Monitor, audit and optimize communication system resources

Communication environments within large enterprises are constantly evolving, making it challenging to have wide-ranging visibility into their communication infrastructure. Having a full view into assets, licenses, system health and changes is vital to managing their complex UC and contact center environments. Access to this information quickly drives operational efficiencies and ensures that the environment is optimized.

Solution Overview

Starfish Resource Manager is a modular solution that enables administrators to efficiently manage Avaya communication systems. Resource Manager can be configured to include one or more of the following modules:

- Dashboard Views of Vital Communication System Measurements
- License Capacity
- Inventory / Asset Management
- Configuration Change Auditing
- UC and Contact Center Resource Usage, Tracking and Reporting
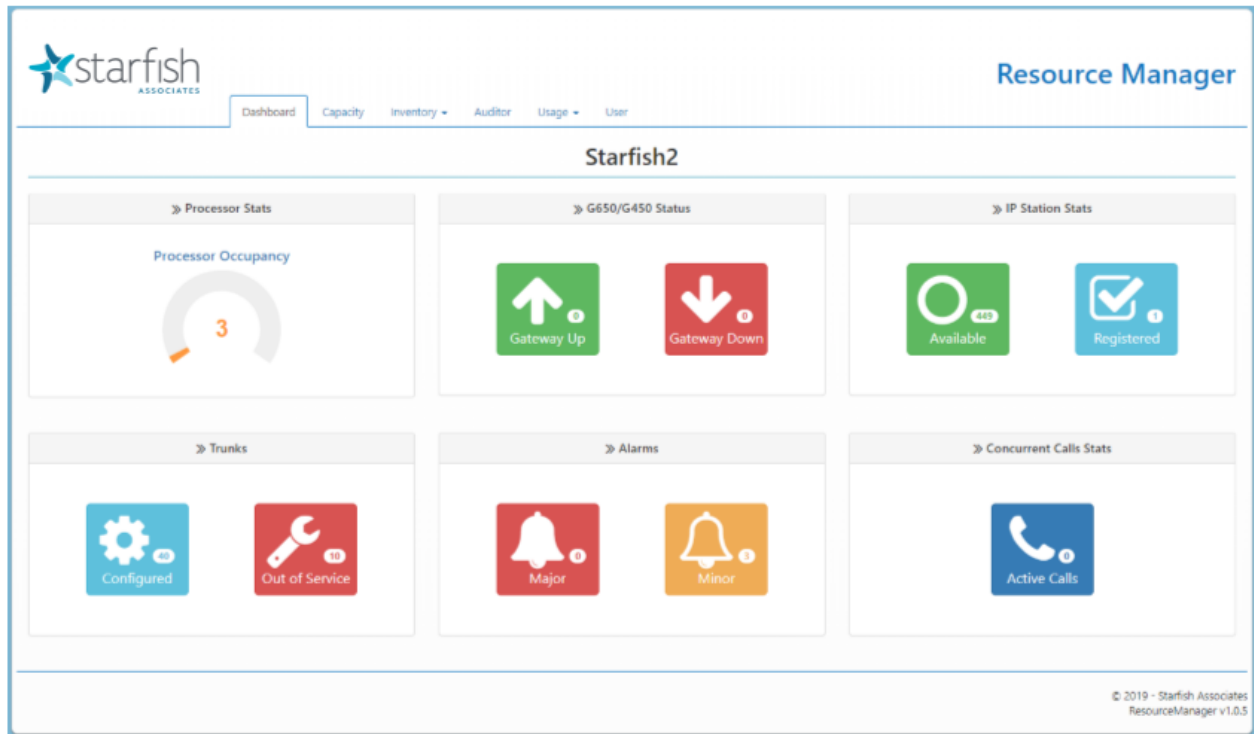
Solution Modules

Dashboard Views of Vital Communication System Measurements

The dashboard displays vital measurements for Avaya Communication Manager with drill down capabilities to detailed resource usage information, including real-time and historical data.
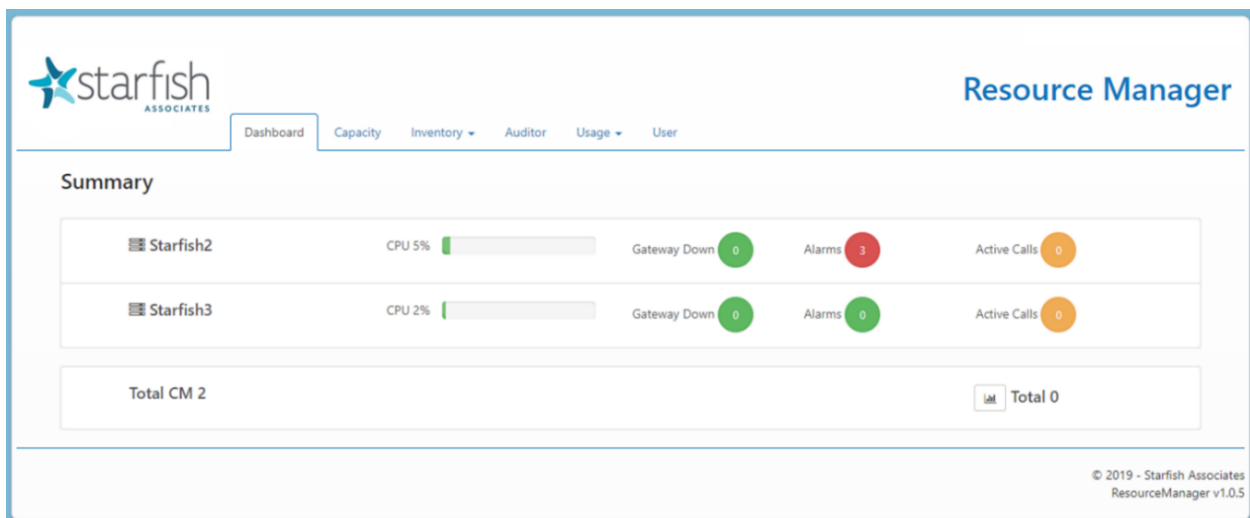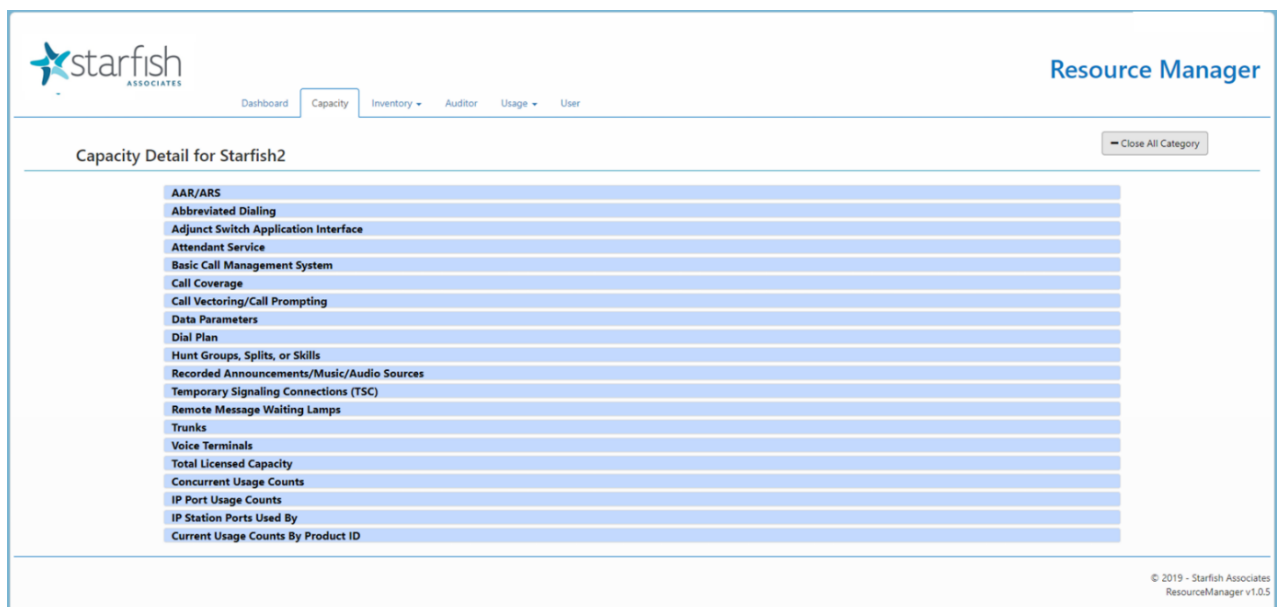

Top Level View

Starfish Resource Manager

Drill Down System View

License Capacity Module

License capacity displays license and actual usage and compares the data against configurable thresholds. Alerts are generated when usage measurements cross the set of thresholds.

Capacity Detail View

Inventory / Asset Management Module

Comprehensive inventory database to track UC and contact center resources. Information is retrieved through communication system connectors to multiple systems and maintained in a central data repository. Inventory items include stations, agent login IDs, VDNs, vectors and other Avaya Call Center Elite related objects.

Inventory Detail View

Configuration Change Auditing Module

Extensive auditing tracks all configuration changes made to Avaya Communication Manager. When any object on Communication Manager is changed, Resource Manager collects all attributes of the object and stores it in a database. This enables a granular view of which specific attributes were modified, and the ability to roll back transactions to their original values.

Auditing Detail View

Starfish Associates, LLC • 1200 US Highway 22 • Bridgewater NJ 08807 • 908-243-2900 • www.starfishassociates.com

UC and Contact Center Resource Usage, Tracking and Reporting Module

Resource usage is tracked for Communication Manger stations, agent login IDs and other objects such as announcements and coverage paths. Aging summary and details reports can be generated by number of idle days that includes details per object.

Usage Summary View for Agents

Usage Details View for Agents

Starfish Resource Manager

Solution Benefits

- Enables clear visibility into communication resources
- Optimizes license usage and exposes idle resources that can be removed and re-used
- Provides user information for every network-connected device for audit and compliance purposes
- Delivers ability to drill down into specific areas for visualization and report generation

Key Features

Real-time Dashboard Views
Displays vital communication system measurements with drill down capabilities to detailed resource usage information, including real-time and historical data.

License Tracking
License capacity and current usage tracking including alert generation based on configurable thresholds.

Auditing Configuration
Detail auditing, logging and tracking of configuration changes including compare and restore capabilities.

Inventory Asset Management
Extensive inventory database to track UC and contact center resources. Information is retrieved through connectors to multiple systems and maintained in a central data repository.

Associate Users with Resources
Communication assets are associated with users to clearly map users with all their communication resources across multiple systems.

CMDB Integration
Inventory data can be integrated to leading CMDBs such as ServiceNow.

Alerts and Alarms
Notifications are generated to notify administrators upon on events such as configuration changes, license capacities and real-time communication systems measurements.

Usage Reporting
Extensive UC and contact center resource usage and aging reports. Reports can be scheduled or generated on-demand.

Resource Optimization
Identifies idle resources that can be reclaimed and reused. Configurable time period thresholds are used to identify idle resources.

Supported Platforms & Applications

Unified Communications & Contact Center Platforms

Avaya:
- Aura Communication Manager
- Aura Session Manager
- Aura Messaging
- Aura Call Center Elite / CMS