UCentric
VOICE

Case Study: In-life monitoring of telephony platforms and call recording systems

Company Name/Industry/Sector

Large multinational bank

Challenge

Effectively managing capacity and performance of telephony systems and ensuring each system complies with design guidelines. In addition to this the bank also needed to ensure all 150+ call recording platforms were compliant with legislative requirements.

Solution

UCentric Voice Auditing used to provide in-life monitoring of voice, telephony and call recording platforms.

Results

UCentric Voice Audit automatically audits each platform daily and weekly providing a dashboard view for data analysis and reporting in addition to compliance spreadsheets and metrics.

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Introduction

A large multinational bank has been using UCentric Voice Audit (Previously Asset Manager) to automatically audit all of their telephony and call recording platforms for over 5 years.

This case study aims to highlight a few of the challenges the bank has faced over this time and how UCentric Voice Audit has been used to overcome these and even extend on the information required.

Challenges

- Ensuring each system complies with a design guideline and configurations are the same across all systems.
- Ensuring call recording platforms have strict configurations for FCA compliance.
- Monitoring key capacity and performance metrics for each platform identifying when they are near to or at capacity.

Solution

To overcome these challenges MIT have worked with the bank auditing over 20 Avaya Communications Manager systems and 150+ call recording platforms on a daily and weekly basis. This is all performed automatically by UCentric Voice Audit to provide custom and pre-defined reports or direct access to data via SQL Server.

Compliance Reports – A weekly report automatically generated using UCentric Voice Audit data, identifying features of both PBX and call recording systems that are either compliant or non-compliant with a defined target.

Daily Health Check – Audits are performed 3 times per day in-line with staff shift times to produce a health check report with capacity and performance statistics for each Avaya system. Each report allows staff to quickly and accurately identify any systems experiencing issues, nearing capacity or with active alarms.

UCentric Voice Audit Web Interface – A web interface giving users access to a range of historic and up to date reports for the PBX and call recording systems. Reports can be used to identify call forwarding, software or device configurations, features, route selections, trunks, device details and much more.

Integration with existing data platforms – UCentric Voice Audit collects data from each system and normalises it into an easily understandable format. Data is stored in an SQL Server allowing other data platforms to directly pull or read data for use in their respective systems or internal processes.

Result

UCentric Voice Audit has allowed the bank to ensure their call recording platforms comply with FCA regulations avoiding large fines. It has also improved internal in-life monitoring of systems so that staff can efficiently manage systems and identify any possible issues before they escalate avoiding outages.

The data provided by UCentric has also been used in many internal projects and data gathering exercises to integrate and inform the design of other systems. Overall, UCentric has improved internal process and provided extensive data for all telephony and call recording platforms.

Contact us today to find out how we could help you improve your business efficiency