



# VSM for Contact Centers

Unrivaled insights for flawless communication.

FOR ENTERPRISE & MANAGED SERVICE PROVIDERS



## Deliver a top-notch Customer Experience, every time.

Virsae Service Management (VSM) performance analytics platform delivers end to end service management for on-premise, hybrid or cloud delivered unified communications (UC) and contact centers.

Designed for optimizing customer and user experience, VSM collects data from multi-vendor platforms and enabling technologies, in the cloud, across the enterprise, and courtesy of VSM-E in 'unmanaged' Work from Home (WFH) environments, to keep the technology that underpins customer interactions running flawlessly.

VSM tells the full story, monitoring, diagnosing and reporting the health of UC and contact center systems and applications. Get to the bottom of incidents before users complain. Identify root causes to stop them happening again. Fix bottlenecks slowing down your network. And assess unused resources to improve your bottom line.

VSM's cloud native service makes set up quick and easy, and instantly adds value to practically any service including Avaya, Cisco, Genesys, and Microsoft Teams.

### Built for contact center application monitoring

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

### Inside VSM for Contact Centers

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

- Enable your agents to deliver the best quality interactions, on-premise or from remote WFH environments
- Make quick decisions with vector diagrams that present complex call flow as simple visuals
- Highlight flaws in call flow logic and apply quick remedies
- Shine a spotlight on agent configuration details, and export data to third-party applications for filtering and processing

## Benefits

### Cost Reduction

- Gain unique insights into UC resource utilization, allowing you to shed unused capacity and save costs

### Risk Mitigation

- Detect and act on threatening trends early, preventing business disruption

### Visibility

- See the location, utilization and performance of UC assets to understand how they are being used, and how to increase adoption to deliver maximum business benefit

### Hybrid Workplace

- Optimize Customer Experience and enhance Employee Wellbeing everywhere they work





## How much more will your hardware and software systems take?

### Contact Center

Contact 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 with cradle-to-grave visibility using the exceptionally detailed External Call History (ECH).**

Use vector events in conjunction with vector call flow logic diagrams 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, routing, and other adjunct 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



## 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

## VSM Computer Telephony Integration

Capture and mine configuration, capacity and availability information for essential CTI resources. Misconfiguration or capacity issues are notoriously difficult to identify and rectify.

- 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

## Solution components

- **VSM** is hosted in Microsoft Azure and delivered to users via an API or web browser.
- **VSM Collectors** retrieve data from solution components, everywhere they are deployed. For example, the Virtual Collector in Azure Kubernetes service collects data from remote worker workstations that are beyond the enterprise network. Collectors compress and encrypt data before sending it to the VSM cloud analytics platform.
- **VSM-E** is a software agent deployed on user workstations and devices. For ease of deployment, VSM-E is delivered as an MSI and runs as a service. The software agent feeds information specific to the workstation and the environment in which it operates back to the VSM platform, via a Virtual Collector.
- **VSM web portal** provides support teams and management with real-time data, AI-driven analytics and historic reporting.



Now there's nothing standing in the way of flawless enterprise communication.

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## About Virsae

Virsae Service Management (VSM) is the category defining analytics platform used by organizations around the world to optimize enterprise communications systems. VSM simplifies the management of complex unified communications (UC) and contact center environments, empowering customers and partners with unrivaled insight and visibility to minimize risk, manage cost, and perform at their best. With thousands of customer sites around the globe, and billions of interactions powering our insights, VSM's data-to-action model brings new clarity to service management.

## Let's Get Started

Learn how VSM supports flawless enterprise communication everywhere your people work. Contact Virsae today.

**Call:**

**America:** +1 800 248 7080

**UK and Europe:** +44 0808 234 2729

**APAC:** +64 9 477 0696

**Email:**

[sales@virsae.com](mailto:sales@virsae.com)

