

# NetIQ's AppManager Provides Enterprise VoIP QoE and Management

By automatically and continuously monitoring the performance and availability of Nortel Contact Center, AppManager minimizes the cost of maintaining Contact Center services and functions, aids in capacity planning, and helps prevent downtime. With AppManager for Nortel Contact Center, administrators gain access to a new set of tools they can leverage to gather a wide range of diagnostic and management data

send an alert, collect data for reporting, and perform automated problem management when an event occurs.

AppManager for Nortel Contact Center enables you to monitor the following for Contact Center versions 5.0 and 6.0

- Contact Center agents and their status
- Critical, major, minor, and indeterminate alarms
- Number and percentage of abandoned calls, and the total, average, and maximum delay of abandoned calls
- Number and percentage of answered calls, the total, average, and maximum delay of answered calls, and the total, average, and maximum delay of calls answered at a particular skillset level
- Calls that are transferred in and out and conferenced in and out of Contact Center
- Offered calls
- Number and percentage of terminated calls
- Time that calls spend in Contact Center before being transferred or receiving a type of call treatment, and monitoring the types of treatments that calls receive.
- Space in the Master, Blue, and Call-by-Call databases
- Availability of services on the Contact Center server
- Contact Center usage of system resources: CPU, interrupts, page faults, committed bytes, CLAN, and ELAN



**Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.**

The NetIQ AppManager Suite is a robust platform and suite of modules that provide comprehensive monitoring, management and reporting for IP telephony and related applications. AppManager for Nortel Contact Center extends the suite to ensure the performance and availability of this critical business application.

AppManager for Nortel Contact Center provides a set of monitoring functions called Knowledge Scripts that monitor the health and status of key Contact Center metrics including system health, databases, call statistics and agent status. These Knowledge Scripts allow you to monitor and manage crucial services at a depth unparalleled by any other solution. Each Knowledge Script can be configured to

AppManager does not replace, but rather complements the existing daily reporting features supplied by Contact Center itself. It extends the reporting and monitoring capabilities in several valuable ways:

- AppManager alerts notify administrators of events by such methods as page and email. Administrators do not need to be sitting in front of a monitoring console to learn of conditions that are impacting Contact Center performance or availability.
- The AppManager data repository provides a longer data retention period than Contact Center. More data in the repository means more accurate and useful trending analyses.
- When used in conjunction with NetIQ Analysis Center, the data collected by AppManager can be used to create comparison reports, trending reports, and other reports useful for capacity planning.

## Key Benefits of AppManager for Nortel Contact Center

- Simplifies management. With AppManager you can automatically and continually manage Nortel Contact Center along with other Nortel voice components such as Communication Server 1000 and Business Communications Manager servers from a single integrated console.
- Maximizes performance and availability. Proactive 24x7 monitoring of the performance and availability of the network, servers and applications ensures that you are immediately alerted to problems or potential problems in your environment.
- Provides powerful reporting capabilities. Extensive reports allow for monitoring service levels, overall performance, usage trends and capacity planning.

## Company Information

Company Name:

NetIQ dba Attachmate

URL: [www.netiq.com](http://www.netiq.com)

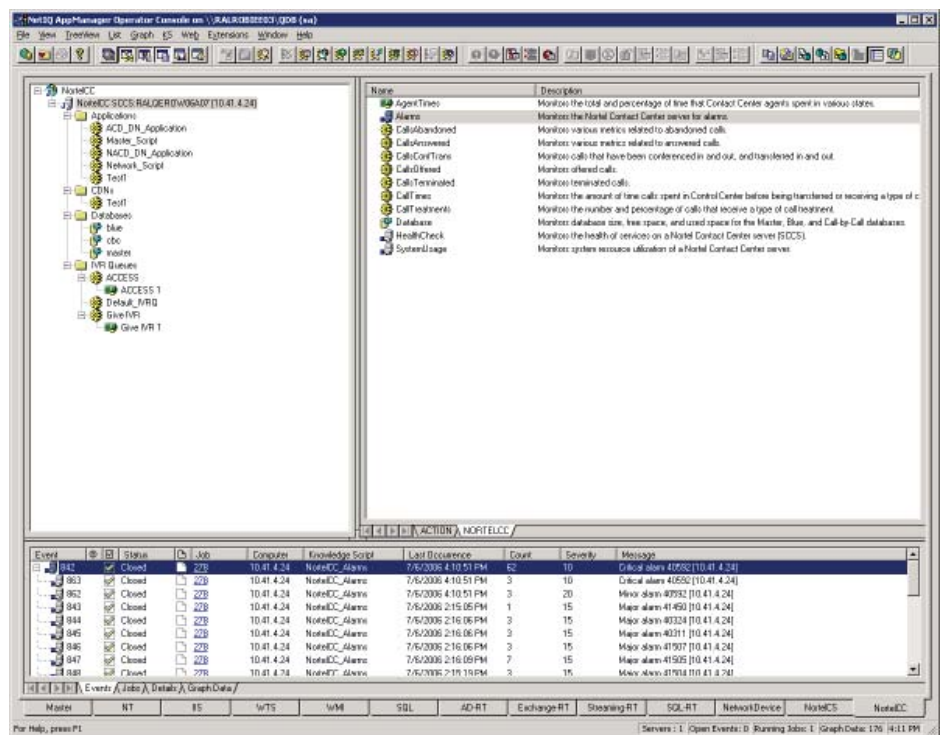
Technical support email:  
support@netiq.com

Technical support phone:  
Americas - 713.418.5555  
EMEA - +353 (0) 91-782 677

Sales Contacts: Varies by region.  
[www.netiq.com/about\\_netiq/contactsales.asp](http://www.netiq.com/about_netiq/contactsales.asp)

Sales Contact email:  
sales@netiq.com

For all inquiries on this product, please provide the following reference code: Nortelbrief



### Compatibility Information:

NetIQ AppManager Version 6.0 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel platforms and releases, please refer to the Certificates of Compatibility at:

[www.nortel.com/prd/dpp/product/prodpages/z5915.html](http://www.nortel.com/prd/dpp/product/prodpages/z5915.html)



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