DIAGKnowledge™ Service

Take preventive action to maintain and improve service availability for your customers.

DIAGKnowledge™ offers a Lucent 5ESS Switch performance monitoring and reporting service that can help the Service Provider improve the quality of service offered to its customers. DIAGKnowledge™ web-accessible reports provide a quick view of 5ESS switch conditions and health, with conditions requiring attention clearly ranked and color-coded so action can be taken to prevent outages before they occur.

Overview

Lucent Technologies **DIAGKnowledge™** Service is designed to help service providers improve the quality of service they can offer to their customers. This service generates reports that present a quick view of key information about Lucent 5ESS® switch conditions and health at both the switch and network levels. These reports present information, organized by importance and color-coded according to severity, which enables the service provider to efficiently address issues according to priority.

Benefits

- **Focus:** "Impact Lists" and indices for Hardware, Call Processing, and Software Performance enable you to rapidly – in minutes each morning – identify the problems that need to be addressed immediately and let you defer lower-level issues. Lucent's own data shows that ~5% of potential 5ESS® problems reported need to be addressed quickly, while action on the rest may be postponed.
- **Faster Resolution Speed:** Offers rich trouble-shooting support for hardware problems, down to pack lists, and shelf layouts, and also provides a plan of action. Additional time can be saved through hyperlinked access to portions of pertinent 5ESS® documentation and to the most current pack configuration status, enabling your staff to rapidly isolate causes and solutions, and eliminate the need for working through multiple, potential causes and solutions.
- **Oversight and Improved Communications:** You can develop a very clear understanding of how well the operations staff and 5ESS®'s respond to problems by observing the changes in index values and Impact List performance on a daily and monthly basis. The staff performing and managing the work have the same data so that greater efficiencies can result from more complete communications and work scheduling.
- **Shortened Training Time:** DIAGKnowledge™ emphasizes three key aspects of 5ESS® switch performance, enabling the operations staff to customize training to fit their switches' particular characteristics. New staff can be brought up to speed more quickly when they do not have to learn all aspects of the 5ESS® switch.

Features

- Provides daily and monthly, web-accessible reports about your contracted 5ESS® switches.
- Analyzes the 5ESS® data messages and traffic data from the read-only-printer (ROP) port to generate reports on hardware conditions, call processing effectiveness, and software performance of your 5ESS® switches.
- Helps you identify problem conditions and take preventive action before an outage occurs.

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Deliverables:

1. DIAGKnowledge™ Service generates detailed information in the following reports:
   a. Monthly Health Summary Report
   b. Daily Health Report
   c. Daily Hardware Conditions
   d. Daily Call Processing Effectiveness
   e. Daily Software Performance
2. Reports provide drill-down links to view performance impacts, indices, hardware troubleshooting, and other useful diagnostic information.

To learn more about our comprehensive portfolio of Remote Network Management Services, please contact your Lucent Technologies Sales Representative or your Lucent BusinessPartner or visit our web site at www.lucent.com.

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