



MicroAutomation Enhanced Diagnostic Dashboard (EDD) Ensures Maximum Availability of your Call Center Solution

Overview

Since 1991, MicroAutomation has been implementing award-winning standard and customized call center solutions for various industries including healthcare, insurance, retail, utilities, hospitality, finance, and 9-1-1. In most cases, our solutions are an important part of the call center infrastructure offloading or streamlining up to 95% of the transactions performed in the call center.

But our call center solutions are just one element in a complex delivery chain comprised of computers, servers, databases, backend systems, and other software products. Technology for call centers is complex, and the expectation is that these systems are always on and always responsive. However, risks exist throughout the delivery chain – a problem with any of these solution components can result in a degradation of service or, in some cases, a non-functioning solution.

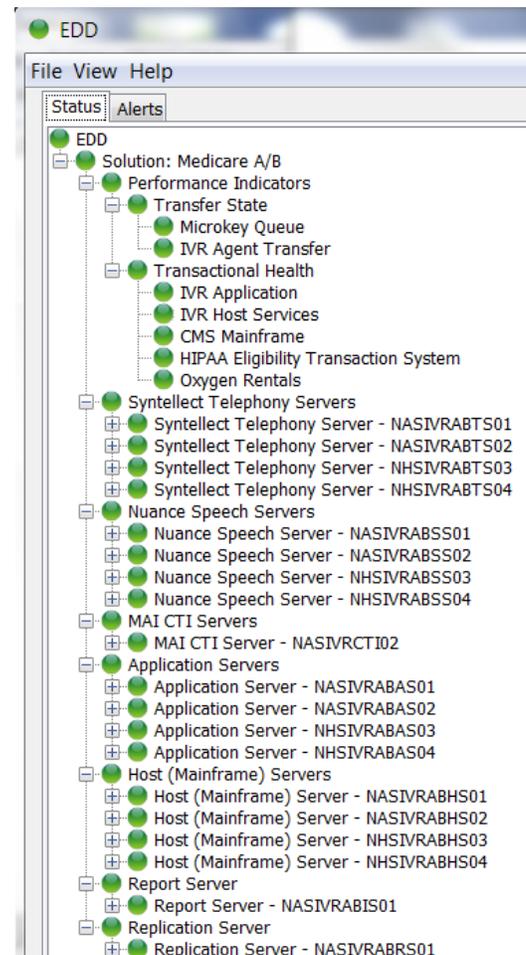
To ensure maximum uptime of your call center solution, MicroAutomation has developed the **Enhanced Diagnostics Dashboard (EDD)** to provide end-to-end monitoring and notification for all the components in your delivery chain. EDD enables organizations to proactively identify and prevent solution or environment impairments from altering the quality of service or end-user experience. Through the use of advanced monitoring techniques and real-time notification based upon rules defined by you, EDD goes beyond traditional monitoring solutions that simply monitor the availability of primary servers and components. With EDD, the critical systems and activities that make up transactions are proactively monitored and exercised to ensure transactions can be successfully completed.

Benefits

EDD offers the following features:

- **Real-time Monitoring** – With 24/7 diagnostics and alerts, your system is constantly protected from risks.
- **Open Standards Protocols** – EDD uses open standards and protocols allowing it to easily integrate with any computer, software, database, server, and most 3rd-party components.
- **Scalable** – EDD can be configured to accommodate any number of components and users, so it can change and grow, as needed.
- **Easy Installation** – Because EDD was designed to complement our solutions, MicroAutomation call center components are already enabled to interface with EDD.

- **Customizable Key Performance Indicators (KPIs) and Thresholds** – These enable you to clearly define the parameters against which optimal system functioning can be measured, so you know quickly whether any component requires your attention.
- **Change-of-state Alerts** – Because the EDD database constantly accumulates, monitors and retains metrics, you will receive immediate alerts of any out-of-threshold changes to the system, so a minor issue doesn't escalate. States are not just identified as "up" or "down" as with other monitoring tools.
- **Hierarchical Status Display** – The contextual, parent/child display pinpoints the affected component, taking the guesswork out of troubleshooting and decreasing the time it takes to address a problem.
- **Configurable for Visual / Audible / Email / Text (SMS) Alerts** – Whether using a desktop, laptop or smartphone, you can respond quickly. Audible alerts ensure that notifications are received, even while you're busy with other activities. E-mail and text alerts reference the affected entity, denote current and previous state, and provide the contextual reference in the hierarchical display.



Product Components

The EDD product consists of several components which include:

EDD Display Server – The EDD Display Server component is responsible for listening for events from system components and maintaining an active status of component states. It also sends information to EDD clients and, optionally, can transmit Simple Network Management Protocol (SNMP) alerts to other network monitoring software.

EDD Notification Module – The EDD Notification module is a client application to the EDD Display Server that generates notifications when specified thresholds are met. Thresholds are user defined and can proactively alert of potential failures. The EDD Notification module can be configured to identify specific components or timeframes when notifications are to be sent. Notifications are sent via e-mail or Short Message Service (SMS) i.e. text messages and provide current and previous state information for the affected component.

EDD Status Display – The EDD Status Display is a client application to the EDD Display Server that graphically displays component and interface status. The component and interface relationship is portrayed in a hierarchical manner and alerts are color-coded to denote the current state of the object. State history is maintained for each object and can be accessed with a simple double-click on the object.

EDD Remote Monitoring Agents (RMAs) – The EDD RMA are the “worker bees” of the EDD product with the responsibility of checking the health of individual system components and sending status to the EDD Display Server. Health checks for various system components are customized from a built-in library of testing types ranging from database queries to SNMP status updates. RMAs are natively available for MicroAutomation call center components and can be configured for virtually any other component using the built-in test types as a base.

The EDD Display Server and RMAs are required components for operation of EDD. Other EDD components are optional.

Compatibility

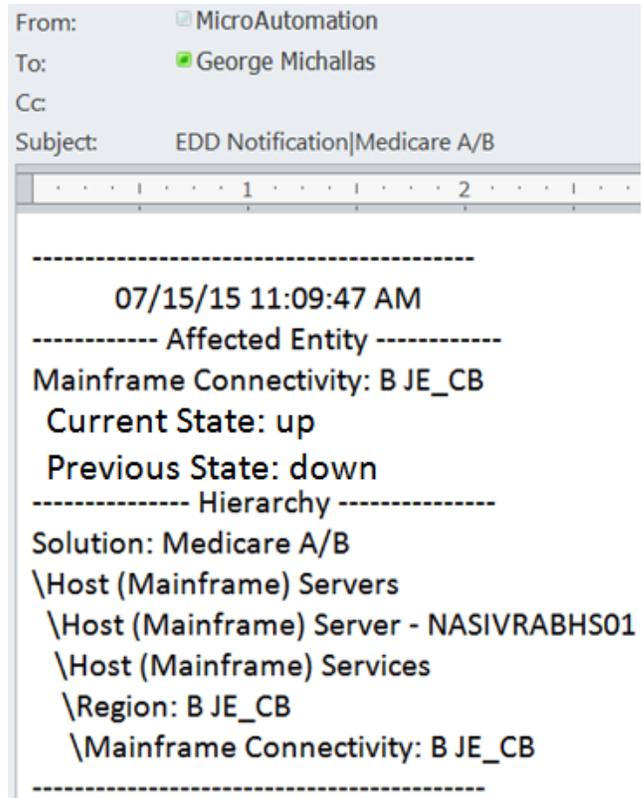
While EDD has been designed primarily for MicroAutomation call center solutions, it is extensible to proactively monitor other complementary components. EDD can be an optional add-on product to various call center solutions such as 9-1-1 installations, Self-Service Interactive Voice Response (IVR) solutions, and Computer Telephony Integration (CTI) solutions.

About MicroAutomation

MicroAutomation is a full service integrator of call center solutions and provides a broad range of professional services. MicroAutomation solutions are based on enhancing the caller experience through Speech-enabled Interactive Voice Response (IVR); improving live agent efficiency utilizing Computer Telephony Integration (CTI); and providing analytics tools to report on, manage and refine each solution element to maximize the overall performance of your call center.

MicroAutomation also offers “call inception to completion” products and professional services including:

- *The Award Winning Call Center Millennium™ Solution Series*
- *Complete call center solution architecture and design*
- *Configurable and custom application development*
- *Turnkey implementations*
- *Comprehensive customer support*



Ready for the Future

MicroAutomation’s EDD product has been designed for today’s call center and contact center environments as well as extensible to support future technologies as they become available. Through the use of customizable RMAs, EDD can easily support new technology and environments with minimal changes. More importantly, EDD surpasses the capabilities of standard monitoring tools by proactively monitoring and testing your system for successful transactions rather than just tracking component availability.

EDD can be used for MicroAutomation solutions deployed for public safety, healthcare, retail, utilities and other commercial enterprises. You don’t need to be an expert to use our contact center solutions; you just need to know one. MicroAutomation is your trusted partner for proven, reliably engineered contact center solutions.

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