



# iProWatch

*We'll watch your IVR system, so you don't have to.*

iProWatch is an intelligent, comprehensive, and proactive IVR platform and application monitoring service offered through M&C Associates.

It's designed to reduce downtime and improve end-user experience, by periodically checking all hardware, software and custom application functions to ensure proper system operation.

iProWatch provides a fundamental and basic 'sanity test' of the IVR system and applications, ensuring that the system is 'up' and 'functionally available'. We can detect and respond to any problems, before a customer is even aware that a problem exists.

The iProWatch runtime engine is written in the Perl programming language, and is easily configurable to monitor any custom application, database, or log files, as well as standard IVR system processes and logs.

Alerts are delivered via e-mail, text message, and telephony to M&C Associates support staff upon detection. Tests are performed at 15 minute intervals, by default, to provide a high level of protection against outages, alarms, errors or failures. This combination of superior proactive monitoring, 24 hours a day, 7 days a week and instantaneous alert notification enables an optimal Quality of Experience (QoE) for the Contact Center customer.

### **iProWatch is offered in 2 service levels:**

<b>iProWatch—Standard</b>	<ul style="list-style-type: none"> <li>▶ Comprehensive Platform Monitoring</li> <li>▶ Robust software package providing immediate security upon installation</li> </ul>
<b>iProWatch—Premium</b>	<ul style="list-style-type: none"> <li>▶ Complete End-to-End System &amp; Application Monitoring</li> <li>▶ Customizable, configurable and comprehensive, providing the most complete system monitoring available</li> </ul>



### **Service Highlights**

- ▶ Improves the availability of the IVR system by proactively monitoring critical key components.
- ▶ Allows you the freedom to focus on business imperatives and leave your IVR system availability on 'auto pilot'
- ▶ Automatic checking through standard operating system features to run every 15 minutes, 7 x 24.
- ▶ Platform, system and vendor independent. Software can be configured to monitor any hardware platform.
- ▶ 24x7 monitoring to check for operationally impacting fault conditions.
- ▶ Completely configurable to your environment, including time interval of checking, types of checks, severity level notification and email addresses to notify.
- ▶ Support responsiveness and issue resolution expediency — An e-mail alert is sent to the remediation center immediately when a fault condition is identified.
- ▶ Can regularly check system logs to identify specific types of errors.
- ▶ Tests hardware and software for low, medium and high severity issues to alert staff to problems before they become major issues.

## Service Level Features

Service Features	Standard	Premium
<b>System Processes</b> <ul style="list-style-type: none"> <li>▶ Verify <b>srp</b> process is up and running</li> <li>▶ Verify all components are up and running</li> <li>▶ Verify no processes are in a "PROCREADY?" or "ABORTED" state</li> </ul>	✓	✓
<b>Neighboring Systems</b> <ul style="list-style-type: none"> <li>▶ Verify all systems listed in / etc/hosts file respond to ping request</li> <li>▶ Verify <b>srp</b> process is running on all nodes listed in vpshosts file</li> </ul>	✓	✓
<b>Local Database Validation</b> <ul style="list-style-type: none"> <li>▶ Verify all local databases are valid. These are the HSAM/ISAM files</li> </ul>	✓	✓
<b>Host Checking</b> <ul style="list-style-type: none"> <li>▶ Ensure all remote hosts are reachable and responding</li> </ul>	✓	✓
<b>Telephony Checking</b> <ul style="list-style-type: none"> <li>▶ Verify all incoming spans are up and in-sync</li> </ul>	✓	✓
<b>Speech Server Resources</b> <ul style="list-style-type: none"> <li>▶ Verify LVR/TTS resource channels and pools are available.</li> </ul>	✓	✓
<b>Alarm Log Monitoring</b> <ul style="list-style-type: none"> <li>▶ Check alarm logs for errors indicating failures or outages</li> </ul>	✓	✓
<b>Standard Reporting Metrics</b> <ul style="list-style-type: none"> <li>▶ Standard reports detailing weekly and monthly alert notifications</li> </ul>	✓	✓
<b>Customized Processes Checking</b> <ul style="list-style-type: none"> <li>▶ Ensure all customer specific processes are running properly. Any processes that are specific to the customer's installation will be monitored.</li> </ul>	✓	✓
<b>Enhanced Disk and CPU Monitoring</b> <ul style="list-style-type: none"> <li>▶ Extended CPU monitoring periods to check for CPU usage spikes</li> <li>▶ Multiple alerting thresholds for disk and CPU usage</li> </ul>	✓	✓
<b>End-to-End Telephony</b> <ul style="list-style-type: none"> <li>▶ Tests entire call path from originating external number thru customer equipment to IVR application</li> <li>▶ Ensures IVR is able to process incoming calls.</li> </ul>		✓
<b>Vocabulary Monitoring and Analysis</b> <ul style="list-style-type: none"> <li>▶ Check for missing, duplicate and unused vocabularies and items</li> </ul>		✓
<b>Site Specific Log Monitoring</b> <ul style="list-style-type: none"> <li>▶ Check customer specified log files for specific errors. The customer will provide a listing of what needs to be reported, and the monitoring service scripts will be modified to check for these.</li> </ul>		✓
<b>Remote Database Validation</b> <ul style="list-style-type: none"> <li>▶ Verify all remote databases are valid. These databases are customer specific and would be located outside the IVR</li> </ul>		✓
<b>Customized Alarm Log Monitoring</b> <ul style="list-style-type: none"> <li>▶ Examine all alarm logs for the occurrence of customer specified alarms</li> </ul>		✓
<b>Customized Application Monitoring</b> <ul style="list-style-type: none"> <li>▶ Custom scripts will be created to test call flow thru application</li> <li>▶ Scripts can be used to validate application functionality based on customer supplied test data</li> </ul>		✓
<b>Detailed Website Metrics</b> <ul style="list-style-type: none"> <li>▶ Graphical details on all alerts, notifications and test calls will be provided via web interface.</li> </ul>		✓

For more information on iProWatch IVR system and application monitoring, please contact (631) 467-3375.