



**InfoPlus®**  
empowering  
communications management

***New Offering!***

# Session Manager Book

*“One has to realize that the configuration windows available on the Avaya Aura management desk top do not give you much ability to ‘see’ what you have done. Your reports make the result of a configuration set of activities much more clear.”*

- Pre-Sales Engineer

## Document

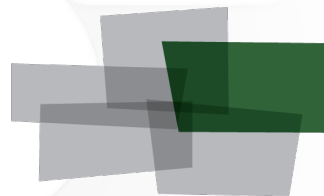
your Customers' SIP Network Routing Policy.

## Analyze

your Customers' SIP Network Routing Policy.

## Optimize

your Customers' SIP Network Routing Policy.



**Inventory**  
**Configuration**  
**Performance**  
**Security**  
**Backup**

# When it comes to managing Avaya's Session Manager, we just wrote the book.

It's called the InfoPlus **Session Manager Book**, and it's the industry's first and only documentation and analysis of Avaya's Session Manager. No one ever said that Session Manager routing is easy. As a result, many enterprises fall short of realizing the full value of their SIP investment. Some have even created new problems.

The **Session Manager Book** changes all that, as it provides more comprehensible access to relevant data and combines it with our proprietary analytics. The result: strategically valuable and actionable information that will verify a system's configuration, increase understanding, identify inconsistencies or errors, and otherwise help in ensuring that your customers' corporate routing policies are accurately reflected in their Session Manager programming.

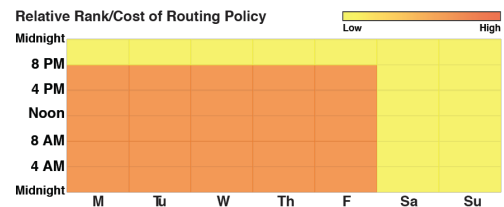
InfoPlus' **Session Manager Book** – without it, how would you or your customers know?

## Background

In theory, call centralization (or at least consolidation) under SIP is a smart strategy for achieving both management and cost benefits. Simply remove facilities and call routing from each individual system location and have them controlled via a centralized Session Manager application – but in practice, it's not so easy.

### Routing Policy: New York Dial Patterns (Unused)

**Administrative Notes:** Old DP Routing for NY  
**Destination:** NY SIP Trunks (SIP Trk)  
**Destination Notes:** AT&T SIP Trunks  
**Status:** Disabled  
**Associated Dial Patterns:** 1  
**Associated Regular Expressions:** 0

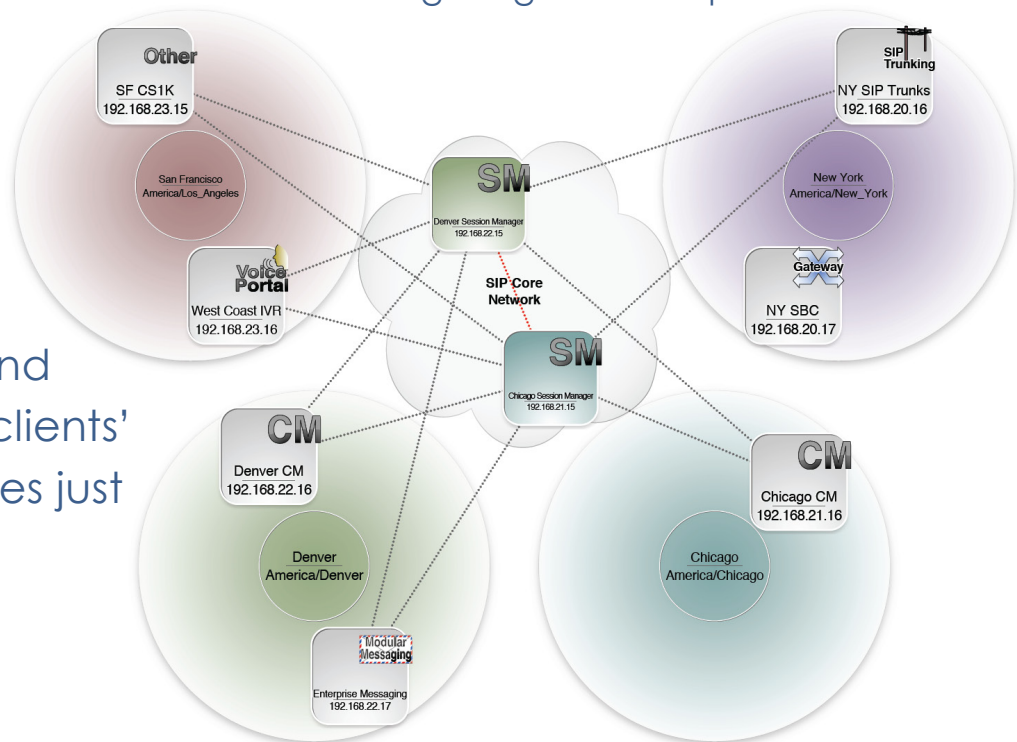


Sample Routing Policy

## The Problem

Traditionally, the end-user had the primary responsibility for call routing rules, while an engineer or technician was tasked with reflecting the end-user's desires in the system. Now, instead of reflecting only one location's routing "game plan," Session Manager can control call routing at the enterprise level – but it's a daunting task – made even more so by the fact that there has been no utility that neatly presents all call routing from all locations – until now!

## SIP Routing Diagram Example



Optimizing and evaluating your clients' SIP routing policies just got easier.

### The Solution Part I

### Clear, Comprehensive Documentation

"You can't manage what you don't know exists," is a common InfoPlus saying. So the InfoPlus **Session Manager Book** paints a detailed and well diagrammed picture of Session Manager. Domains, Locations, SIP Entities, Adaptations, Time Ranges, and Routing Policies are all captured, organized, and presented - textually and graphically.

### The Solution Part II

### Added Value

Session Manager's User Interface (UI) seriously lacks the capability to provide insight into a system's global configuration. In fact, we wonder how anyone (with the possible exception of Session Manager's developers) could begin to confidently modify an existing system without our invaluable documentation. It puts together all of the bits of information needed to present the complete picture.

- Complete definition of IP ranges
- Calculated Audio Bandwidth Settings
- Entities listed per location
- Diagram of SIP network
- Explanation of CDR & Entity Monitoring
- Routing Policy lists per Entity
- Adaptation parameters explained
- Format/explain Digit Conversion Rules
- Entities that use each Adaptation are listed
- Simplified explanation of Time Ranges
- Graphical depiction of Time Ranges
- Provide a list of Costing Ranks Used
- Format Dial Patterns for easy recognition
- Graphical depiction of Routing Policy Costs
- Identify geographic areas associated with given Area Codes

## The Solution Part III Actionable Analysis

IT Managers need to answer two basic questions: “Which SIP Entities in my network handle calls of a particular type?” and, conversely: “What types of calls are being sent to each SIP Entity?” Add Time-of-day routing, Tail End Hop Off and Alternate Fallback options on top of these basic questions, and you are almost sure to be trapped in a maze of uncertainty. Once again, **Session Manager Book** is at your service. For example, for each defined Dial Pattern and Regular Expression, **Session Manager Book** indicates the SIP Entities that could handle that call, the percentage of time each SIP Entity is the First Choice in call routing, and its Average Selection Order. The key benefit: hidden routing anomalies now become easily apparent.

A. First, consider the Originating Location of the caller. If a Dial Pattern can reach this SIP Entity from multiple Locations, it will be listed more than once.

C. This column summarizes where this SIP Entity is, on average, in the selection order of a Dial Pattern or Regular Expression.

Dial Pattern	From Location	% 1st Choice	Avg. Selection Order	Min/Max/Avg Cost
911 (Emergency 911)	Chicago	100.0	1.0	2 / 2 / 2.0
1-312-xxx-xxxx (Chicago Downtown & Loop)	All Locations	59.5	1.4	2 / 2 / 2.0
1-708-xxx-xxxx (Chicago Suburbs)	All Locations	40.5	2.6	0 / 10 / 6.2
1-773-xxx-xxxx (Chicago, not Downtown)	All Locations	16.4	1.8	2 / 4 / 2.8
1-872-xxx-xxxx (All of Chicago)	All Locations	0.0	2.0	8 / 10 / 8.6

B. Considering the Entity selection order for a Dial Pattern or Regular Expression may change during the week, this column shows the percentage of time this SIP Entity is first in the selection order.

D. Finally, to explain this Entity's selection order for a given pattern, review costs - the minimum, maximum and average cost of a pattern to reach this Entity.

## The Solution Part IV Exceptions Pinpointed

To more easily maintain effective enterprise-wide Network Routing, our Action Items section highlights inconsistent or questionable Network Routing Policy programming.

## Easy Accessibility

InfoPlus' **Session Manager Book** is available either as a one-time snap-shot, or as a subscription allowing periodic system verification for ongoing effective enterprise-wide Network Routing. A Session Manager file (AKA Network Routing Policy file) may be sent to us (we have step-by-step instructions for obtaining this file) or we can collect the data remotely. In either case, we can usually provide the custom-generated “book” within 48 hours of data collection.

## Call Today!

The InfoPlus **Session Manager Book**, along with our suite of other services, gives you the information you need – to help your customers realize the full value of their investment in SIP technology and infrastructure.

For additional information contact InfoPlus at:  
201-746-7200 or email us at [Sales@InfoPlusOnline.com](mailto:Sales@InfoPlusOnline.com)