

DATA SHEET



“...The TFB *Alarm Manager* monitors critical *CTI Server* subsystems and delivers alarm notification to supervisors on-site or off. ...”

TFB's Alarm Manager provides email or pager notification of critical system events in the contact center, while providing the option to automatically restart critical systems ...

About Alarm Manager

The TFB *Alarm Manager* monitors critical *CTI Server* subsystems and delivers configurable alarm notification to supervisors on-site or off. When a designated error (or other predefined event) is detected, the appropriate personnel are notified by email or pager. In addition to notification, alarms may also initiate a restart of *CTI Server*. Alarm events include errors in a database connection, loss of the CTI link to the ACD, or any number of critical system errors.

What Types of Notification are Available?

Upon detection of a designated event, Alarm Manager can trigger any combination of the following.

- Send an email
- Send a pager message
- Reset the CTI Server application
- Reboot CTI Server
- Make a log file entry

What types of Events Trigger Alarms?

- Database connection errors
- CTI link errors
- Any pre-designated event in a TFB custom application
- CTI Server down

About the System Architecture

The *alarm monitoring service* can run on any number of Windows-based PCs on the LAN, to allow failsafe remote monitoring of CTI Server events. Multiple instances of *Alarm Manager* can also be active on the LAN as required. Configuration allows users to uniquely define the alarm frequency and the type of notification for each event.

About Installation

TFB packaged applications install quickly and with minimal hassle. With the switch in place and configured, a typical installation happens in 1 to 2 days! Want more details? TFB can put you in touch with one of hundreds of satisfied customers who have already experienced installation.

About Purchase

TFB sells through authorized dealers across North America. Ask your vendor about TFB or call us toll free at 1-877-612-4832 for a dealer near you.

About TFB

TFB offers packaged and custom solutions for NEC, Nortel, Mitel, and Avaya ACDs, providing software enhancements and features that are scaleable and open. Applications include agent tools and automated call handling for contact centers of any size, as well as targeted solutions for healthcare, hospitality, government, education, and nearly every industry.

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