

New ReliaTel 5.2.0 Delivers Expanded Monitoring, Dashboards, and Visual360 Enhancements

ReliaTel 5.2.0 Users Gain More Powerful Control of Avaya and Cisco Unified Communications Operations to Ensure Business-Critical Communications Service Levels

ANAHEIM, Calif., — [Tone Software Corporation](#), a leading provider of comprehensive unified communications and collaboration (UC&C) monitoring and management software announces ReliaTel Release 5.2.0 with expanded Avaya monitoring, new Cisco dashboard features, additional Nortel reporting, and performance enhancements for the Visual360 management portal.

Using the new ReliaTel 5.2.0 capabilities, users have deeper visibility into Avaya Trunk Group utilization, additional dashboard views to rapidly identify and intercept performance degradation, and expanded insight into Cisco CUCM Route Group utilization to better optimize Cisco UC operations.

New Avaya Aura Trunk Group Monitoring and Dashboard Views

ReliaTel 5.2.0 expands Avaya Aura Trunk Group monitoring, including full threshold analysis and automated notification via the ReliaTel Alarm List when trunk group performance becomes degraded and falls below the pre-determined thresholds.

The new release provides a dedicated Avaya class to collect trunk group status data, and users can set custom polling intervals by trunk group to manage the monitoring frequency of specific groups. As a result, UC operations teams have closer oversight for high-utilization trunk groups, and better control of Avaya Aura trunk resources.

Expanded Avaya Trunk Group management views are also included in the ReliaTel 5.2.0 Performance Dashboards, including:

- Avaya Trunk Group Status Pie Chart to present the overall status of monitored trunk groups in chart format, tracking the number of trunk groups in each performance category.
- Avaya Trunk Group Status Trend Chart to evaluate the performance of each trunk group in 10 minute segments, providing near-real time updates for each.



- Avaya Trunk Group Status Details showing utilization and performance details for each trunk group.
- Avaya Status Summary to summarize the status of monitored Avaya devices and trunk groups at a glance.

Updated	TG	Name	Type	Utilization	Status
2/28/2017 17:01:58	1	SIP Trunk for one-X QE	sip	6 of 13 (14)	Degraded
2/28/2017 17:01:58	2	IP Trunk to Markham	isdn	14 of 14 (14)	Up
2/28/2017 17:01:58	3	direct to TTT	sip	5 of 10 (14)	Degraded
2/28/2017 17:01:58	5	IP Trk to Prod G700	isdn	0 of 0 (40)	Down
2/28/2017 17:01:58	7	Inverness ETS-Verizon PRI	isdn	13 of 14 (24)	Degraded
2/28/2017 17:01:58	8	MM: MWI	isdn	2 of 3 (4)	Degraded

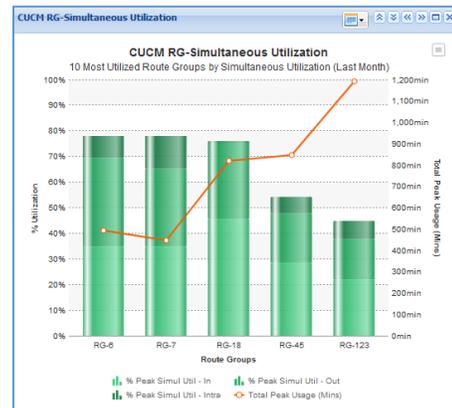
New ReliaTel Dashboard Views for Cisco CUCM

ReliaTel 5.2.0 Performance Dashboards now provide additional views for Cisco CUCM Route Group Simultaneous Utilization, with metrics calculated using the Simultaneous method.

The new view displays the top 10 utilized CUCM route groups, and includes metrics by percent of total capacity, as well as metrics attributable to inbound, outbound, and intra-route group traffic.

Users can select the time period for display, ranging from today to last month.

The new Simultaneous Utilization view is a companion to the previously provided CUCM Route Group-Cisco Utilization view, which calculates utilization using the Cisco method.



New ReliaTel User Alarm Activity Dashboard View

ReliaTel 5.2.0 now includes a Dashboard view to track alarm response activity by user.



Response statistics cover the number of alarms each user acknowledges and clears and the average time it takes a user to acknowledge new alarms and clear acknowledged alarms.

An added enhancement is the option to drill down from the User Alarm Activity view to a detailed, user-centric analysis of acknowledged and cleared alarms.



Visual360 Performance Enhancements and Additional 5.2.0 Release Features

ReliaTel 5.2.0 includes enhancements to the Visual360 graphical UC management portal to deliver faster interface response times in large complex communications environments. The new performance enhancements also make more efficient use of the ReliaTel database for Visual360 displays.

Further, the new 5.2.0 release provides administrative interfaces for Avaya PBXs and Cisco CUCM devices to automate port count collection for more convenient monthly tracking.

ReliaTel 5.2.0 also delivers Nortel Reporting enhancements, now enabling users to filter Nortel Route reports and charts by one or more routes to focus results on the preferred data.

Available Immediately – Request ReliaTel 5.2.0 Today

The ReliaTel 5.2.0 release is available immediately to licensed users currently on ReliaTel product maintenance. Contact Tone Technical Services to schedule your ReliaTel release upgrade today. Send an email to support@tonesoft.com or call 714-991-9460 and select option 1.