



Resource Manager

Monitor, audit and optimize
communication system resources



Communication environments are constantly evolving, making it challenging to have 360° visibility into Avaya communication systems. Having a full view into assets, licenses, system health and changes is vital to managing complex UC and contact center environments. Access to this information quickly drives operational efficiencies and ensures that the environment is optimized.

Solution Overview

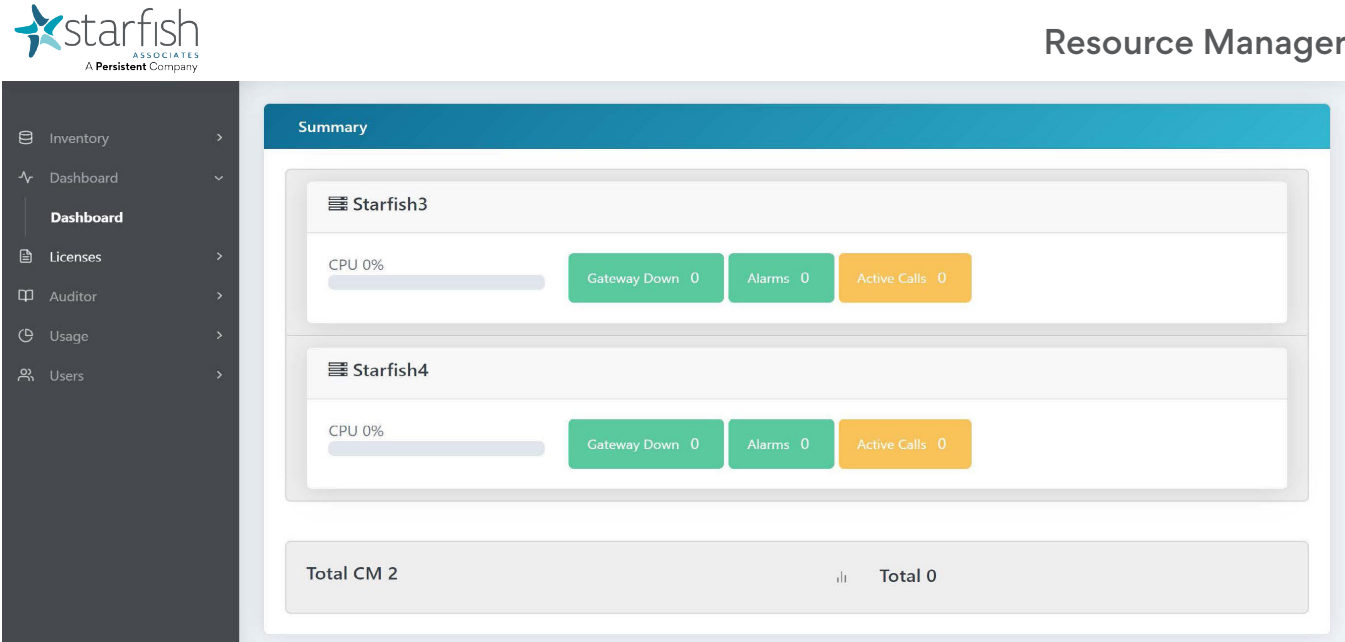
Resource Manager enables administrators to monitor and audit inventory, resource usage and configurations for Avaya communications platforms. By providing unparalleled insight into multi-vendor systems, Resource Manager helps enterprises optimize their UC and contact center operations and stop problems before they start.

Resource Manager can be configured to include one or more of these powerful modules:

- Dashboard Views of Vital Communication System Measurements
- License Capacity
- Inventory / Asset Management
- UC and Contact Center Resource Usage, Tracking and Reporting
- Configuration Change Auditing
- Configuration Drift Management

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.



License Capacity Module

License capacity display license and actual usage and compares the data against configurable thresholds. Alerts are generated when usage measurements cross the set of thresholds.



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The screenshot shows a 'Summary' section with two rows for 'Starfish3' and 'Starfish4'. Each row contains three status indicators: 'Normal' (green), 'Warning' (yellow), and 'Danger' (red), each with a '0' next to it, indicating zero counts for each category.

Inventory Asset 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.



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The screenshot shows a 'VDN' section with a search and export button. Below is a table listing VDNs with their respective server names, VDN numbers, names, activity counts, and vectors.

Server Name	VDN	VDN Name	Activity Count	Vector
Starfish4	1072	Test1_VDN_SF3	1	1
Starfish4	21010	AAfD test	1	10
Starfish3	1018	testing	1	1
Starfish3	1028	mail testing vdn	1	1
Starfish3	1047	testadi	1	1
Starfish3	1073	lab vdn test	1	1
Starfish3	2060	Test	1	1
Starfish3	63013	tejas test	1	1999
Starfish3	2129	test	1	1
Starfish3	2200	test vdn	1	1
Starfish3	30000	Michael Test VDN 1	1	2
Starfish3	30072	Test Test User1	1	1

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.



Resource Manager

Operation	Object Type	Object ID	PBX	Modified By	Timestamp
<input type="checkbox"/> rem	station	5605	Starfish3	ptonde	04/29/2022 07:24 am
<input type="checkbox"/> cha	station	5605	Starfish3	lidyogesh	04/29/2022 07:21 am
<input type="checkbox"/> cha	station	5605	Starfish3	ptonde	04/29/2022 07:12 am
<input type="checkbox"/> add	station	5605	Starfish3	ptonde	04/29/2022 07:12 am

Showing 1 to 4 of 4 entries

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UC and Contact Center Resource Usage, Tracking and Reporting Module

Resource usage is tracked for Communication Manager 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.



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CM	Number of stations	Licenses	Used in last 30 days	Unused in last 30 days	Unused in last 60 days	Unused in last 90 days
Starfish4	197	500	0	0	0	393
Starfish3	3079	41000	0	0	0	3142

Showing 1 to 2 of 2 entries

Previous 1 Next

- Inventory >
- Dashboard >
- Licenses >
- Auditor >
- Usage >
- Station >
- Agent >
- Agent Aging Summary
- Agent Aging Details**

Agent Aging Details

CM	Login Id	Last Event	Idle Days	Display Name	Last Extension
Starfish4	33400			January Test(Sean)	
Starfish4	22713			test	
Starfish4	33838			USER 5000, PARALLON TEST	
Starfish4	1010			test_qa_adi	
Starfish4	1005	10/02/2016 12:00 AM	2416	AAFD test	60137
Starfish4	33326			LocalTest2, Mrunal	
Starfish4	1035			Test	

Solution Benefits



Consolidate

Consolidate information about users and their communication resources into a single, authoritative source.



Audit

Track and report on configuration changes and configuration drift from set standards.



Monitor

Gain real-time visibility into asset inventory, license capacity, and resource usage.



Report

Generate usage reports for UC and contact center systems.

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.

Auditing Configuration Change

Detailed auditing, logging and tracking of configuration changes including compare and restore capabilities.

Resource Optimization

Identifies idle resources that can be reclaimed and reused. Configurable time period thresholds are used to identify idle resources.

Usage Reporting

Extensive UC and contact center resource usage and aging reports. Reports can be scheduled or generated on demand.

License Tracking

License capacity and current usage tracking including alert generation based on configurable thresholds.

CMDB Integration

Inventory data can be integrated to leading CMDBs such as ServiceNow.

Associate Users with Resources

Communication assets are associated with users to clearly map users with all their communication resources across multiple systems.

Alerts and Alarms

Notifications are generated to notify administrators upon on events such as configuration changes, license capacities and real-time communication systems measurements.

Inventory and 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.

About Persistent

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