

MONITOR

Management and monitoring of telephony systems

FEATURES

- Platform for management and monitoring of telephony systems
- Analysis of performance in real time
- Dashboard with history of latest events
- Possibility of customizing a Web Interface
- Access for multiple users, with different levels of permission
- Software as a Service (SaaS)

Overview

Monitor from Khomp is a system that offers total support for business with a focus on telecommunication and what is needed to guarantee its total availability. Using the CDR, Call Detail Record, it is possible to monitor the functioning of the telephony ecosystem. The state of all of the circuits that make up the telephony infrastructure are monitored in real time, making it possible to monitor the behavior of the dialers, Khomp's PBX IP, gateways and SBC, as well as the functioning of the telephony carrier.

With a user-friendly, intuitive web interface, it is also possible to monitor the performance of the telephony system over the last hour, enabling the client to identify and forecast points of poor performance and, therefore, take preventative corrective actions. The web interface can be accessed by multiple users, each with their own access credentials, and it allows the administrator to



APPLICATIONS

- Call centers
- Telecommunications carriers
- Corporations with high call flow

create different levels of access for different users of Monitor so that they can visualize just the information that is important to their own area.

With Monitor, the client has a powerful, complete monitoring tool, because it zeros in on a variety of points in the system, allowing users to focus on their businesses.

Operational risk reduction

Monitor provides properly organized, updated, and distributed information on performance of an operation. It enables the anticipated detection of risks that occasionally pass unnoticed. It allows the definition of actions for minimizing the gravity or impact of risks, by:

- Monitoring the status of telephony links during the entire time that the system is active
- Monitoring the status of Khomp gateways via the Dashboard interface in real time or with a history of the latest hour
- Administration of the use made by the systems, grouping Khomp gateways per system

Performance indicators

The platform has different magnitudes for statistical analyses. The results of these indicators are dynamic, being displayed according to the filter applied.

NER – Network Effectiveness Ratio: measures the effectiveness of the telephony network. It is the percentage of calls that are completed to their final destination, or rather, the calls that are dialed by a service that pass through the entire telephone system until they reach the device of the intended client. The NER measures only those calls where the final client, for any reason, rejects the call (line busy, answered by an electronic message service, or not answered) as well as those calls that are answered.

Failure rate: similar to the NER, however, it measures the percentage of calls that do not reach their final destination. Calls that were rejected in the internal network, gateway, or by the telecommunications carrier are included in this indicator.

ASR – Answer Seizure Ratio: indicates the percentage of calls that were answered. All of the calls made that reached the device of the final client and were answered are included in this indicator.

ACD – Average Call Duration: average duration (in seconds) of calls that are answered.

CAPS – Call Attempts Per Second: gives the number of calls that are attempted, per second, that are dialed by the system. The result of this calculation is the total number of calls that are attempted in a certain period, divided by that period of time, represented in seconds. This indicator is useful to find out if the CAPS of the corporation's telephony system is in accordance with the CAPS offered and supported by the telecommunications carrier. If the corporation's CAPS is above the value supported by the carrier, for example, some calls may be rejected by the carrier. When the number is below the value supported by the carrier, the corporation can increase the number of

calls made, until it approaches the number supported by the carrier.

Utilization: indicates the number of calls that resulted in conversation time greater than 30 seconds.

Utilization Rate (Rate of utilization of available capacity – total): percentage of utilization of total capacity of the system. For example: in a scenario with 10 circuits (channels), the maximum capacity for utilization in 10 seconds is 100 seconds (10 circuits x 10 seconds). If during this time (100 seconds), 5 circuits were utilized for 5 seconds each, the total time that all of the circuits are used during this time is 25 seconds, giving a rate of utilization of 25%. This indicator lets users know if the telephony infrastructure meets the demand, for example.

Conversation rate (Rate of utilization of available capacity – conversation only): percentage of utilization of total capacity of the system. This is calculated in the same manner as the utilization rate, taking into consideration, however, only conversation time, or rather, only the time elapsed after the call is answered.

Call classification: displays the result of the classification of calls, giving the number of calls that were disconnected because they were answered by an electronic message service, a message from a carrier, or other classification.

Sending of notifications

With Monitor it is possible to create triggers for sending notifications when an indicator is outside of the established parameters. It is possible to configure a system of triggers so that when the forwarding rate of a carrier (NER) is below 20%, for example, or when the average call duration (ACD) of a campaign is less than 5 seconds, notifications will be sent. This mechanism helps the administrator always stay ahead of unforeseen situations and take necessary measures before they have a negative impact on the company's results.

In the notifications section of Monitor the user can filter by situation, to monitor the evolution and details related to each notification. The system displays the time and date when the notification was created, when it was seen by the user responsible for resolving the case, and when it was resolved. In addition, users can include notes in each stage to register data related to the event, thus maintaining an organized history of each notification.

Ease and speed in diagnostic

Each attempt at making a telephone connection produces a detailed call record (CDR – Call Detail Record). Nevertheless, many times these records are not displayed in a user-friendly format by telephony devices, making interpretation of information and an understanding of the causes of an event difficult. The CDR is an important ally in the analysis and diagnosis of telephony problems, because it contains a variety of information on each call made in the telephony system.

The tickets section in Monitor brings the CDR records together, displaying them in a user-friendly format with an indicator of the direction of the call, or in other words, if it was outgoing or incoming, and, in addition, if the disconnection was made by an internal or external network. The call records can even be filtered by the number that originated the call, or the destination number, total time of the call, offering practicality and speed in the collection of evidence and the analysis and diagnosis of events.

Technical specifications

System

- Made available in an individual cloud environment
- Responsive web interface – automatic adjustment for viewing on different devices (computers, smartphones, tablets, etc.)
- Ready to operate in the international market
- Exporting of CDR tickets to CSV

Security

- Access through HTTPS protocol
- Web interface access control by user group
- Different access privileges by user group
- Possibility of VPN data traffic

Integration

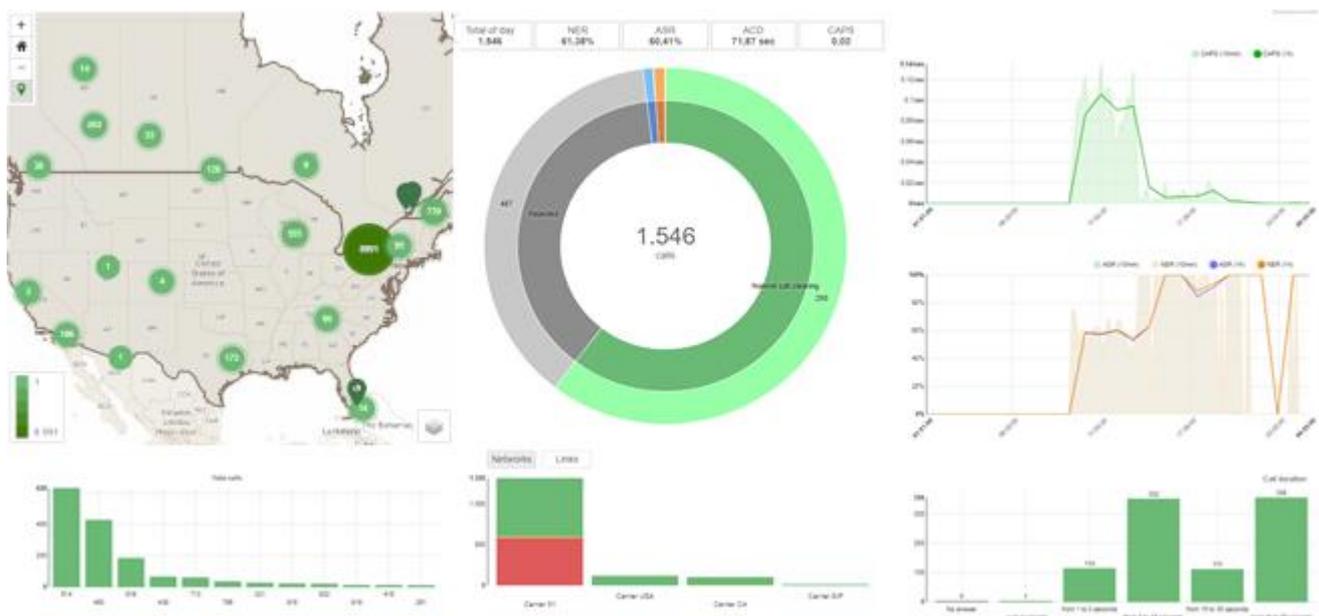
- Sending of gateway data via RADIUS protocol
- Monitoring of gateways and their components via SNMP*
- Ability to monitor gateways from the Kmedia and KMG lines
- Possibility for integration with other systems

*Requires monitoring system installed on site in the client's local network

Warranties and certifications

- Warranty valid during the contract period for the service
- ISO 9001 certified industry

Example of system screen



Dashboard



ENABLING TECHNOLOGY

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