

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

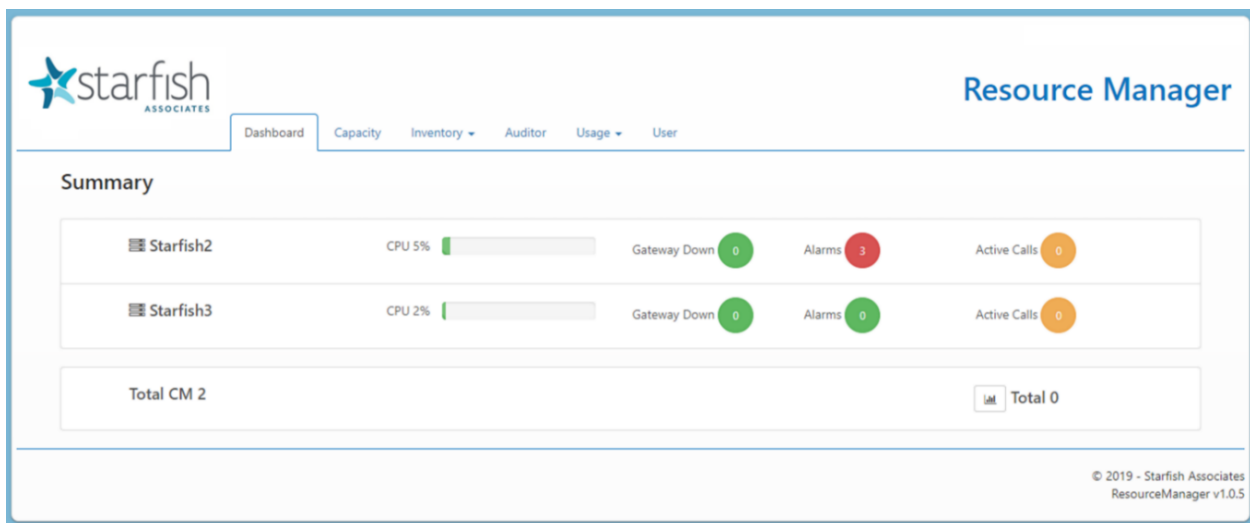
Starfish Resource Manager is a modular solution that enables administrators to efficiently manage Avaya communication systems. Resource Manager can be configured to include one or more of the following modules:

- 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

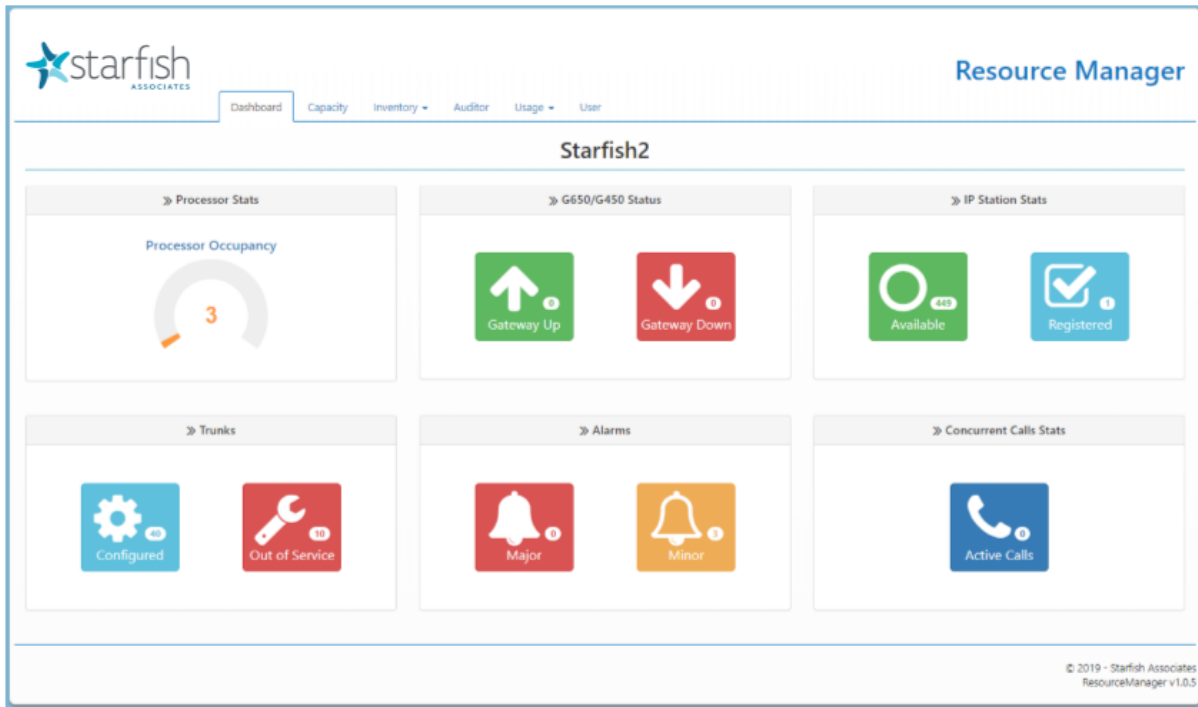
Dashboard Views of Vital Communication System Measurements

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

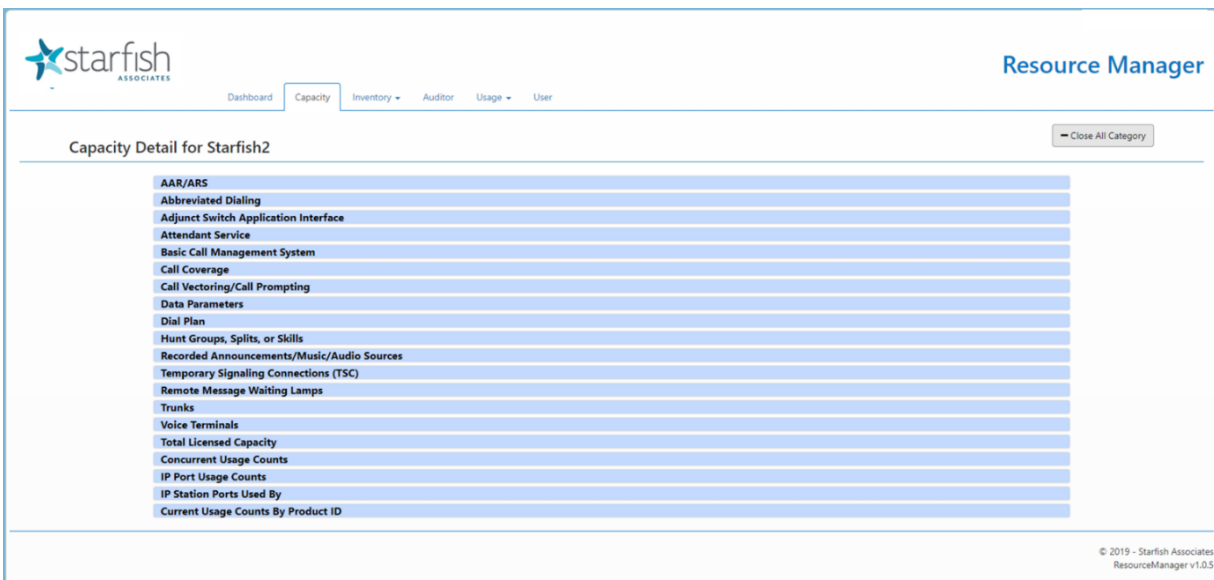
Starfish Resource Manager



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.

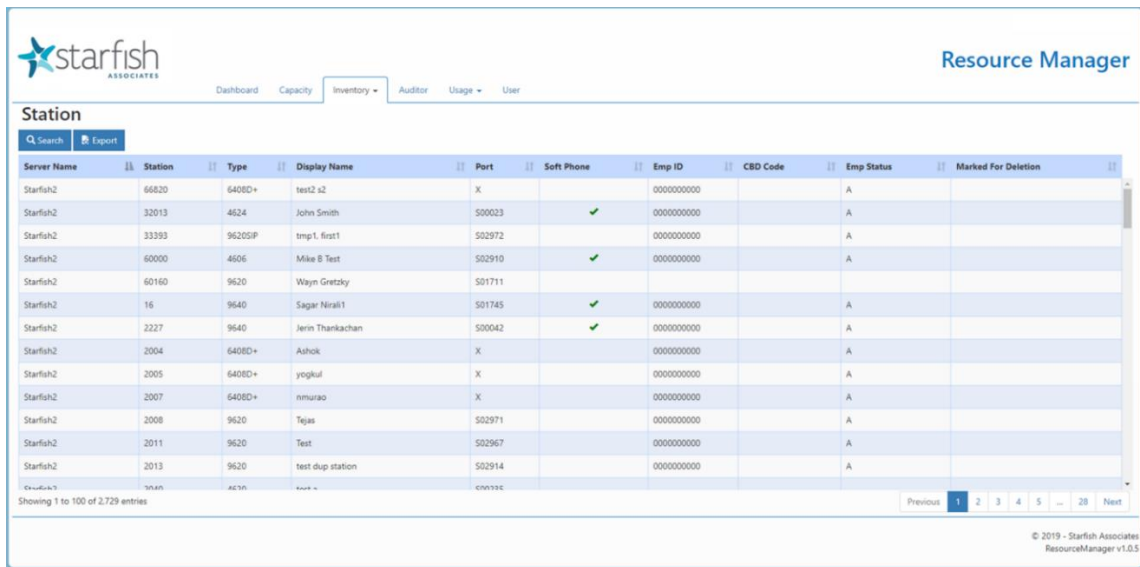


Capacity Detail View

Starfish Resource Manager

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.



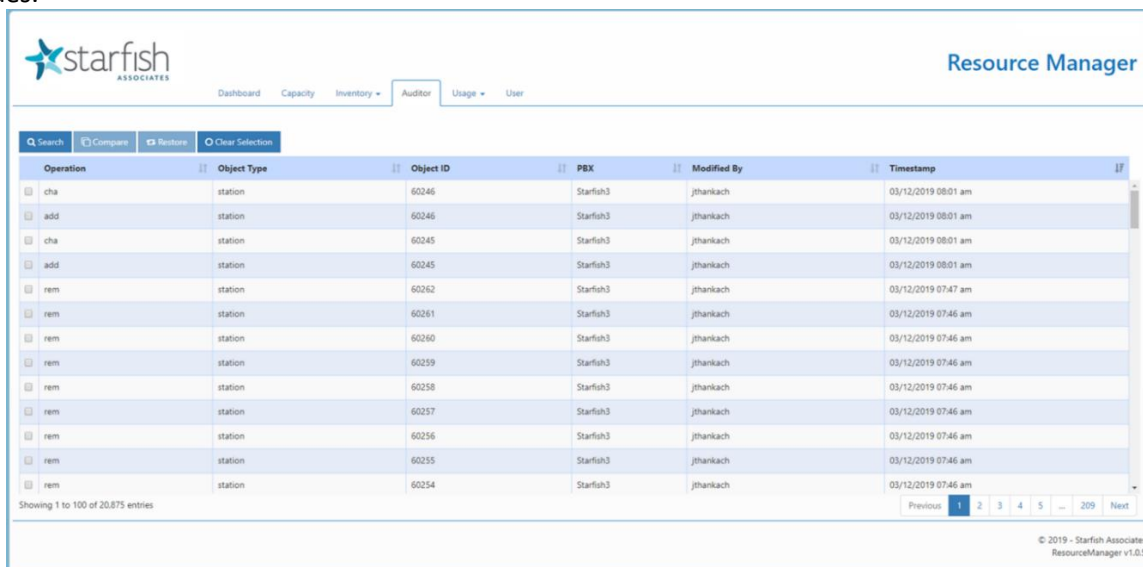
The screenshot shows the 'Inventory' tab in the Starfish Resource Manager. The page title is 'Station'. Below the title are search and export buttons. The main content is a table with the following columns: Server Name, Station, Type, Display Name, Port, Soft Phone, Emp ID, CBD Code, Emp Status, and Marked For Deletion. The table contains 15 rows of data. At the bottom, it says 'Showing 1 to 100 of 2,729 entries' and has pagination controls. The footer includes the copyright information: '© 2019 - Starfish Associates ResourceManager v1.0.5'.

Server Name	Station	Type	Display Name	Port	Soft Phone	Emp ID	CBD Code	Emp Status	Marked For Deletion
Starfish2	66820	6408D+	test2 sz	X		0000000000		A	
Starfish2	32013	4624	John Smith	S00023	✓	0000000000		A	
Starfish2	33393	9620SP	tmp1. first1	S02972		0000000000		A	
Starfish2	60000	4606	Mike B Test	S02910	✓	0000000000		A	
Starfish2	60160	9620	Wayn Gretzky	S01711					
Starfish2	16	9640	Sagar Nirali	S01745	✓	0000000000		A	
Starfish2	2227	9640	Jerin Thankachan	S00042	✓	0000000000		A	
Starfish2	2004	6408D+	Ashok	X		0000000000		A	
Starfish2	2005	6408D+	yogkul	X		0000000000		A	
Starfish2	2007	6408D+	nmurao	X		0000000000		A	
Starfish2	2008	9620	Tejas	S02971		0000000000		A	
Starfish2	2011	9620	Test	S02967		0000000000		A	
Starfish2	2013	9620	test dup station	S02914		0000000000		A	

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.



The screenshot shows the 'Auditor' tab in the Starfish Resource Manager. The page title is 'Auditor'. Below the title are search, compare, restore, and clear selection buttons. The main content is a table with the following columns: Operation, Object Type, Object ID, PBX, Modified By, and Timestamp. The table contains 15 rows of data. At the bottom, it says 'Showing 1 to 100 of 20,875 entries' and has pagination controls. The footer includes the copyright information: '© 2019 - Starfish Associates ResourceManager v1.0.5'.

Operation	Object Type	Object ID	PBX	Modified By	Timestamp
cha	station	60246	Starfish3	jthankach	03/12/2019 08:01 am
add	station	60246	Starfish3	jthankach	03/12/2019 08:01 am
cha	station	60245	Starfish3	jthankach	03/12/2019 08:01 am
add	station	60245	Starfish3	jthankach	03/12/2019 08:01 am
rem	station	60262	Starfish3	jthankach	03/12/2019 07:47 am
rem	station	60261	Starfish3	jthankach	03/12/2019 07:46 am
rem	station	60260	Starfish3	jthankach	03/12/2019 07:46 am
rem	station	60259	Starfish3	jthankach	03/12/2019 07:46 am
rem	station	60258	Starfish3	jthankach	03/12/2019 07:46 am
rem	station	60257	Starfish3	jthankach	03/12/2019 07:46 am
rem	station	60256	Starfish3	jthankach	03/12/2019 07:46 am
rem	station	60255	Starfish3	jthankach	03/12/2019 07:46 am
rem	station	60254	Starfish3	jthankach	03/12/2019 07:46 am

Auditing Detail View

Starfish Resource Manager

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.

The screenshot shows the 'Agent Aging Summary' view in the Starfish Resource Manager. The interface includes a navigation bar with 'Usage' selected, and a sidebar with 'Usage Summary' and 'Usage Details'. The main content area displays a table with the following data:

CM	Used in last 30 days	Unused in last 30 days	Unused in last 60 days	Unused in last 90 days
Starfish2	0	0	0	61
Starfish3	0	0	0	199

Below the table, it indicates 'Showing 1 to 2 of 2 entries' and includes 'Previous' and 'Next' navigation buttons.

Usage Summary View for Agents

The screenshot shows the 'Agent Aging Details' view in the Starfish Resource Manager. The interface includes a navigation bar with 'Usage' selected, and a sidebar with 'Usage Summary' and 'Usage Details'. The main content area displays a table with the following data:

CM	Login Id	Last Event	Idle Days	Note	Display Name	Last Extension	Emp ID	CBD Code	Emp Status
Starfish2	30081	08/31/2018	215	scanned	dummy	unstaffed			
Starfish2	30002	10/03/2017	547	scanned	1234	unstaffed			
Starfish2	33311	10/03/2017	547	scanned	333-11 1/0 19791 SHR AG	unstaffed			
Starfish2	33010	10/03/2017	547	scanned	Jeff Brown1	unstaffed			
Starfish2	450007	10/03/2017	547	scanned	450-007 V - 10/11 19793 N	unstaffed			
Starfish2	33312	10/03/2017	547	scanned	123_33312_19791	unstaffed			
Starfish2	0029	08/31/2018	215	scanned	Centene test 6	unstaffed			
Starfish2	33310	10/03/2017	547	scanned	123_33310_19791	unstaffed			
Starfish2	00002043	10/03/2017	547	scanned	000-02043 - 2/1 11261 CNA	unstaffed			
Starfish2	00002003	10/03/2017	547	scanned	000-02003 V - 6/5 01	unstaffed			
Starfish2	55151	08/31/2018	215	scanned	sagar nirali	unstaffed			
Starfish2	666666	10/03/2017	547	scanned	test agent	unstaffed			
Starfish2	60601	10/03/2017	547	scanned	Charlie TestCDR21	unstaffed			

Below the table, it indicates 'Showing 1 to 100 of 260 entries' and includes 'Previous', '1', '2', '3', and 'Next' navigation buttons.

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