

VOSS for Avaya

Maximize the performance and resilience of your Avaya UC and contact center environment with VSM – Powered by Virsaе, delivering real-time monitoring, intelligent analytics, and proactive issue resolution from a secure cloud platform.

Proactive monitoring and assurance for Avaya UC and contact center

For organizations that depend on Avaya to power critical customer and employee interactions, maintaining uptime, performance, and visibility is essential.

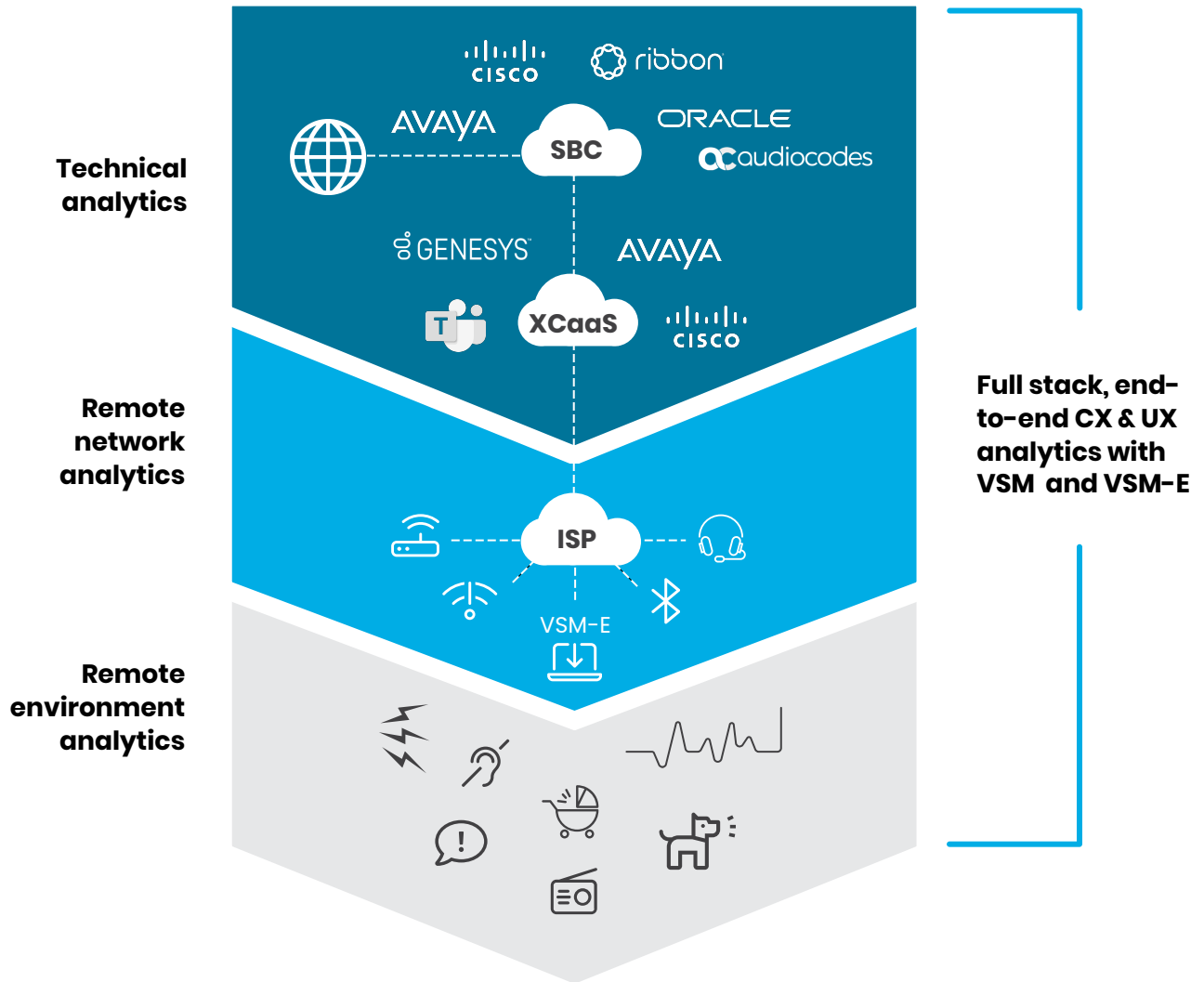
VSM is a cloud-based monitoring and analytics platform purpose-built for Avaya estates, providing end-to-end oversight across call control, endpoints, gateways, SBCs, and contact center applications.

Designed around ITIL best practices, VSM delivers real-time health monitoring, quality assurance, and proactive incident detection. Processing billions of data points each month; it transforms operational data into actionable intelligence. With AI-assisted analysis and continuous monitoring, you can resolve issues faster, protect service quality, and prevent disruption before it impacts your business.



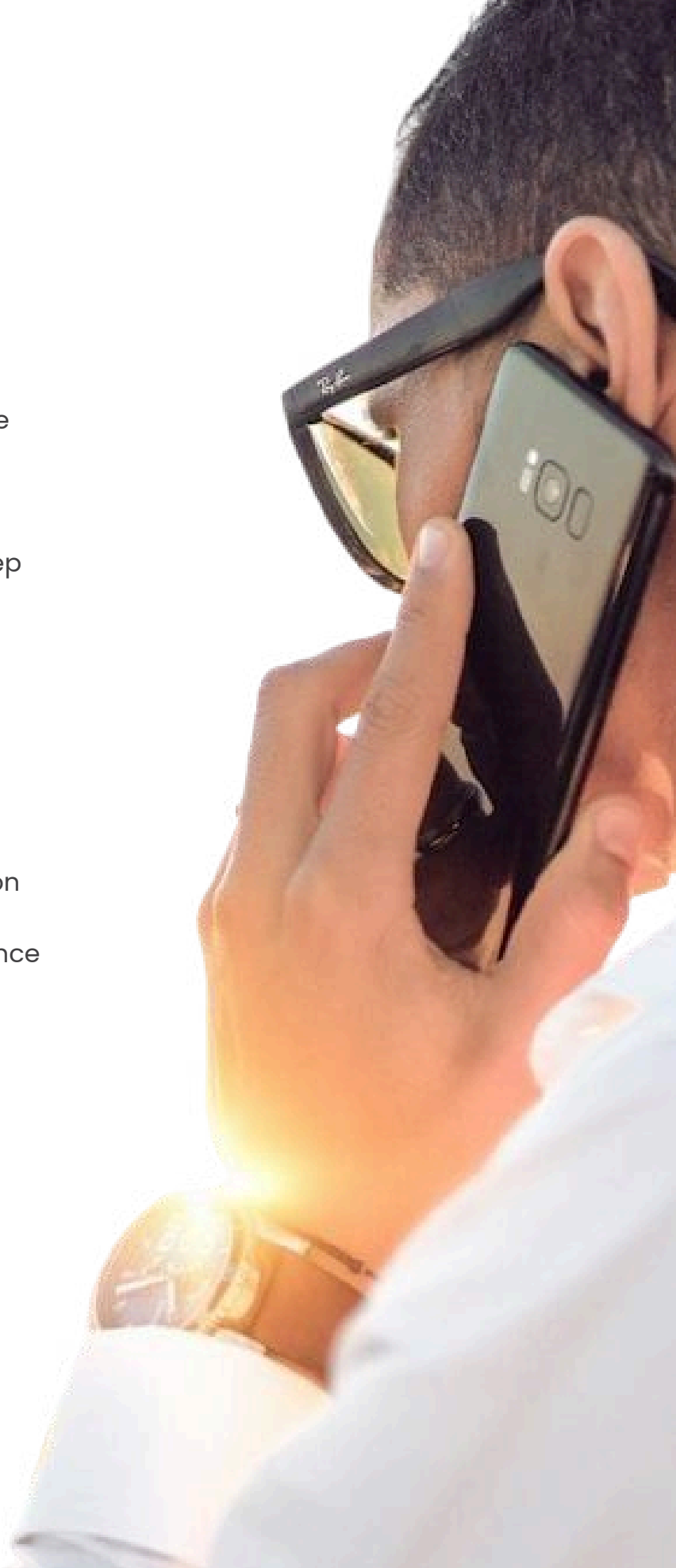
Providing full stack visibility

VSM and VSM-E combine technical analytics with remote network and environment analytics, to provide full stack end-to-end visibility of the hybrid workplace.



Key benefits and value

- Improve service quality with real-time dashboards and voice quality intelligence
- Accelerate troubleshooting using deep diagnostics, SIP ladder traces, and historic performance data
- Enhance operational control with capacity insights, configuration management, and change tracking
- Increase uptime through proactive detection and automated remediation
- Improve voice and customer experience with real-time quality insights
- Reduce operational workload via intelligent workflows and AI
- Enhance security posture through SIP-layer visibility and ML-driven analysis
- Optimize planning through capacity forecasting and detailed reporting



Real-time service desk monitoring

Real-time dashboards for Avaya UC and contact center

VSM's real-time dashboards provide instant visibility of thousands of live data points streamed from Avaya systems. Dashboards are configurable and correlate health and performance across key components, helping engineers rapidly identify and diagnose issues across the entire Avaya stack.

Dashboards present Red/Amber/Green (RAG) indicators and highlight dependencies between interconnected Avaya applications, significantly reducing time to repair.

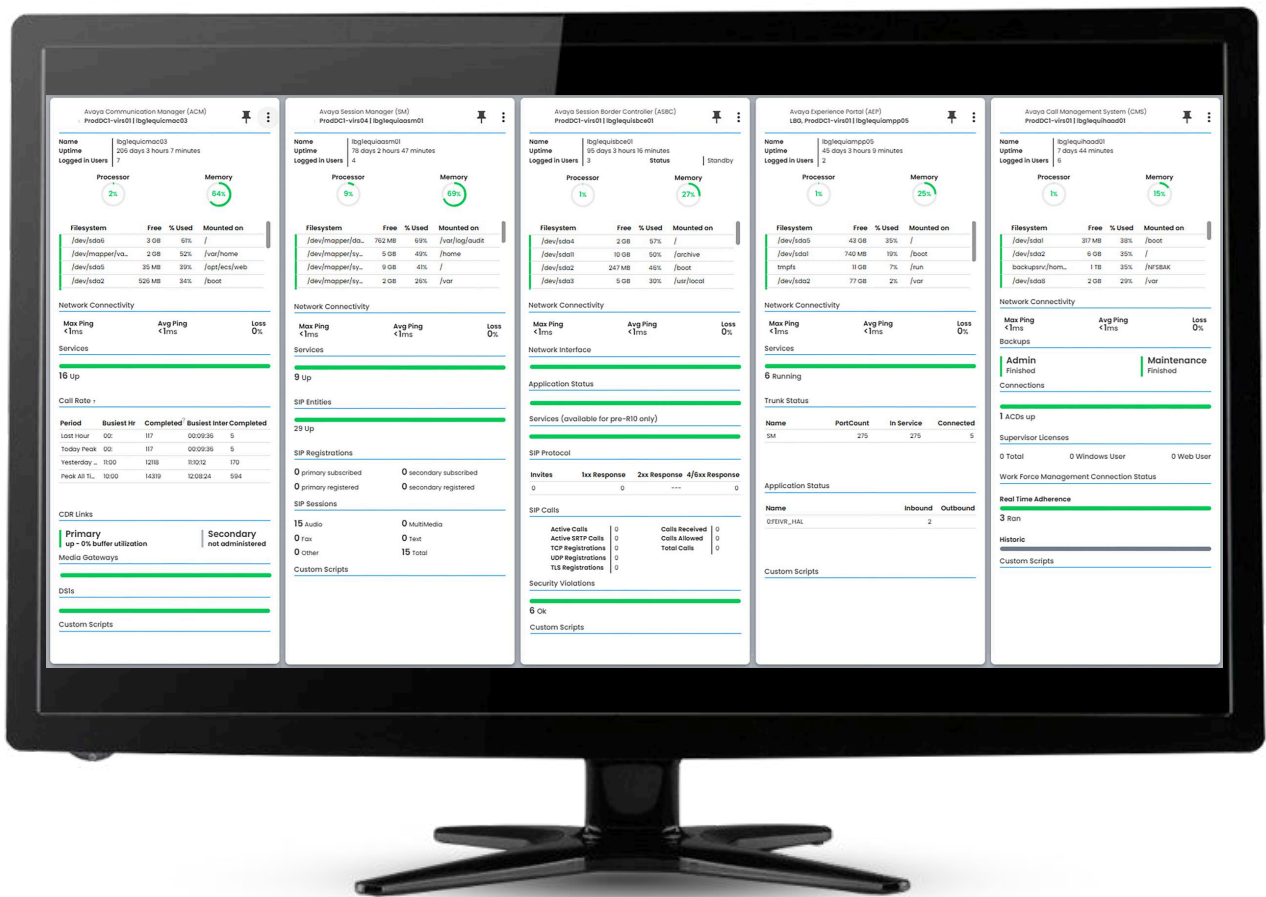
Comprehensive voice quality management

Voice Quality Manager (VQM) delivers deep insight into audio clarity and network behavior affecting call quality. VSM monitors mean opinion scores, packet performance, and call stream statistics, enabling teams to identify jitter, latency, or network congestion issues impacting Avaya voice services. Capabilities include a real-time overview of poor/satisfactory/good quality streams, detailed visibility of every active call including leg-by-leg analysis, and historic MOS distribution and trends.



System health and Avaya application monitoring

VSM provides a growing range of system health dashlets across major Avaya applications and infrastructure elements, such as Communication Manager, Session Manager, Session Border Controllers, Call Management System (CMS), Media Gateways, Contact Recorder, and IP Office. These views provide immediate insight into performance and faults across the Avaya estate.



Availability management and intelligent incident response

Multi-layered monitoring approach

Availability Manager performs continuous, multi-layer monitoring to detect issues early and prevent service degradation: passive monitoring via SNMP traps; active monitoring via SNMP queries, ping tests, syslog, CLI commands, and alarm logs; and proactive monitoring using event correlation, pattern recognition, and predictive insights from VQM and historical behavior. This ensures issues are identified regardless of where they originate; application, network, device, or protocol level.

The screenshot displays a SIP Session Trace interface. At the top, there are filters for 'Last hour', 'Last 6 hours', 'Last 24 hours', and 'Custom'. Below these are search fields for 'Call-ID', 'From', 'To', 'Time Start', 'Server', 'Global Session Id', and 'Total Messages'. The main area shows a list of messages with columns for 'Timestamp', 'SIP Response', and 'Cseq'. A detailed view of an INVITE message is shown, including headers like 'SafeValue must use [property]-blinding: AssSipGr[7379]', 'Content-Type: application/sdp', and 'Content-Length: 308'. The body of the message is a SIP/2.0 INVITE with various parameters like 'Route: sip:127.0.0.2:15061;lrpm=route-thru=true;route-entity=96380;route-addr=family=IPv4;route-nearport=5062;'. The interface also shows a 'Columns' dropdown and an 'Export CSV' button.

Automated incident detection and remediation

When incidents are detected, VSM automatically collects diagnostics, compares characteristics against its knowledge base, and can initiate predefined workflows. VSM's AI engine can autonomously clear up many incidents, to reduce operational load and improve uptime.

Alerts and escalation

Incidents requiring human intervention are escalated to the appropriate personnel via configurable callout lists, with notifications delivered by email, SMS, or API. Escalation flows ensure critical issues reach the right engineer if the first recipient is unavailable.

SIP Tracer for deep diagnostics

SIP Tracer stores SIP signaling for 13 months, presenting sessions in ladder-diagram format. Engineers can reconstruct historic events and diagnose complex or intermittent issues across Avaya Session Manager and SBC environments.



Analytics, reporting and operational governance

Capacity Manager

Capacity Manager provides 30+ analytical reports covering utilization and performance across Avaya UC and CC infrastructure - including processor and memory usage, media resource utilization, SIP sessions, and signaling behavior, trunk group usage and trends, bandwidth consumption, application usage, and license consumption. These insights support capacity optimization, procurement planning, and right-sizing.

Configuration Manager and CMDB

VSM automatically collects configuration data from Avaya systems and updates its CMDB every 12 hours, maintaining accurate visibility of device and application configurations, serial numbers, IPs, MAC addresses, and dependencies between components. Configuration changes are tracked to accelerate troubleshooting and change assessment.

Continuity Manager

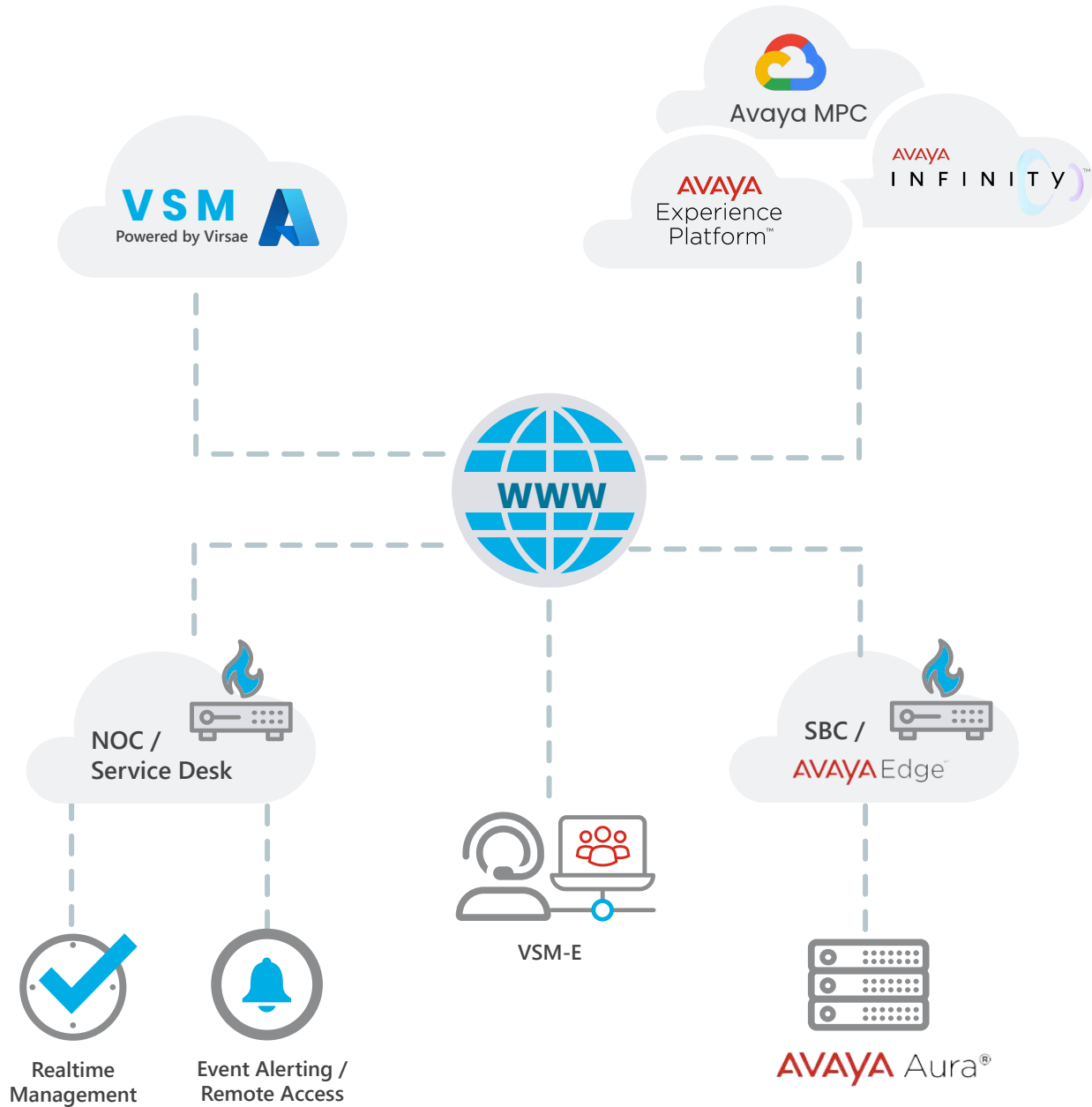
Continuity Manager provides off-site backup of mission-critical Avaya system files using standard protocols (TFTP, FTP, SFTP, SCP, UUCP). Items such as databases, OS files, licenses, and security files are retained for up to 12 months, with reports verifying recoverability.


Change Manager

The ITIL-based Change Manager records change windows, logs executed commands, and captures user, IP address, old value, and new value, archiving change artefacts for audit and recovery.

F O R A V A Y A U C A N D C C

Full stack operational insight





Security, remote worker analytics and summary

Security Manager

Security Manager delivers real-time threat monitoring across Avaya SBCs, identifying suspicious traffic patterns, failed registrations, blocked calls, and security anomalies via SIP response summary dashboards. Machine learning highlights deviations from normal behavior, helping teams quickly identify attacks, misconfigurations, or emerging issues. Network Scan identifies active devices, open ports, and insecure configurations within defined IP ranges.

Remote worker insights (VSM-E)

VSM-E extends visibility to remote users by collecting workstation telemetry, Wi-Fi and network performance (speed, latency, signal quality), and headset analytics (boom position, background noise, audio exposure, firmware status). Room analytics help improve the working environment for agents and knowledge workers.

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

VOSS empowers the world's largest organizations to master enterprise communications, managing over 10 million users and devices globally. From frictionless onboarding and automated admin to actionable analytics and performance optimization, our solutions cover the entire digital workspace lifecycle.

Simplify operations, boost security, and scale with confidence using VOSS. Leverage cutting-edge automation, intelligent segmentation, and real-time insights to eliminate inefficiencies and supercharge your team's productivity.

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