Virsae
Unrivaled Insight

VSM for Avaya Contact Centers

Unrivaled insights for flawless communication.

FOR ENTERPRISE & MANAGED SERVICE PROVIDERS

Deliver a top-notch experience, every time.

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

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

Combining big data, machine learning, AI-powered diagnostics and automation, VSM delivers the insight to optimize experience, resolve technology issues faster, manage costs through improved productivity and efficiency, and drive revenue.

VSM's cloud-native subscription based service makes set up quick and easy, and instantly adds value to multi-vendor services including Avaya, Cisco, Genesys, and Microsoft Teams.

Deliver experiences customers expect

Understand the entire end-to-end customer journey to optimize experience.

- Assure seamless voice and video quality
- Identify components impacting experience
- Resolve technology issues faster
- Identify root causes to stop them happening again

Manage smarter with data-driven insights and optimization

Diagnose and act decisively with intuitive dashboards.

- Get to the bottom of incidents before users complain
- Fix bottlenecks slowing down your network
- Assess unused resources to improve your bottom line
- Bolster security and compliance

Keep workers happy and productive

Track and manage user experience and wellbeing, wherever your people work.

- Identify and manage harmful audio levels
- Minimize agent frustration and lost time
- Reduce agent churn
- Improve CSAT and NPS

Benefits

Cost Reduction
Gain unique insights into resource utilization, allowing you to shed unused capacity and save costs.

Risk Mitigation
Proactively detect and act on trends early, preventing business disruption.

Operational Efficiency
See the location, utilization and performance of your contact center assets to understand how they are being used, and how to increase adoption to deliver maximum business benefit.

Brand Reputation
Optimize Customer Experience and enhance Employee Wellbeing wherever your people work.

Built for contact center application monitoring

VSM works across all your contact center applications including multimedia routing, compliance recording, CTI and automated self-service platforms.

VSM's ITIL-aligned framework enables support teams to apply ITIL best practices to improve troubleshooting capabilities and optimize your contact center platform.

Inside VSM for Contact Centers

Identify moving parts in your contact center and understand critical interdependencies.

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

How much more will your hardware and software systems take?

Capacity constraints negatively affect both CX and UX but often remain unseen. Whether modernizing architecture, moving from enterprise to cloud, or simply rightsizing, VSM puts you in the picture.

Contact Center Capacity

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

Over and under subscription levels can be equally damaging. Over subscription means you're paying too much, while under subscription impacts CX and UX.

Maintain a storage buffer

Announcement 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.

Know your customers' true experience

Understanding the customer journey as they interact with your contact center is vital to delivering great customer experience.

Call Management

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.

360-degree View

Automate customer journey active testing to track customer interactions all the way from the carrier network to in-office, or remote WFH agents.
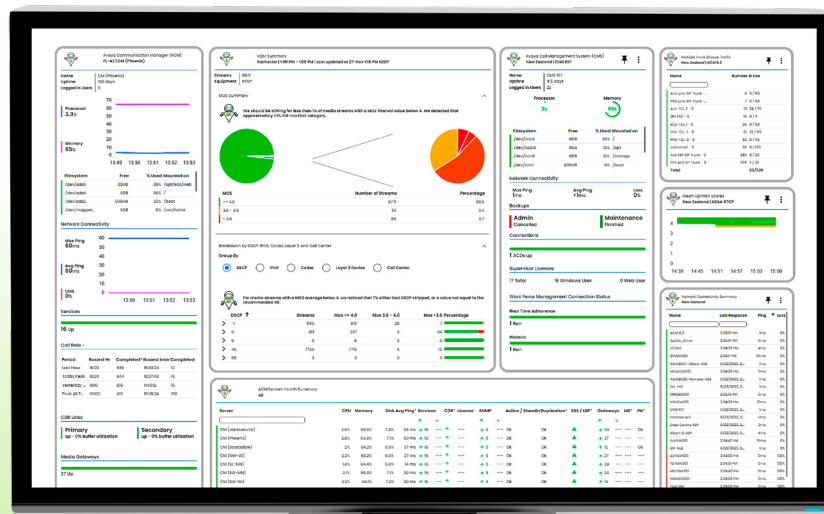
Integrations

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

- Connectivity shows the status of connections between reporting, workforce management, and other adjunct applications
- Backup status highlights administration and maintenance backup success

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

Keep critical services up, always

Real-time insights to find, fix and mitigate issues before they cause unnecessary frustration or business impact.

Self-Service Platforms

Monitor integrations to 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.

Proactive automation

Elevate the capability of your service desk team to that of experienced engineers.

- Work with a live picture of integration performance and faults
- Convert events and notifications into actionable insights - right data, right time, right person
- Send alerts from Linux, Windows, VMWare ESXi or VSphere platform/host and other back end 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 connectivity tests and set parameters for response times

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

Optimize hybrid work performance

Track and manage performance wherever your people work with full stack analytics to optimize networks, connectivity, voice and video settings, and working environments.

Maintain high quality connections

Use real-time insights into local network and technology performance, including workstation, ISP, Wi-Fi, and wireless headset link quality (Bluetooth or DECT).

Eliminate cross-talk collision

Troubleshoot connection and device usage issues to eliminate cross or over-talking from jittery calls, causing customer frustration and extended call times.

Manage compliance and employee wellbeing

Measure and report background noise to identify the office or home environments with noise levels that may impact customer experience and agent wellbeing.

Discover and test new capabilities with confidence

Network readiness assessments

For site provisioning, voice and IVR.

Cloud migration assurance

Contact center cloud migration assurance to accelerate, derisk and transform the experience

Accelerate speed-to-value

Data-driven decision making

Measure employee uptake of new capabilities for digital transformation, and operational and financial efficiency programs.

Leverage AI and machine learning to address new challenges across health & safety, security and compliance.

Full stack, end-to-end CX & UX analytics with VSM Everywhere
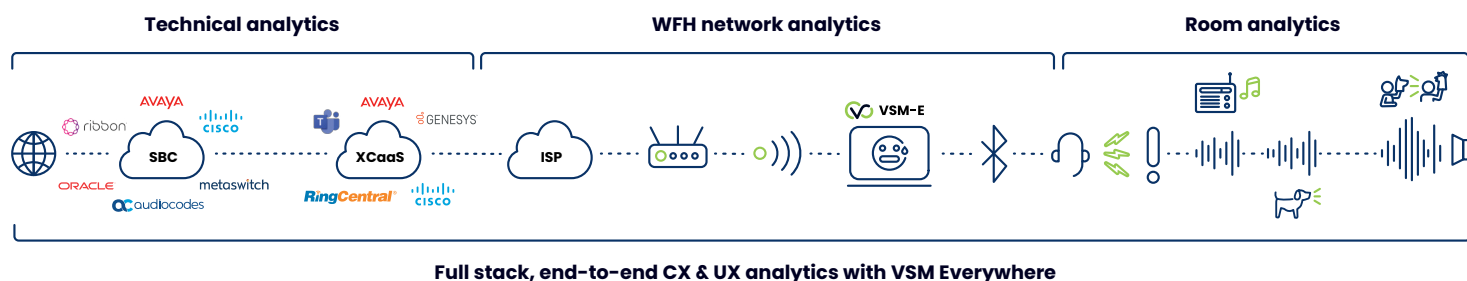
Solution components

- Virsae Service Management (VSM) is securely hosted in Microsoft Azure and delivered to users via an API or web browser.

- VSM Collectors, Virtual and On-premise, retrieve data from solution components, everywhere they are deployed.

- VSM Web Portal provides support teams and management with real-time data, AI-driven analytics and historic reporting.

- VSM Everywhere (VSM-E) is a software agent deployed on user workstations. 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.

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

About Virsae

Virsae Service Management (VSM) is the category defining performance analytics platform used by organizations around the world to optimize enterprise communications systems. VSM simplifies the management of complex contact center and UC environments, empowering partners and customers 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:

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