



IP Telephony

Contact Centers

Mobility

Services

FACT SHEET

Avaya DevConnect Solution – SyncVoice VXTracker Communications Management For Small and Medium Businesses

Overview

SyncVoice VXTracker communications management software enables users of Avaya IP Office to maximize the call quality, performance and cost effectiveness of their communications investment. VXTracker offers a suite of tools to administer network communications and provides visibility into the overall environment, and a comprehensive call accounting system with a wealth of features to report and optimize call traffic to stay ahead of your competition.

VXTracker provides centralized monitoring and management of the voice network across single or multiple sites and scales from a single office with as few as 25 people up to a widely distributed multi-site company with hundreds of employees. In all cases, VXTracker helps increase the effectiveness of the telephone system while protecting it from inappropriate use.

Capabilities

VXTracker is comprised of **three main components** that work together to deliver a complete communications management solution.

Telecom Expense Management delivers advanced call accounting from captured CDR (Call Detail Records) information.

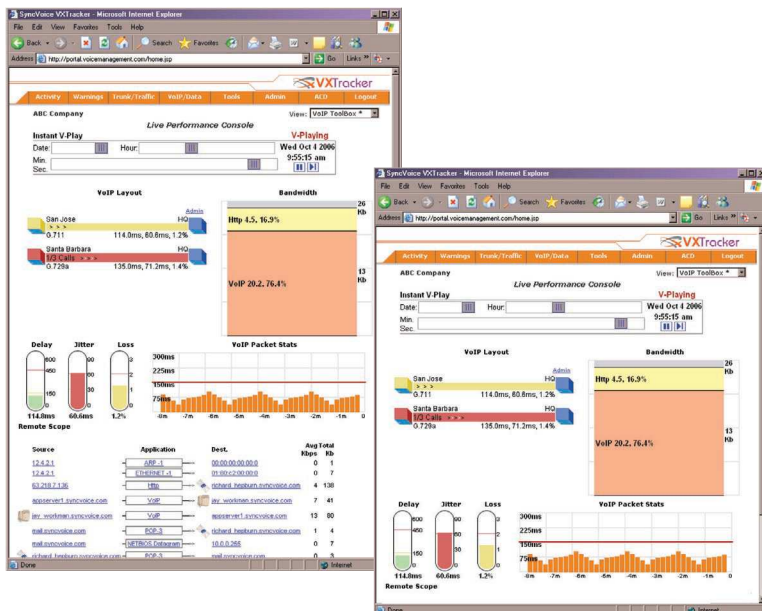
- Allocate expenses across departments.
- Utilize trending and forecasting tools for planning.
- Produce detailed ACD/Call Center reporting.

VoIP Toolbox is a Quality of Service (QoS) package for modern IP based communications systems.

- Before deploying VoIP on a network, use the network assessment tools to establish a baseline of how the network is used.
- Simulate how VoIP communications will impact the data communications, and vice versa, to understand bandwidth usage.
- Monitor the network in real-time for packet delay, jitter and loss parameters to ensure that users are receiving the expected QoS.
- Solve problem with the “rewind” feature that allows an IT technician to replay the network traffic for a time point in the past to isolate why problem occurred.
- Capture statistical information to verify that overall Service Level Agreement commitments are being met.

PBX Performance Monitoring analyzes communications system usage to confirm proper technical functionality and user behavior.

- Monitor voice network usage by user, cost center, department, and location across multiple sites.
- Monitor ongoing traffic to identify when usage approaches trunk capacities.
- Generate alarms if calls are too long or too expensive, are made after business hours, or are made from voice mail ports.
- Create detail and summary reports on all aspects of usage.



Benefits

For IT Managers:

- **Decrease IT staff load** by automating ongoing monitoring and reporting tasks
- **Increase user satisfaction** by maintaining quality levels
- **Minimize downtime** by identifying problem trends before they impact performance

For Executive Management:

- **Control costs** by tracking expenses and setting budget thresholds
- **Plan for growth** with comprehensive trending and reporting

- **Reduce business risks** by securing communications and enforcing compliance

For Sales:

- **Increase efficiency** by benchmarking Sales Agent behavior
- **Accelerate closure rates** by closely monitoring account activity
- **Optimize Marketing** by tracking how prospects and customers respond to different lead generation and messaging campaigns

Feature Detail

| | |
|-------------------------------|---|
| Performance Management | <ul style="list-style-type: none"> • Web-based graphical interface • Simple visual display customization • Real-time and historical information |
| VoIP Management | <ul style="list-style-type: none"> • Packet statistics via simulated calls • Packet “sniffing” for IP level troubleshooting and bandwidth analysis • Alerting via pager, e-mail, and Network Management System integration • “Back-end” reporting |
| Reporting | <ul style="list-style-type: none"> • Over 140 standard reports • Sort by any column • Group and filter • Trending and forecasting • Schedule auto-reporting and auto-email delivery |
| System Requirements | <ul style="list-style-type: none"> • A dedicated PC or server to host the software applications • Intel Pentium 4 class processor, 2.4GHz or faster • OS: MS Windows 2000/XP Pro/Server 2000/Server 2003 (32 bit) • 1 GB of memory • 40 GB of available disk space • Two (2) NIC ports • Two (2) connections to a managed switch with SPAN port access |

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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