

KNet Technology Fact Sheet Features & Capabilities of Avotus Unity UM 8.3

CORE PRODUCT FEATURES

Advanced Reporting Grid & Filter Page

UM 8.3 SMB comes armed with a new technology enabled reporting grid, which uses JQuery. The reporting grid allows you to reorder columns and change column visibility, and enables report export to multiple formats based on client-side sorting, column rearrangement and client-side filter. The solution has an enhanced filter page with filter on each column.

Enhanced KPI Tracking Capability with Dashboards

UM8.3 SMB is equipped with the dashboard feature that helps you highlight your critical KPIs by running standard dashboards available along with configuration options in terms of types of graphs and display.

Avaya Bufferless CDR Collection Support

The ICM UM 8.3 solution is compatible with Avaya switches. This solution has the ability to connect through multiple ports via a scalable, bufferless, sophisticated connection methodology using the Avaya Reliable Session Protocol (RSP) over the TCP/IP network. In addition, UCM 8.3 interfaces with DBA Toolkit – a software based solution offered by Nortel, and now by Avaya, to allow for a bufferless mechanism to route CDR files from switch to call accounting software.

Wireless Manager

- Manage and monitor wireless data, cost from cell phones, air cards, pagers, etc.
- Import data from different wireless providers
- Allocate wireless cost for budgetary purpose
- Identify devices with no or limited usage for potential decommission

Configuration for Single Sign-On Authentication

This feature allows a single sign-on to configure users for local and remote logins. Remote login consists of Active Directory (AD) and Light Weight Access Protocol (LDAP) access modes.

Accurate Billing & Cost Customisation through Tandem Call Reporting

ICM UM 8.3 allows for correct billing of multi-switch CISCO and Nortel environments on the basis of the leg of the call. The solution has capabilities to eliminate the possibility of duplicate billed records and customise cost for each tie trunk route. ICM UM 8.3 bills calls accurately right from the source of the call to the end destination.

Seamless Directory Synchronisations

ICM UM 8.3 has the ability to synchronise with LDAP Directory Servers to enable user provisioning by enterprise applications and eliminating the need to maintain duplicate copies of a core resource. With this new ability, administrators can connect to CISCO using AXL web services to pull directory related information from PBX and Avaya using Avaya AES services.

Restoring and Purging Utility

This is a net-based Windows utility for archiving and purging tables. It allows for a scalable solution to restore and purge any of the Avotus Call Accounting database tables. This enables higher flexibility to store data in small and medium business environments and allows administrators to have exports to excel files, which can then be restored.

Latest Technology Support

- Ajax enabled GUI
- CISCO Cluster collection
- Virtual Server support (VMWare)
- Multiple browser compatibility
- Win 7 and Win server 2008 support
- SQL Server 2008 Express edition compatibility

Advanced Cisco Traffic Reporting & Study

The Cisco Traffic Study standalone application reads offline CDR data and produces numerous reports. Some of the reports include Peak Traffic Load, QoS Summary report and Daily Console Activity.

Asset Usage Monitoring

Administrators will now have the ability to set threshold limits for asset management. This allows them to effectively monitor license usage.

Wireless Manager

- Manage and monitor wireless data, cost from cell phones, air cards, pagers etc.
- Import data from different wireless providers
- Allocate wireless cost for budgetary purpose
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Accurate Billing and Cost Customisation through Tandem Call Reporting

- Allows for correct billing of multi-switch CISCO and Nortel environment on the basis of the leg of the call
- Capabilities to eliminate the possibility of duplicate billed records
- Customises cost for each tie trunk route
- Ability to bill calls accurately right from the source of the call to the end destination

Restoring & Purging Utility

- A .net-based Windows utility for archiving and purging tables
- Allows for a scalable solution to restore and purge
- Avotus Call Accounting database tables
- Enables higher flexibility to store data in small and medium business environments
- Allows Administrators to have exports to excel files, which can then be restored

Other Product Capabilities

Latest technology support

- Ajax-enabled GUI
- Cisco Cluster collection
- Virtual Server support (VMWare)
- Multi browser compatibility (IE & Firefox)
- Win 7 and Win server 2008 support
- SQL Server 2008 Express edition compatibility



Asset Usage Monitoring

- Allows administrators to set threshold limits for asset management within the Avotus ICM solution
- Allows them to efficiently manage coverage of licenses
- Enables them to effectively monitor license usage

Advanced Cisco Traffic Reporting

ICM Unity 8.3 comes with several modules for Cisco traffic reports. These include;

- Gateway Detail Report
- Gateway Summary Report
- QoS Detail Report
- QoS Summary Report
- QoS Based on Gateways Report
- QoS Based on Call Types Report
- Traffic Summary based on Phone Numbers Report
- Authorisation Code Level Report

System Requirements

Server

Minimum: 3 GHz (x86 processor)

Note: Strictly 32 bit

RAM

Minimum 2G of RAM – Recommended 4G of RAM

HDD

Minimum 20 GB free disk space for programme files. Additional disk space is required to store your application data (i.e. call records, traffic data, etc.)

Operating System

Microsoft Windows 2000 Server with Service Pack 4 or Windows Server 2003 R2 Service Pack 1, Service

Pack 2, (Enterprise or Standard Edition) or Windows 2008 server** (Enterprise or Standard) or

Windows XP with SP2 or Windows 7**

SQL Server

SQL Server 2008 (Express Edition)

For More Information

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