

**Voxeo****V O X E O**

## Application Monitoring

*helps ensure the availability and quality of voice applications.*

The Voxeo™ Application Monitoring service helps ensure enterprise voice applications provide the uptime, availability, and functionality needed to deliver a high quality of service. Voxeo's service helps companies focus their limited time and resources on directly meeting customer needs.

### ***Save Engineering Development Time and Costs***

Voxeo's application monitoring service eliminates the need for voice developers to embed custom monitoring capabilities into their applications, reducing application development time and costs. Voxeo works closely with an enterprise's engineering team to customize monitoring services to meet their specific business requirements and ensure application performance quality and results. This approach combines flexible service specifications with stringent application monitoring tools.

### ***Minimize Down Time and Reduce Support Costs***

Voxeo's service begins with the development of specific script routines and automated batch test processes that will run in periodic intervals. The service also includes live 24x7 technical support to minimize application down time and the need for dedicated enterprise support resources. To identify errors, Voxeo automated batch processes make http requests to voice applications and related web servers at specified intervals to check performance and interaction with Voxeo's Voice Centers. If problems are identified, Voxeo's support staff further investigates by making a direct call into the application, verifies the circumstance, and then notifies the customer.

### ***The Voxeo Application Monitoring service includes:***

- tailored monitoring plans to meet specific requirements
- custom built automated batch processes to test application availability
- tests for application errors and utilization spikes
- live 24X7 technical support to troubleshoot problems as they arise
- immediate support notification for service affecting issues

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