TotalView Health Monitor

Contact Centres operating 24X7 environments rely heavily on TotalView for regular reporting to clients on process performance. Server needs regular monitoring by an expert in Sun Solaris for smooth and continuous operation, which attracts high resource costs and risk related to attrition. TotalView Health Monitor make this easy for IT administrators and users providing information on server state for a timely corrective action.

Features

- Provide an tabbed interface to view and analyze Totalview application and OS parameters. These parameters provide real time and historical values to IT administrators and WFM users without even loggin in to the Solaris system running Totalview server.

- Provides a dashboard providing graphical representation of CPU, Memory and HDD partitions on which TotalView is installed.

- Provides a list of top CPU utilizing process.

- History of backup for the last week is available to all users through this interface enabling fast action in case of failure.

- ACD Connections tab : Provide details of all ACDs connected to TotalView server.Real time and historical feeds in Graphical format showing link status in color to highlight ACDs not providing feeds.
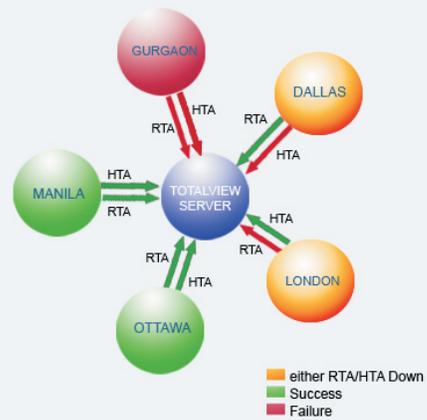
- Information from totalview database like link IDs associated with supervisor Pcs.

- Scheduled agents for a specific time period to find out number of Agent licenses used.

Target User

- IT Administrators.
- WFM/Operational managers.
- MIS executives.

Benefits

- At-a-glance issue identification and understanding and faster action..

- Dynamic updation and historical view of performance data.

- Graphical representation is easier to understand than textual output.

- Top CPU utilizing process and CPU utilization history help IT admin to control rouge processes or schedule processor intensive applications at times when CPU is not busy
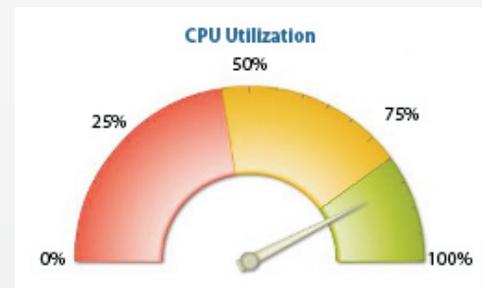
- Metrics are tracked via Red/Green/Yellow indicators through different charting options to monitor the current and historical progress.

- Reports providing hitorical information on CPU, Memory and ACD feeds.