AVAYA

Avaya Agile Communication Environment™ Event Response Manager

Reduce downtime and react more quickly to business critical events

Avaya ACE™ Event Response Manager is an Avaya Agile Communication Environment™ packaged application designed to reduce business downtime and accelerate responsiveness to critical events. When an event occurs, Event Response Manager alerts and assembles the right people in seconds. The application sends a notification to a response team and starts an audio-conference call simultaneously. Responders who receive the notification are transitioned seamlessly into the conference call. Once the meeting is in progress, notifications about related events may also be communicated directly into the conference.

Customer Benefits

Reduced business downtime and delay

Teams can use Event Response Manager to respond faster to critical events, such as inventory shortages, communications network outages, or security breaches. According to a 2009 study by InfoManagement Direct, downtime costs may vary across industries from $90,000 per hour for a media company to as high as $6.48 million per hour for a large online brokerage.

Easily triggered from business applications

Event Response Manager can be integrated with business processes via a simple application programming interface (API). When an event occurs, the business application, such as an event monitoring process, sends an HTTP POST request to Event Response Manager, which initiates the conference setup and notification. The POST request may also be triggered manually from the Event Response Manager user interface.

Accelerated team responsiveness

Notifications are sent to team members on their preferred devices to increase the likelihood of immediate contact. Responders who receive the notification simply press * to enter the conference. Hence, within seconds of an event occurrence, the right people are assembled to discuss and execute a plan of action.

Real-time updates and enhanced team collaboration

The administrator may create additional messages about related incidents for an event and deliver these notifications via text-to-speech directly into a conference in progress. The status of events may also be viewed from the simple user interface so that users can see which ones have been triggered. The status of all responders is visible, so that every team member knows what time others joined the call, whether or not they were reachable, and if they declined to join. This streamlined information flow enhances team collaboration.

Key Features

Fully customizable events and notifications

Events are pre-defined on an individual basis. The administrator creates a title for each event and assigns a specific response team to be notified. A notification can be either a pre-recorded audio WAV file or a text-to-speech message. Text-to-speech is useful for detailed messages that add context to the specific event trigger, such as a timestamp, location, or threshold crossed.

Static or dynamic team formation

Each responder is added by name to Event Response Manager. The administrator may further define each responder by role, skill, and location. When a response team is created, it may consist of named members and/or members assigned dynamically by these three criteria (role, skill, or location). An example might be an information technology (IT) team that always has the same leader but draws engineers with specific technical skills dynamically from the overall pool of responders.

Simple and user-friendly interface

Administrators interact with Event Response Manager via an intuitive graphical user interface (GUI) when setting up the automated response procedures. Once a responder's name is added, contact information is automatically populated by the Agile Communication Environment server. Teams are formed by dragging and dropping selected responders into the member list. The GUI features a few cleanly formatted tabs for fast and simple navigation.
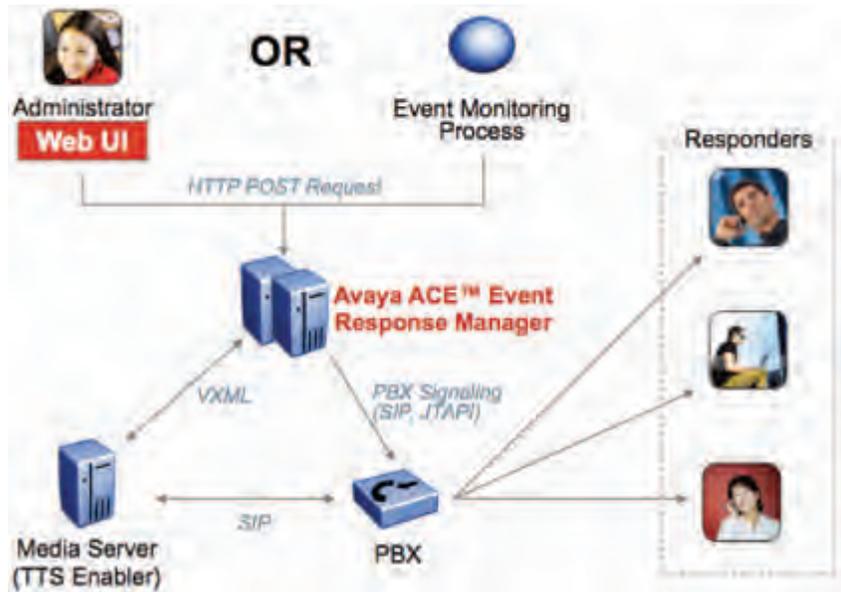
Multi-vendor communications integration

Event Response Manager is designed to be compatible with single and mixed vendor PBX environments, starting with Avaya (formerly Nortel) Communication Server 1000 Release 4.5 or higher and soon to include Avaya Aura™ Communication Manager and/or Cisco Unified Communications Manager Release 6.0 and up. Development of adapters for other PBX systems is ongoing as well.

Other Benefits

Add other applications to accelerate ROI

Event Response Manager resides on Avaya Agile Communication Environment™, a software platform that simplifies the process

of integrating multi-vendor communications systems with business applications through both an IT developer toolkit and a suite of packaged applications. These solutions for both mobile and desktop unified communications as well as communication-enabled business processes may be combined with Event Response Manager within an enterprise environment to drive even higher financial returns and more rapid payback on investment.

DevConnect developer program support

Avaya Agile Communication Environment will become part of the Avaya DevConnect Developer Program, which provides access to software development kits, training, tools, documentation, and other developer support

for participating independent software vendors, service integrators and corporate customers.

See **www.devconnectprogram.com** for more information.

Learn More

For more information on how Avaya Agile Communication Environment can help your organization gain competitive advantage by integrating business processes with existing communications systems, contact your Avaya Client Executive, a member of the Avaya Authorized Partner program, or visit **www.avaya.com**.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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