Mitel Performance Analytics
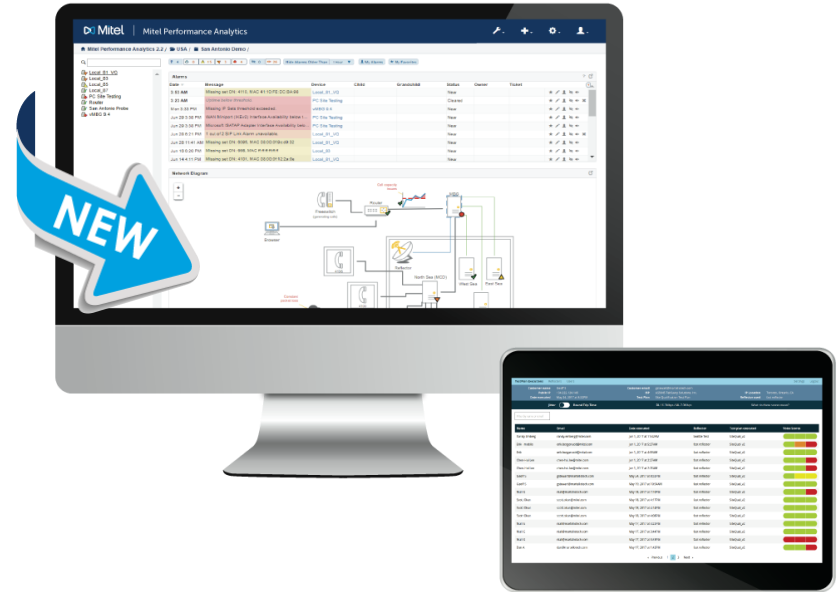
What's New in R2.2

September 2017

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Contents

- MPA Key Benefits

- What's New in R2.2

- Customer Success

- Additional Resources

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MPA Key Benefits

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Better Troubleshooting

HOW LONG did it take you to **TROUBLESHOOT**
your last voice quality problem?

90%

of the **time** it takes
to resolve a
problem is spent
**identifying its
source**

MPA makes it **simple** and **cost-effective**
to **detect, address & prevent** problems
on your network.

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Faster Problem Resolution

✓ Around the clock monitoring of voice quality and other performance metrics.

✓ Monitoring of both Mitel and multi-vendor systems gives visibility into problems across the entire network.

✓ Alerts ensure the right person receives actionable data at the right time.

✓ Thresholds for performance problems ensure early detection.

✓ Secure remote access to devices and active testing tools simplify troubleshooting.

Reduce Costs

Faster Problem Resolution

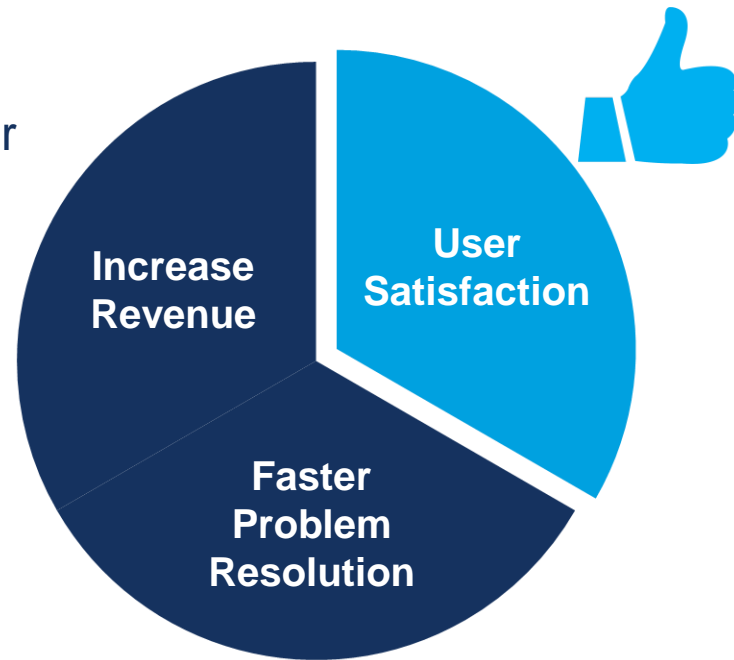**User Satisfaction**

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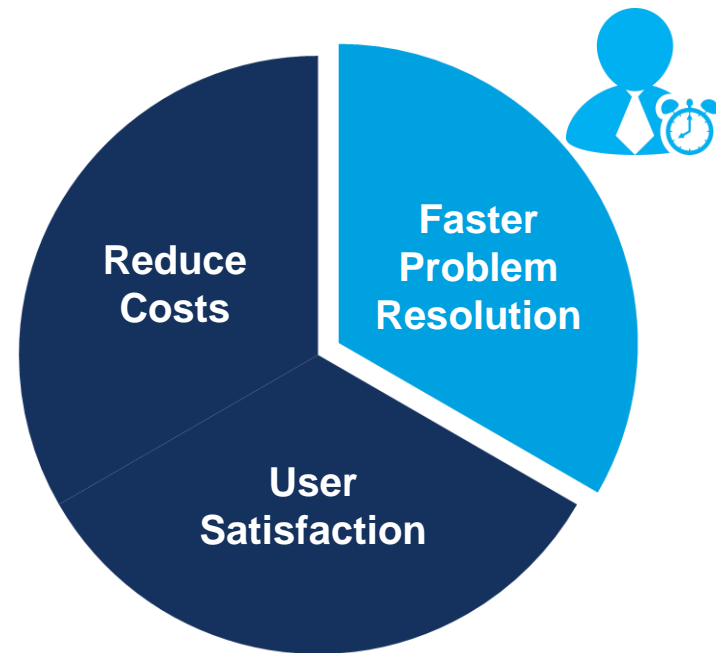
Reduce Costs

- ✓ Access devices in any location for troubleshooting or maintenance – avoiding the cost of onsite support visits.

- ✓ Avoid losses associated with downtime.

- ✓ Consolidate UC and network performance management tools in one comprehensive offering.

- ✓ Improve capacity planning with trunk utilization data.

- ✓ Easy to deploy, cloud or on-premise options.

Reduce Costs

User Satisfaction

Faster Problem Resolution

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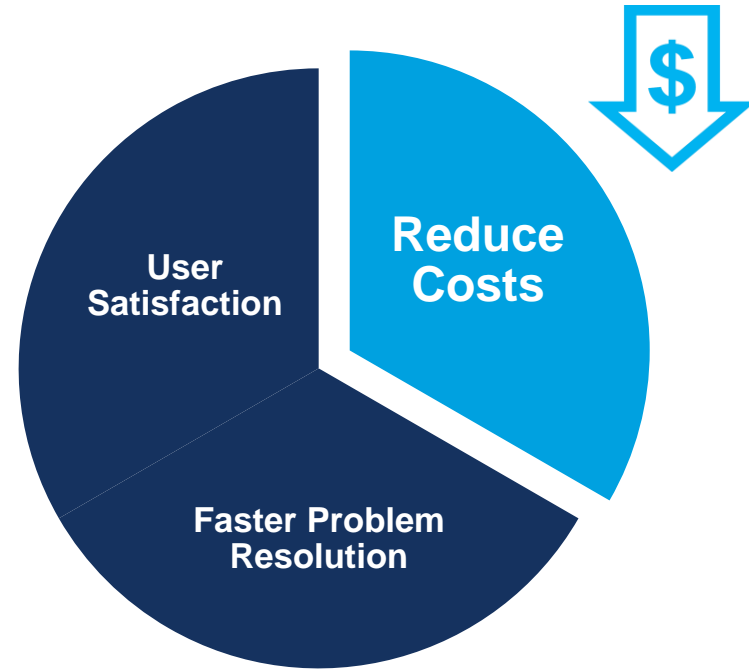
User Satisfaction

- ✓ Consistently high service quality and less downtime results in satisfied users and higher adoption rates.

- ✓ Resolution of problem by 1st level support increases user satisfaction.

- ✓ Early detection means problems can be resolved before the user is impacted.

- ✓ Reports demonstrate network performance and help with forecasting, planning & load balancing.

Increase Revenue

User Satisfaction

Faster Problem Resolution

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MPA 2.2

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What's New in MPA R2.2

➤ Introducing the *Network Diagrams Gadget*

➤ MiVoice Business *Emergency Response* Alarms & Alerts

➤ Extended *Utilization Analysis* Capabilities

➤ New *Voice Quality Visualization*

➤ New *Online Help* System

➤ Mitel Performance Analytics *Password Policy*

➤ Additional *Device* Types Added

➤ Remote Access to *VMWare ESXi Server Devices*

MORE INFORMATION → **Consult the MPA 2.2 Release Notes**

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MPA R2.2 Business Value

ⓘ KNOW when a problem is happening	**🔍 IDENTIFY** the cause quickly	**🔧 PLAN & PREVENT** problems

- ✓ *Monitor new device types*
- ✓ *Know when there's an emergency call* with MiVoice Business *Emergency Response* Alarms & Alerts

- ✓ *Identify voice quality cause clearly* using Voice Quality Visualization
- ✓ *Visualize UC networks* clearly with *network diagrams*
- ✓ *Remote Access* to *VMWare ESXi Server devices*

- ✓ *Know when to upgrade* with Extended *Trunk Utilization Analysis* Capabilities
- ✓ *Understand best practices* with MPA's new *Online Help* System
- ✓ *Access UCScore site qualification* to test network fitness for deployment
- ✓ *Manage security* with new *password policy*.

Network Diagrams Gadget

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Network Diagrams Gadget

*Visualize the **source** of a voice quality problem on a **network diagram**.*

✓ Use your **own** Network Diagram (Visio)

✓ MPA overlays health status over the devices being shown.

✓ Container and device alarms can be filtered and you can jump to the container or device to see more detail.

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Network Diagrams: How it Works

Visualize the **source** of a voice quality problem on a **Visio network diagram** uploaded by the MPA user.

Insight into:
- ✓ **Which device** is experiencing a problem.

- ✓ What's causing the problem:
  - • **Capacity**
  - • **Misconfiguration**
  - • **Network faults**

Visually identify at a glance, where issues are located on the network.

Call capacity issues

MBG

Router

Freeswitch
(generating calls)

Browser

Reflector

North Sea (MCD)

4106

4100

West Sea   East Sea

South Sea

Constant packet loss

4101

6920   6095   4102

Emergency Response Alarms & Alerts

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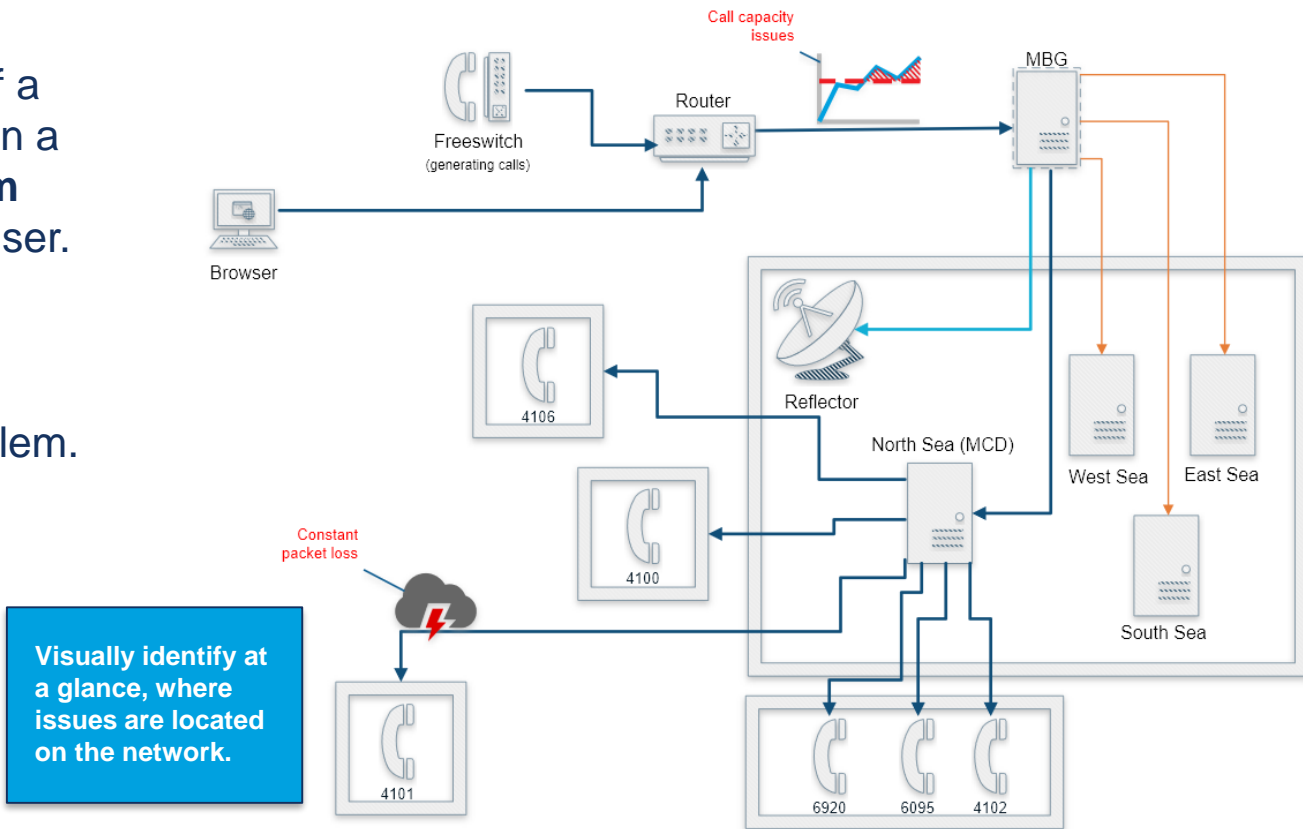
MiVoice Business Emergency Response Alarms & Alerts

MPA now listens for incoming Emergency Response SNMP traps from MiVoice Business devices.

When a trap is received MPA acknowledges the trap with the source MiVoice Business and generates a Major ER alarm.

The ER alarm includes:

- ✓ Details about the emergency call
- ✓ Extension that made the call
- ✓ Time of the call

The ER Alarm *never expires* and must be *acknowledged* by a MPA user.

Emergency call from 4110 to 5551213 with CESID 654321 on Thu May 04 09:36:06 EDT 2017 (A Major Alarm) on MiVoice Business GW-001

Thu, 4 May 2017 9:36:06 EDT

MarWatch > MiVoice Business GW-001

Alarm:

Time	Alarm
9:36:06 AM	Major Alarm: Emergency call from 4110 to 5551213 with CESID 654321 on Thu May 04 09:36:06 EDT 2017

Device Details:

Type: MiVoice Business
Name: GW-001
Description:
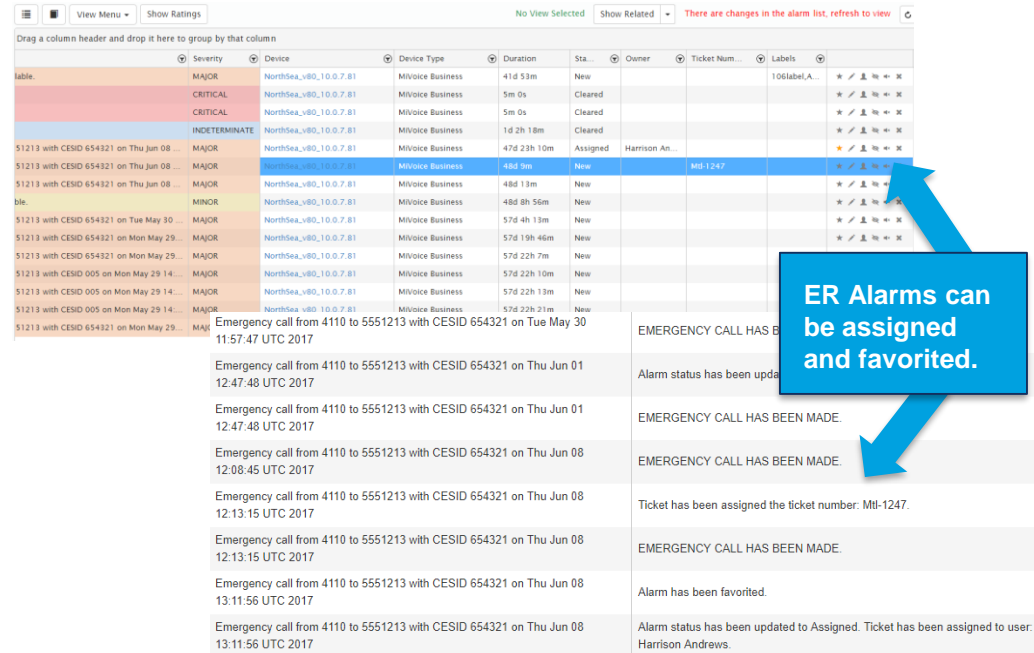
Email ER Alarm Notification

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MiVoice Business Emergency Response Alarms & Alerts

ER Alarms are tracked in a separate Emergency Call audit log and can include:

- ✓ That an emergency call has been made.

- ✓ Alarm status has been updated to "Forced Clear".

- ✓ Ticket has been assigned a ticket number.

- ✓ Alarm had been favorited.

Alert profiles can be created to send a notification to one or multiple users when the alarm occurs.

ER Alarms can be assigned and favorited.

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Extended Utilization
Analysis Capabilities

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Extended Utilization Analysis Capabilities

Improved storage and display of data related to:

✓ MiVoice Business trunk utilization and SIP trunk utilization

✓ MiVoice MX-ONE route utilization and gateway utilization

✓ MiVoice Border Gateway trunk utilization

See data for a chosen date range in past 30 days.

Beyond 30 days, daily summary values available.

SIP Trunk Utilization

Calls Per Hour Across All Profiles — Maximum Utilization per Profile

Inbound   Outbound   Busy Outbound   Freeswitc

Jul 24 8:00 PM   Jul 31 8:00 PM

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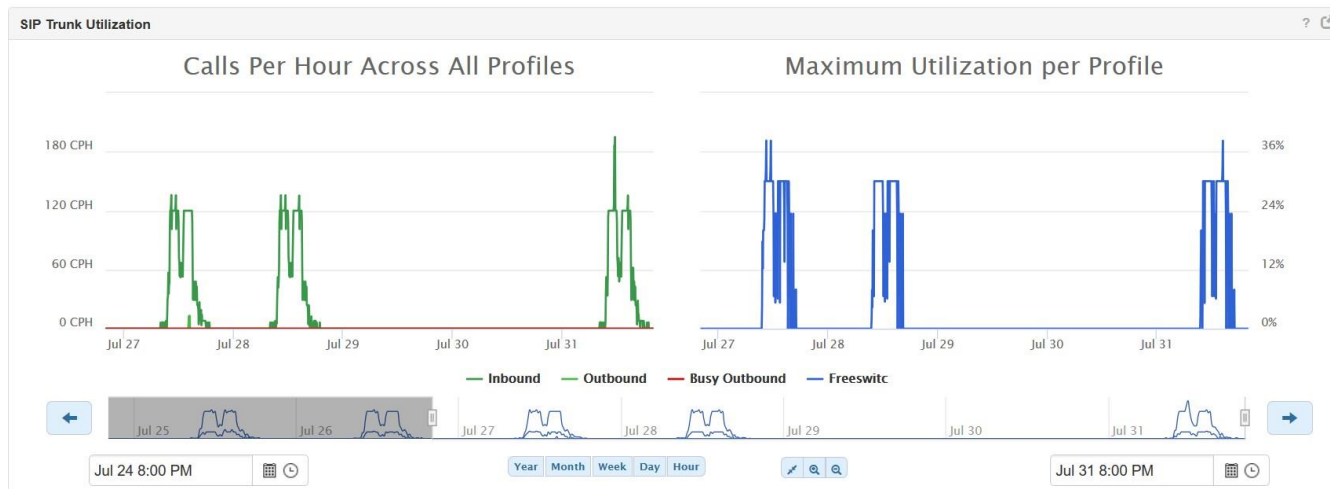
Extended Utilization Analysis Capabilities: Detailed Hourly Chart

Voice Quality
Cause Visualization

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Voice Quality Cause Visualization

*MPA provides new queries and charts to help you **gather** and **visualize** Voice Quality data.*

Spot **trends** and identify root cause with graphs demonstrating:

✓ Call Volume correlation to Call Quality

✓ Worst Performing Directory Numbers

✓ Worst Voice Quality by Subnet and Device
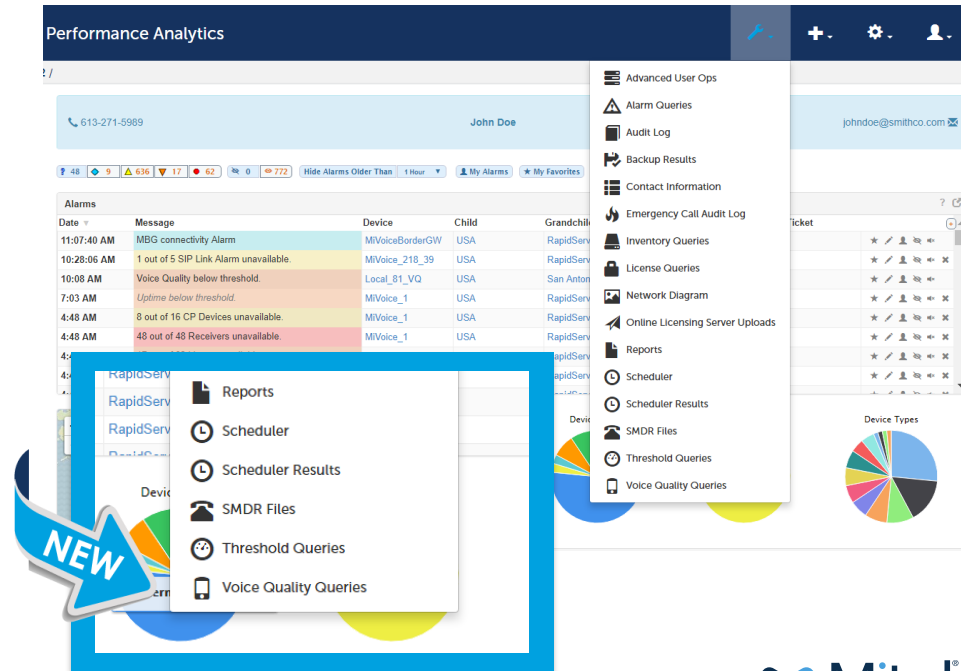
Voice Quality Cause Visualization
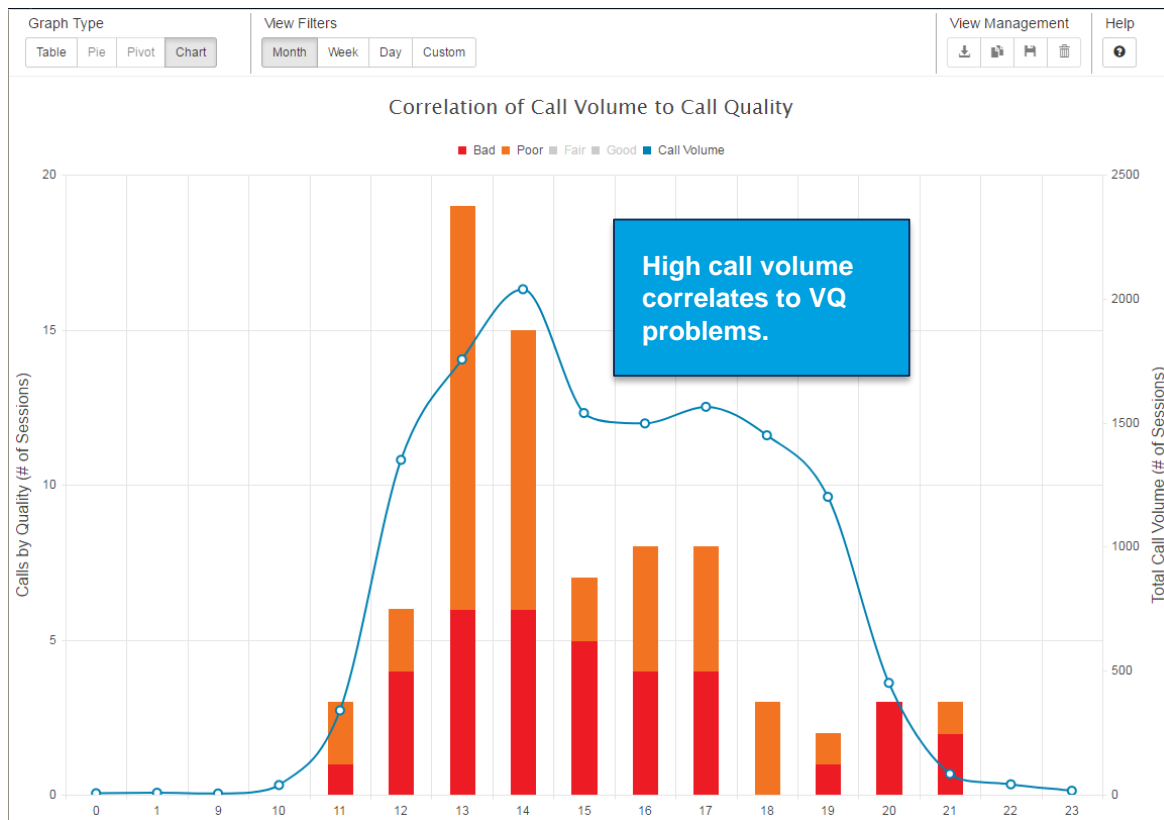
This query displays as a table or chart VQ metrics for the hours of the day.

VQ Metrics Include:

- number of good, fair, poor, or bad calls

- hour of the day they occurred

- total number of calls

- percentage each type of call was.

Voice Quality Cause Visualization

Call Quality by Directory: Displays as a table or chart the number of calls with bad or poor quality for the 10 worst directory numbers associated with a device.
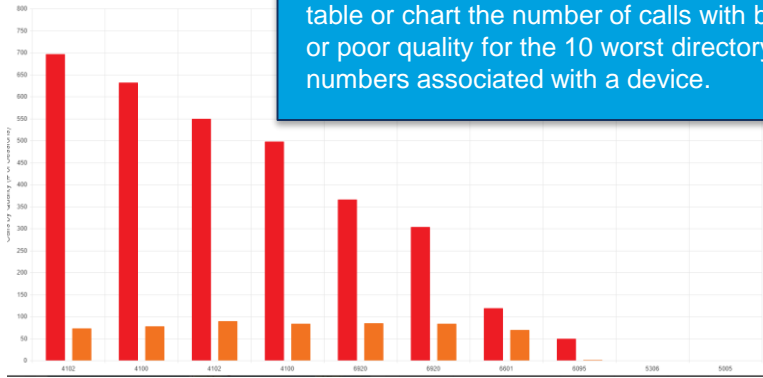
Worst Performing DNs (%): Displays as a table or chart the percentage of poor quality calls for the 10 worst directory numbers associated with a device.

Worst Performing Devices (%)
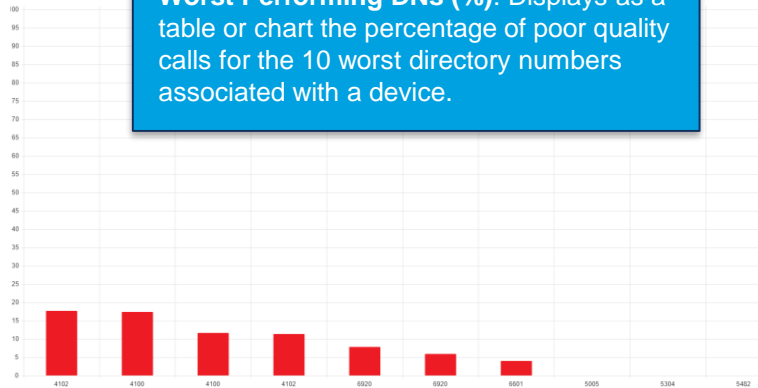
Worst Voice Quality Devices: This query displays as a table or chart the number of calls with bad quality for the 10 worst devices in a container.

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Site Qualification:
UCScore

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Site Qualification: UCScore

MPA users have access to UCScore, a network site qualification tool.

- Web-based – no software installation
- Specialized for UC
- Tests network fitness for a UC deployment, testing what matters to voice performance.
- Know when more network capacity is needed for good performance.
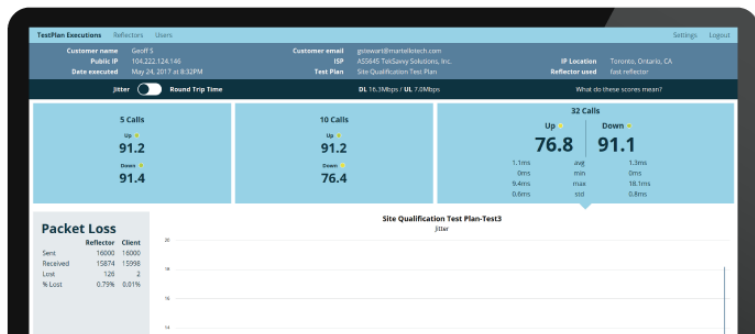
UCscore.com

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UCScore: How it Works

- Tests by sending packets (representing voice calls) between customer and UCScore server.

- Customer portal delivers easily understood summary results.

- *Coming Soon:* Service provider portal delivers more detailed network fitness data.

UCscore.com

Customer Summary
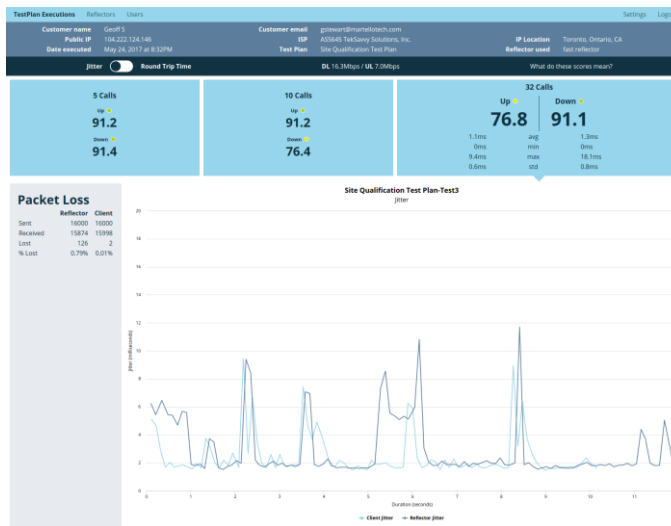
Detailed Service Provider Report

Additional New Features and Enhancements

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MPA Online Help

Features Include:

- ✓ Improved topic organization structure, and navigation
- ✓ Cross-topic links
- ✓ Improved search capability
- ✓ Ability to print individual topics

Mitel Performance Analytics Password Policy

- System administrators can now apply a password policy to set:
  - ✓ How long before passwords need to be changed
  - ✓ Valid password criteria

- If stronger password strength criteria are applied, system administrators can choose to force all users to update their passwords.

- If selected, users must provide a new password the next time they log in.

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Remote Access to VMWare ESXi Server Devices

You can now create SSH or HTTPS remote access sessions from a VMWare ESXi server dashboard.

New Device Types

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New Device Types

	Supported	How to Buy
MiVoice Business (+ MiVoice Business Multi Instance)	✓	**MPA/ MPA Plus/MPA Cloud**
MiVoice MX-ONE	✓	**MPA or MPA Plus**
MiCollab	✓	**MPA or MPA Plus/MPA Cloud**
MiVoice Border Gateway	✓	**MPA or MPA Plus/MPA Cloud**
MX-ONE Application Servers (MiCollab Advanced Messaging, CMG, InAttend, ACS Media Server)	✓	**MPA or MPA Plus**
MiVoice Office 250	✓	**MPA or Mitel Part #**
MiContact Center (Business & Enterprise)	✓	**MPA or MPA Plus**
MiContact Center (Office)	✓	**MPA or Mitel Part #**
MiVoice Call Recording	✓	**Mitel Part #/MPA Cloud**
NEW SIP DECT (OMM and RFP)	✓	**MPA Plus**
NEW Mitel Business Dashboard	✓	**MPA or MPA Plus**

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SIP DECT

SIP DECT devices (OMM and RFP) can now be monitored.

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Resources

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MPA Sales and Technical Training

Mitel University

Sales Training (Self Study)

Course # 222905

http://mitel.absorbtraining.com

Technical Training (Self Study)

Installation & Maintenance (Course # T-MPA 2.0-IM-SS)

System Administrator

Leader-Led Training

Contact sales@martellotech.com

Onsite or web-based

InfoChannel

- Decks
- Brochures
- Demo videos
- Customer Success Stories

InfoChannel Worldwide > Services & Support > Software Assurance – Premium & Performance Analytics (MPA)

Mitel.com

- Brochures
- Demo videos
- Customer Success Stories
- Blogs

http://www.mitel.com/service-and-support/support-services/software-assurance

Training & Documentation

edocs.mitel.com
- Engineering Guidelines
- System Guide
- Quick Start Guide
- Install/Upgrade Guides

mitel.absorbtraining.com
Mitel University
• Installation & Maintenance (self study)
• Sys Admin (self study)
• Sales Training

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Contact Us:
sales@martellotech.com

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