



GET THE BIG PICTURE



TELEMATE

PREDICTIVE 7.8 SNAPSHOT

UC&C MONITORING, ANALYTICS & REPORTING

What is Predictive UC Monitoring Analytics, & Reporting?

TeleMate's **Predictive** platform is a vendor neutral solution that thoughtfully enables monitoring, analytics and reporting from a single and secure role-based access driven interface.

The platform can be delivered as an on-premise software solution or a secure cloud-based service. In instances by where additional deployment flexibility is required, hybrid and multi-tenant options are also available.

Predictive has been engineered to facilitate maximum correlated visibility while reducing the number of compartmentalized 3rd party and UC&C manufacture's monitoring, analytics and reporting applications.

Monitoring Snapshot

Cisco Unified Technologies

- Communications Manager
- Contact Center Express
- Contact Center Enterprise
- Packaged Contact Center Enterprise
- Border Element
- Expressway
- Gateway
- Meeting Server

Interfacing Methods

- SNMP w/ Alarming
- TLS Testing
- SYSLOG
- AXL
- SXML Polling
- CTI
- FTP/SFTP
- Real-time Scripting
- Static Binding

Core Value

- Faster Time to Resolution
- Real-time QoS Alerting
- Hassel Free Capacity Planning
- C-Suite UX Monitoring
- Consolidated Service Assurance

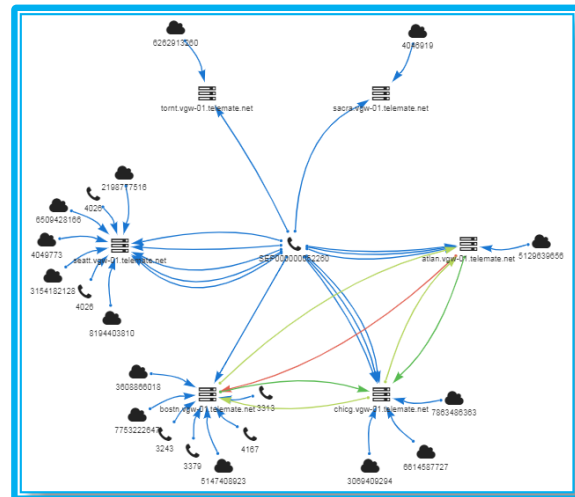


Figure 1: real-time end to end session monitoring.

Analytics & Reporting Snapshot

Cisco Unified Technologies

- Communications Manager
- Contact Center Express
- Contact Center Enterprise
- Packaged Contact Center Enterprise
- Border Element
- Expressway
- Gateway
- Meeting Server
- WebEx
- WebEx Calling
- UCM Cloud

Interfacing Methods

- SNMP
- SYSLOG
- AXL
- SXML Polling
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- FTP/SFTP
- Real-time Scripting
- Static Binding

Core Value

- Proactive Capacity Planning
- Predictive QoS Analysis
- License Adoption Analysis
- Resource Planning (*Systems & Staffing*)
- Cost Allocation
- UX Analysis
- Complete KPI Modeling

Key Predictive 7.8 Innovations

1. Remote Performance Monitoring

Enables the ability to better troubleshoot remote workers using collaboration technologies such as Zoom, MS Teams, WebEx (*Calling, Meetings and Contact Center*), Ring Central, etc.

2. Port/Protocol/TLS Testing and Alarms to the SNMP Monitoring

Delivers the ability to monitor and alarm on technology responses time, certificates, and other handshaking protocol metrics.

3. Expanded CUCM CDR: Added Option to Use SDL Logs to Enhance the Call Data

Adding "Hold Time" and "Hold Count" values to CDR records, and allowing "Abandoned on Hold" stats to be tracked.

Expanded "Call Park" CDR to include the parked duration, and allowing "Abandoned while Parked" stats to be tracked.

Linking the initial inbound SIP INVITE to CDR records to add pre-translated numbers and PSTN Caller ID names to the CDR.

4. Added Support for Parsing Cisco CUBE and/or VG CCSIP Debug Syslog Messages

This feature provides visible to the public / PSTN side of SBCs.

5. Added Support for UCCE CVP Log Collection and Service Assurance Processing

Enables the building of "live" call legs and links them to call chains with any CUBE/VG/CUCM/Expressway devices providing a more complete picture of call flows. The feature includes all call-related CVP and VXML events making troubleshooting CVP calls quicker and easier. This also extends reach into VXML sub systems.

6. Extension of "SIP Capture" and "SIP Scan" Features to Scan CVP Logs and CUBE CCSIP Syslog Messages

7. Expansion of Avaya SNMP MIB Files and Standardized Avaya SNMP Templates

Enables out of the box health & wellness monitoring of Avaya environments.

8. Added Integration with Imagicle Call Recording Servers

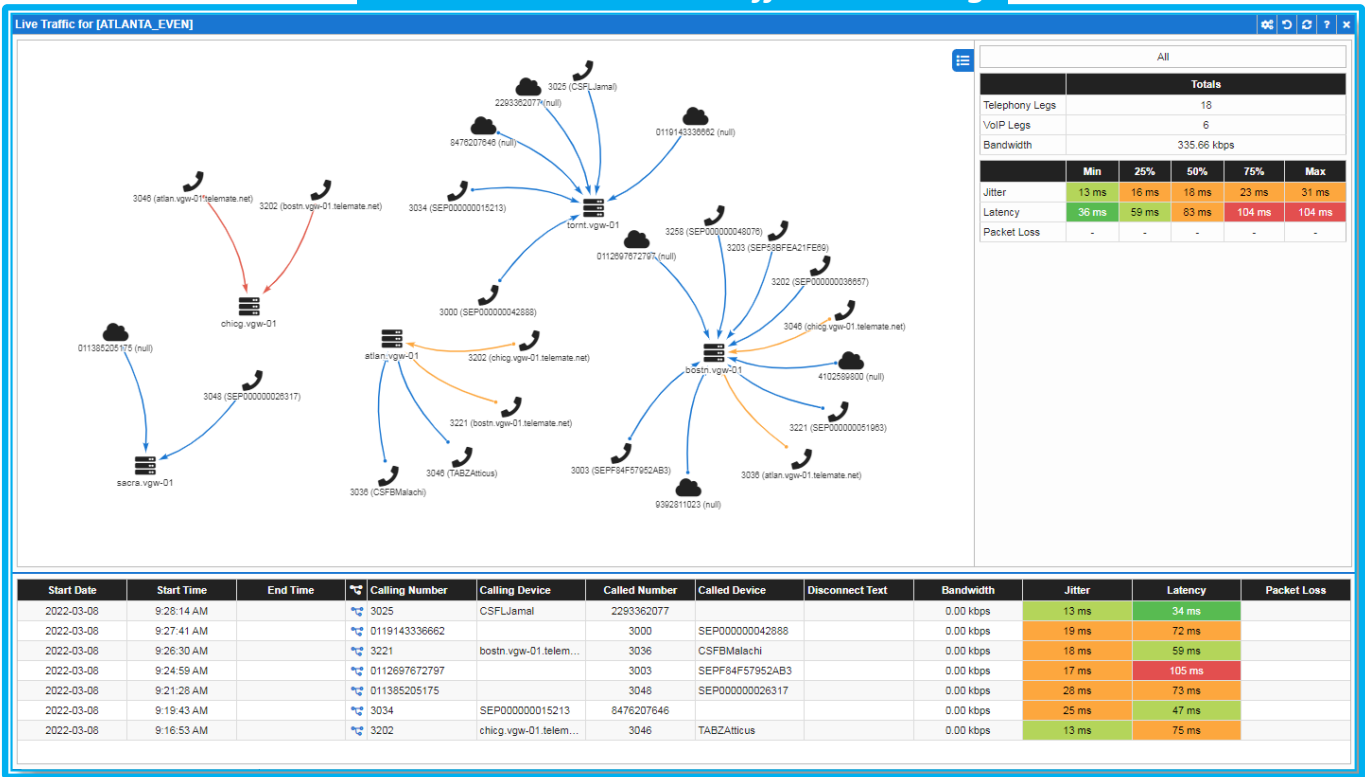
Provides the ability to use role-based access controls and security to limit recording accessibility.

Available Notification / Alarming Methods

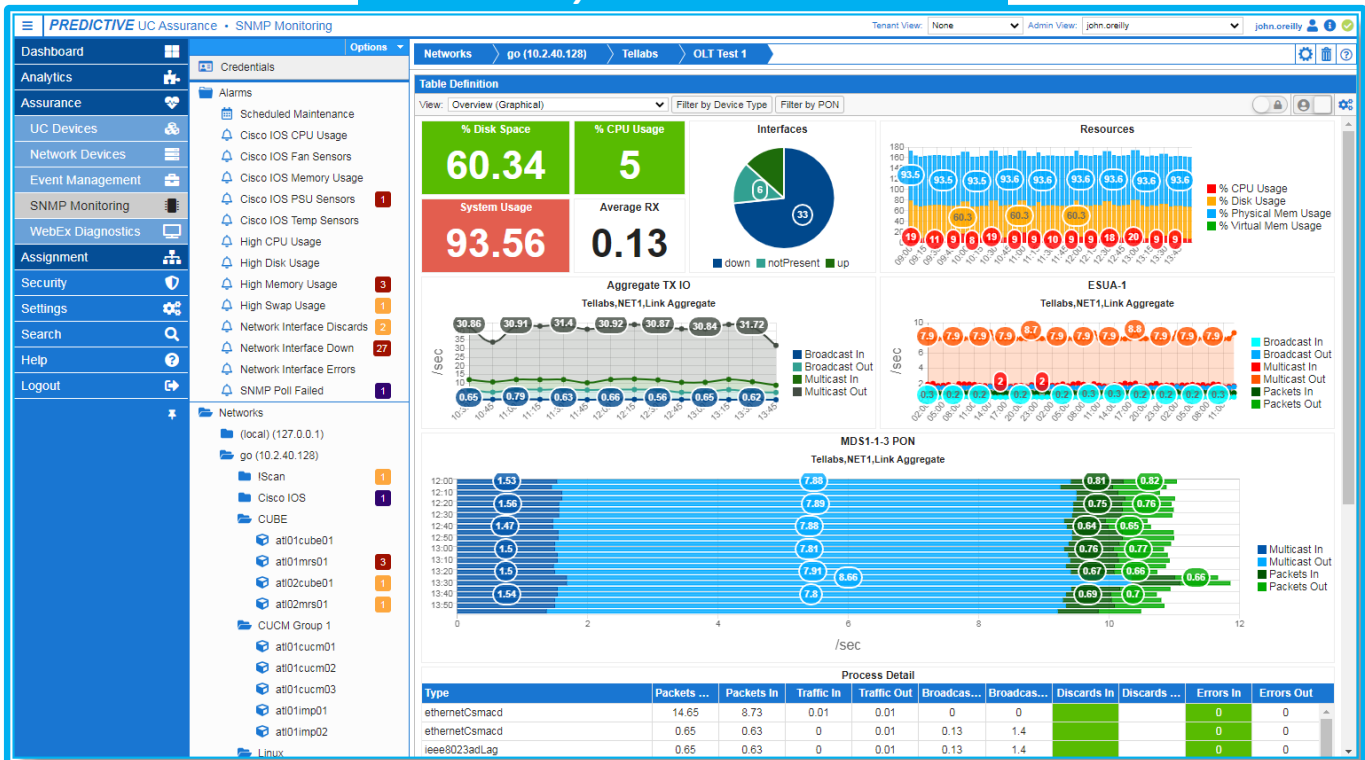
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|---|---|
| 1. SNMP TRAP (<i>version 2c and version 3</i>) | 6. SMS and Email |
| 2. Direct Incident/ticketing creation
(<i>Service Now, Remedy, Tivoli, etc.</i>) | 7. Auto Report Execution and Delivery
with Fault Information |
| 3. SMS and Email | 8. Multi-method Broadcast |
| 4. SNMP TRAP (<i>version 2c and version 3</i>) | 9. Direct publication into collaboration
rooms |
| 5. Direct Incident/ticketing creation
(<i>Service Now, Remedy, Tivoli, etc.</i>) | |

Sample Dashboards & Screen Views

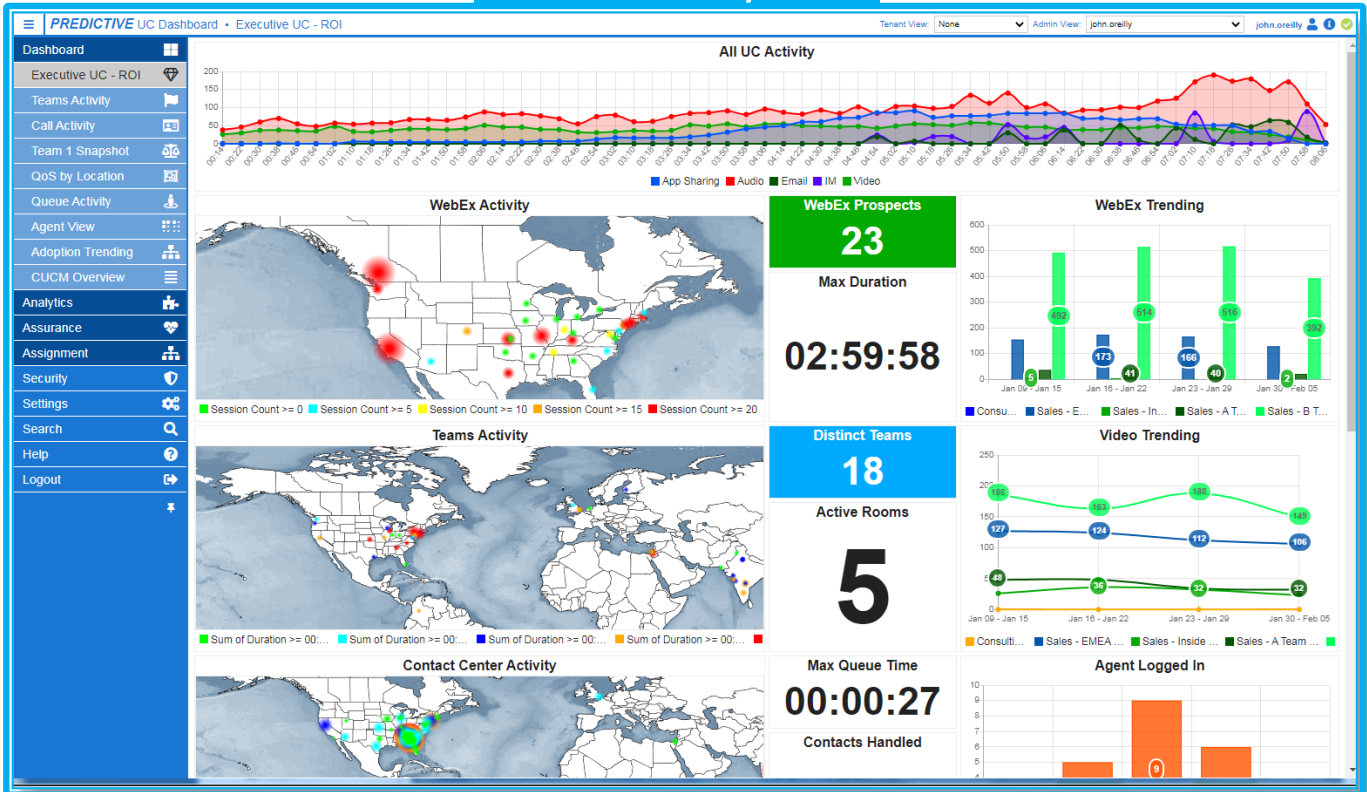
Live Cradle-to-Grave Traffic Monitoring



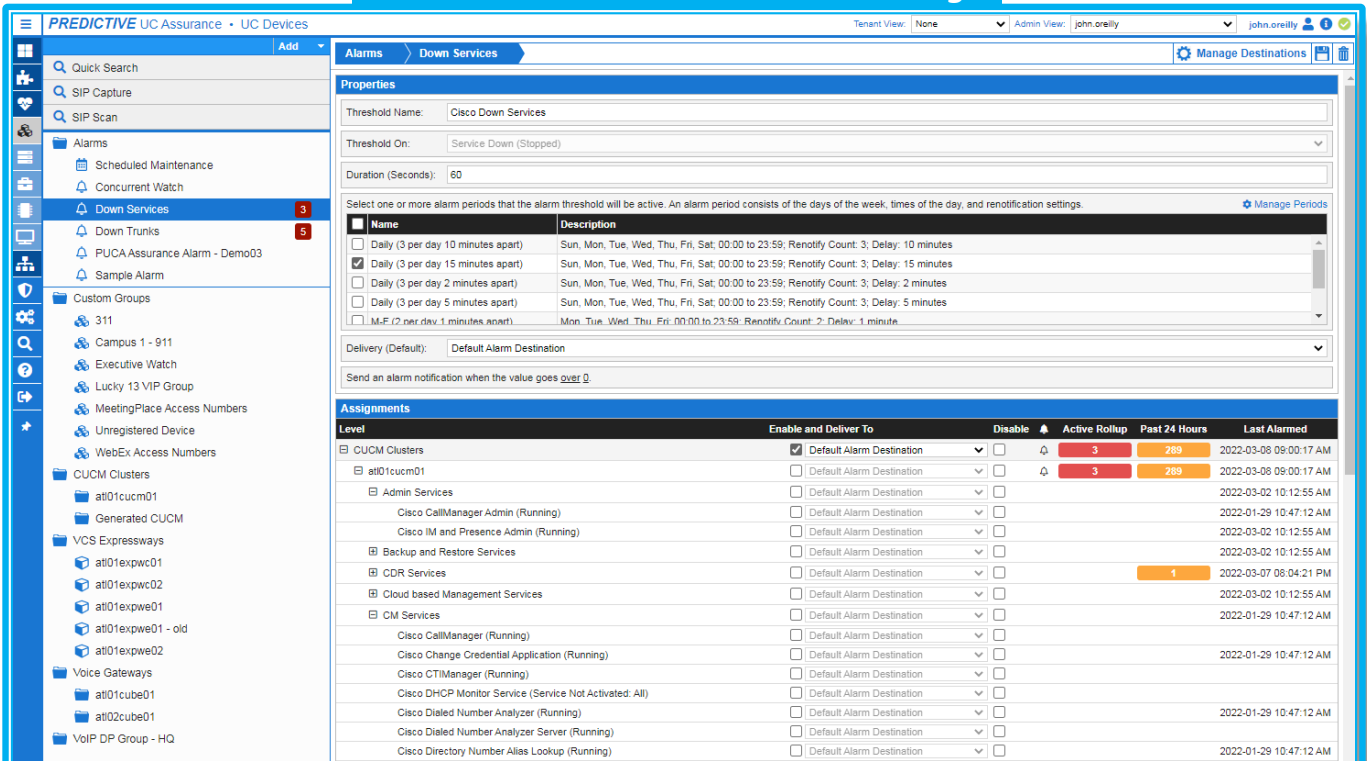
Real-Time Systems Health & Wellness



Global Heat Map View



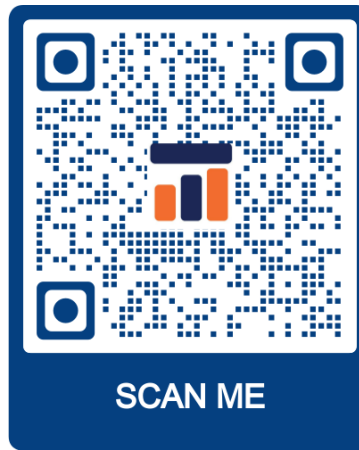
Real-Time Services Status & Alarming



TeleMate -vs- the Competition

	TELEMATE	COMPETITION
Vendor Neutral (Cisco, Avaya, Zoom, MSFT, Acme, Genesys, etc.)		
Media Type Neutral (Voice, Meeting, Contact Center, Collab, SBC, etc.)		
Cradle to Grave Visibility Across Vendors		
Multi-Cluster Monitoring		
Flexible KPI Creation		
UX Quality Monitoring		
SIP Ladder Visibility		
Ticketing Systems Integration		
Remote Worker Monitoring		
Event Log Management		
SNMP Monitoring & Alerting		
Traffic Simulator		
Granular Historical Views		
Provisioning Capability		
Complete Contact Center Visibility		
Supports On-Prem & Cloud UC Solutions		
On-Prem, Cloud, Hybrid and Multi-tenant Options		
Voice Quality Monitoring		
Standard Voice Reporting and Analytics		
Standard Gateway Status and Utilization		

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