SERVICE PROFILE
VSM FOR CUSTOMER EXPERIENCE

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Deliver a top-notch customer experience, every time.

Peak performance 24/7 for your contact center – no problem. Virsae Service Management for Customer Experience (CX) puts you in the driver's seat, providing a window to contact center applications and clever tools to keep them running at peak performance.

Is your contact center platform delivering to your planned customer experience? Many businesses don't actually know, because they don't have the tools to see the issues their customers see.

VSM-CX puts you in the picture. It monitors, diagnoses and manages applications critical to customer experience. Get to the bottom of incidents before customers complain and identify root causes to stop them happening again.

BUILT FOR CONTACT CENTER APPLICATION MONITORING

VSM-CX works on two fronts – minimizing the damage to brand reputation caused by technology outages, and cutting the cost of running contact center applications. VSM-CX works right across all your contact center applications including multimedia routing, compliance recording, CTI and automated self-service platforms.

Ideal for

– Contact centers
– Communications service providers
– Communications technology integrators looking to develop new services

INSIDE VSM FOR CUSTOMER EXPERIENCE

Call Center

Identify moving parts in your contact center, understand critical interdependencies, and retain everything in a Configuration Management Database (CMDB).

– Make quick decisions with vector diagrams that present complex call flow as simple visuals, highlighting flaws in call flow logic and quick remedies
– Shine a spotlight on agent data configuration, and export data to third-party applications for filtering and processing
– Audio Groups Configuration shows flaws in configuration

How much more will your hardware and software systems take?

Call center capacity management puts you on the front foot – so you're never caught short of system capacity.

– Maintain a storage buffer.
  Announcement Board Storage reports highlight available storage, space dedicated to redundant files, and potential Audio Group configuration issues
– Streamline announcement loads.
  Announcement Last Play Request reports pinpoint announcement times and activity, redundant announcements, and which announcement loads should be redistributed for load sharing
– Avoid capacity overload.
  Announcement Port Usage reports highlight actual usage, potential over-subscription and maximum available port capacity
– Avoid being caught short of staff.
  Purchase additional agent licenses before you run out. Agent licensing capacity reports track resources consumed by Logged-in ACD Agents

What do your callers experience, really?

Zero in on caller experience, using vector events and logic to identify common issues, like log in failure, request errors, queuing missteps and missing announcements.

Reporting

Report system health, performance and vital status, including backups, switch links and active users.

– Server infrastructure dashboards display processor, memory and disk utilization, memory leaks and time since last reboot

– Backup status highlights administration and maintenance backup success

– Connectivity status shows the status of connections between reporting and routing applications

Recording

Avoid breaches in compliance.

Manage voice and screen recording platforms

– Rest easy knowing that recorded calls are always on hand. VSM automatically raises an alarm when calls aren't recorded

– Use server infrastructure recording to capture processor, memory and disk utilization, faults, network connection speeds and status, and server alarms

VSM Computer Telephony Integration

Capture and mine configuration, capacity and availability information for essential CTI resources.

– View live displays of server performance, faults and reboots

– Keep a finger on the pulse of your AES software services

– Know what you've paid for – VSM dashboards show both purchased licenses and acquired license count

– Synchronize CTI applications with the telephony state and put an end to busy or fault situations caused by excessive CTI traffic

– Maintain connection rates between ACM and AES within accepted limits and critical capacity constraints

Automated Self-Service Platforms

Keep critical services up, always. VSM monitors mission critical applications, so when things go wrong – a database query fails to return data, or the database is slow to respond – the right people know about it

– Work with a live picture of server performance and faults

– Process and events. Convert process starts/stops and other Windows events to alarms

– Send SNMP traps from Linux, Windows, VMWare ESXi or VSphere platform/host and other devices to be managed by VSM's customizable workflow

– Use VSM as a destination for syslog files to consolidate data from different applications, servers and generic devices in a central repository. Analyze the contents for specific service management data.

– Configure components for ping tests and set parameters for response times

– Determine the health and responsiveness of individual processes within your operating system

– Automatically detect and route exceptions
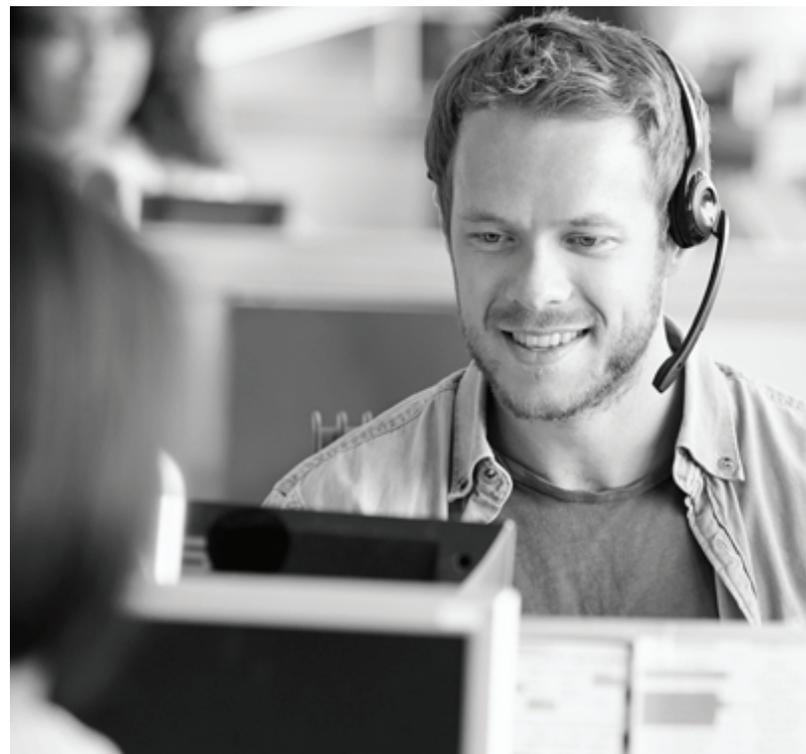
ABOUT VIRSAE

Businesses around the world use Virsae's cloud-based service, Virsae Service Management (VSM), to keep their unified communications systems performing at their best - so their channels stay open, workers stay productive, and customers always get an answer.

LET'S GET STARTED

Learn how VSM-CX helps deliver exceptional customer experience.

Contact Virsae, the cloud-native service management company that processes billions of UC transactions every month.

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