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|--------------------------------|---|
| Supported devices | <ul style="list-style-type: none"> • Mediant 500/ 800/ 1000/ 2000/ 2600/ 3000/ 4000/ 9000 • Mediant VE and Mediant SE SBC • 400HD IP phone family • MediaPack analog gateways • Skype for Business CloudBond 365, CCE and SBA |
| System characteristics | <ul style="list-style-type: none"> • Supported on VMware/ HyperV and bare metal hardware provided by AudioCodes • Multi-tenancy • High availability • Full scheduled backup/restore |
| TMN Standards support | ITU-T recommendation M.3010 series; FCAPS functionality |
| User Interface | <ul style="list-style-type: none"> • Network page for immediate status and alarm handling • Topology schematic and geographical views • Aggregated information with single click drill down • Advanced RCA navigations features • HTML 5.0 |
| Security | <ul style="list-style-type: none"> • Security Management according to T1M1.5/2003-007R4 • Local user management • RADIUS and LDAP authentication • Activity journal • Fully secured network interfaces |
| FCAPS functionality | <p>Provides:</p> <ul style="list-style-type: none"> • Fault management • Configuration and provisioning • Administrative support • Performance management • Security functions |
| Call Monitoring | <ul style="list-style-type: none"> • Mean Opinion Score (MOS) (as specified by ITU-T recommendation P.800), jitter, packet loss, delay (or latency), echo • Real-time call quality alerts • Call details • Call trend statistics • Call SIP flow diagram |
| Provisioning and Configuration | <ul style="list-style-type: none"> • Zero touch installation • Manual configuration • Single sign-on to device web interface • Mass operations |
| Fault Management | <ul style="list-style-type: none"> • Device status monitoring • Alarm & state management according to ITU X.731, X.733 • Context-sensitive current and historical alarms with various filtering and search options |
| Reports | <ul style="list-style-type: none"> • Network (per device/link) • Trends • Top users |
| Users | <ul style="list-style-type: none"> • Connection to Active Directory • End user satisfaction list • End user satisfaction dashboard • Contact end users directly from OVOC |
| Northbound Interfaces | <ul style="list-style-type: none"> • Alarm forwarding via SNMP/email/Syslog • Full management via REST API |

AudioCodes One Voice Operations Center



AudioCodes One Voice Operations Center (OVOC) is a voice network management solution that combines management of voice network devices and quality of experience monitoring into a single, intuitive web-based application. OVOC enables administrators to adopt a holistic approach to network lifecycle management by simplifying everyday tasks and assisting in troubleshooting all the way from detection to correction.

Thanks to OVOC's clear GUI design, system administrators can manage the full life-cycle of VoIP devices and elements from a single centralized location, saving time and costs. Tasks which would normally be complex and time-consuming, such as performing root cause analysis, adding new devices to the VoIP network and initiating bulk software updates, can now be carried out simply and rapidly.

Benefits

- Streamline network management and quality monitoring into one single application
- Improve system availability with accurate troubleshooting and root cause analysis
- Increase efficiency with centralized configuration and provisioning
- Gain intelligent insights into network trends and performance to assist in planning and design
- Identify and mitigate voice quality issues before they become service affecting

Feature Highlights

- Highly scalable - Supports thousands of devices
- Multi-tenancy support for hosted and managed environments
- Auto-provisioning and configuration for the entire AudioCodes portfolio
- Real-time, probe-less call quality monitoring and root cause analysis
- Integration with AudioCodes Routing Manager (ARM) session routing solution
- Centralized reporting and knowledge distribution
- Support for Microsoft Skype for Business environments

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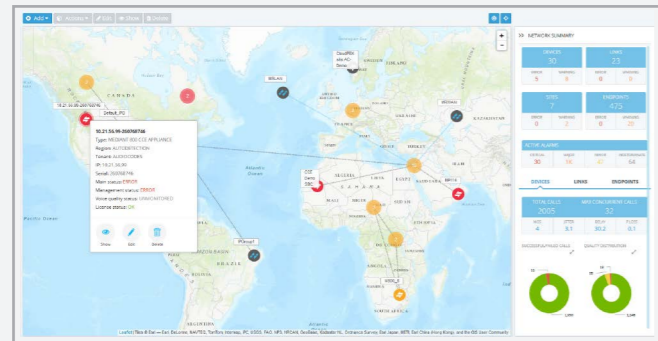
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One Voice Operations Center A Single Pane of Glass for the Entire Voice Network

OVOC's Clear and Intuitive GUI



Network Map View

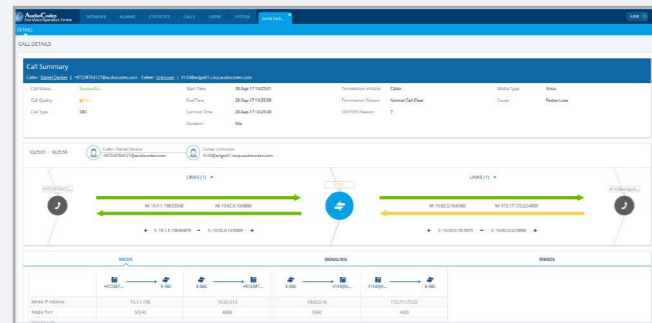
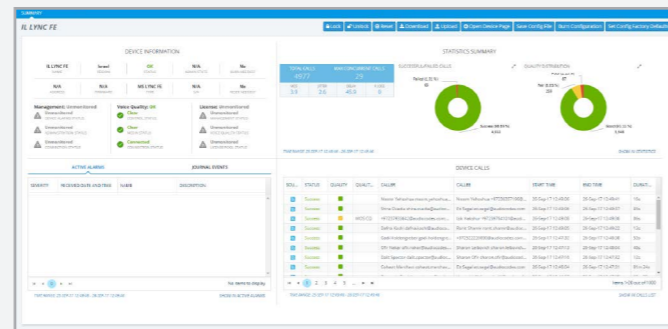
- One screen displays the current status of the entire network in real time
- Drill down to examine individual devices or links

Full Life-cycle Management



Device Summary

- Comprehensive device statistics
- Complete call history
- Device performance and status snapshot



Call Details

- View status of individual calls
- Real-time and historical quality data
- Simplify troubleshooting

IP Phone Manager

- Centralized IP phone management
- View real-time device status
- Zero-touch provisioning
- Perform mass software updates



Commissioning & provisioning

- Step-by-step SBC configuration
- Device auto-discovery
- Zero-touch provisioning



Operations

- Release management
- Fault and performance monitoring
- Security management
- Activity journal
- Mass operations



Assurance

- Real-time quality alarms
- Voice quality and call control analysis
- Quality troubleshooting and root cause analysis
- Scheduled reporting



Correction

- Immediate routing mitigations
- Direct device control
- Mass device correction measures
- Single-click rollback