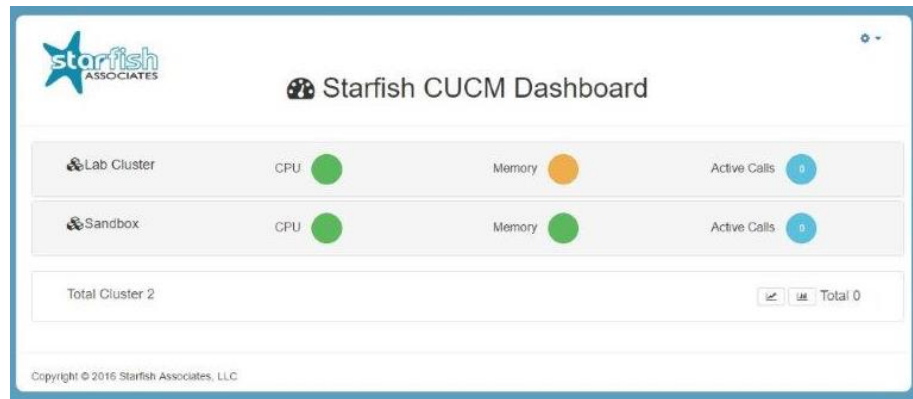
The Concurrent Calls Stats page provides a visual snapshot of all active calls by date, time and frequency. The results can be exported to a CSV file.



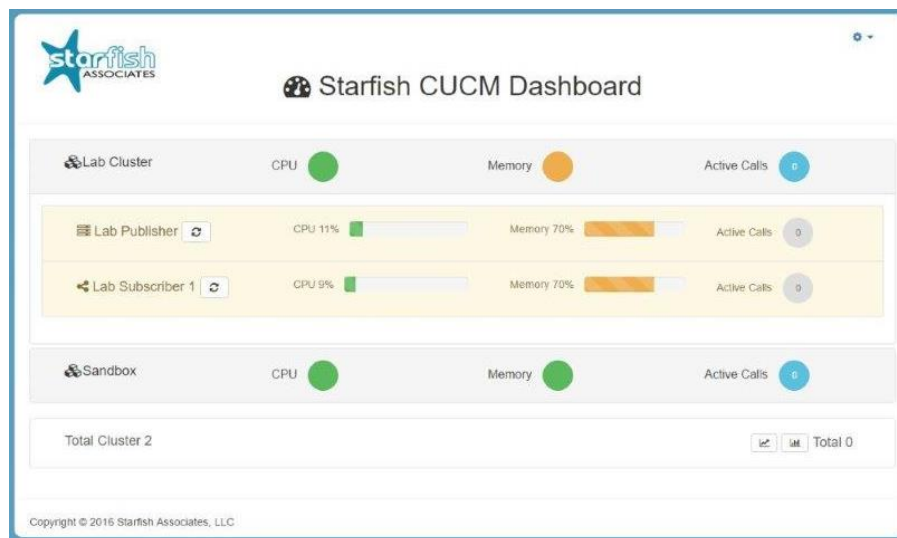
Starfish CM Dashboard

CM Dashboard for Cisco Unified Communications Manager (CUCM)

The Dashboard for Cisco provides a visual snapshot of the overall health of all CUCM clusters in the enterprise.

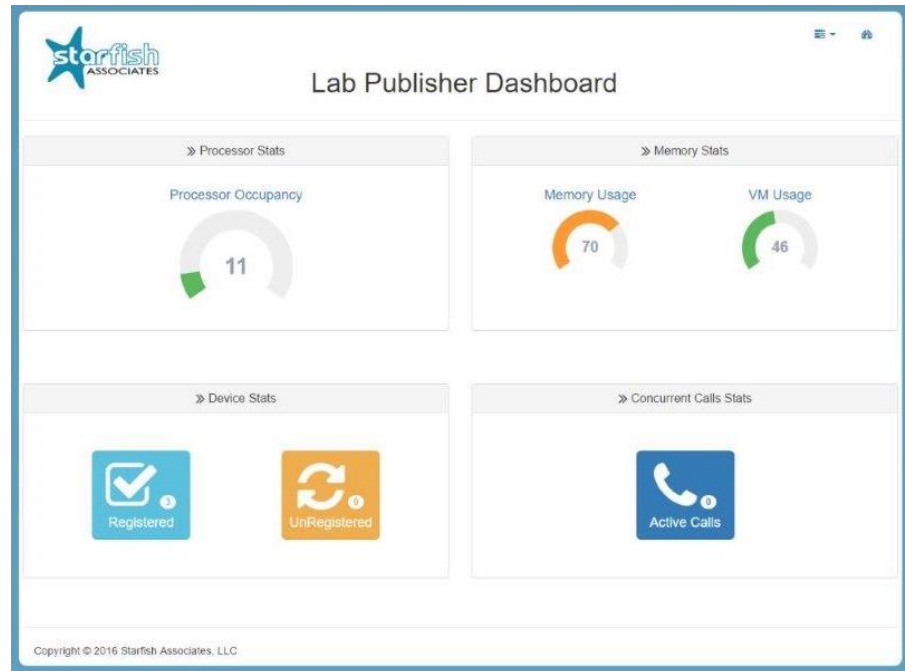


Clicking on a specific cluster will drill down on measurements for that communication system.



Starfish CM Dashboard

For each CUCM, information is clearly displayed to monitor vital metrics including processor occupancy, memory & VM usage, registered & unregistered devices and concurrent calls. Clicking on a specific metric will drill down on those measurements.



The Concurrent Calls Stats page provides a visual snapshot of all active calls by date, time and frequency. The results can be exported to a CSV file.



Starfish CM Dashboard

Solution Benefits

- Provides visibility for executives and telecom managers into the overall health of all CMs and CUCMs.
- Clean and crisp user interface that displays near real-time statistics of all CMs and CUCMs so critical adjustments can be made to support the needs of the business.
- Closely monitors call volume and correlates with events and activities, as well as analysis of CM and CUCM call patterns and behavior.

Supported Platforms & Applications

Unified Communications

Avaya:

- Communication Manager

Cisco:

- Unified Communications Manager