

Highly Anticipated Summer 2016 Release



Aria's Visualizer 1.7



Visualizer 1.7 delivers the two most requested feature enhancements while continuing to further reduce issue research and resolution times while increasing staff efficiency and productivity.

In addition to our unique visualization of the Genesys event stream, we are enhancing Visualizer by making it a "Go-To" tool for identifying and resolving any contact center issue quickly and easily.

Aria's Visualizer 1.7 now provides:

1. SIP (Session Initiation Protocol) Information

- Presenting detailed SIP information by the Visualizer UI (User Interface); the industry standard SIP ladder diagram is augmented by expandable SIP events that show detailed header information
- Processing all SIP Information without impacting Quality of Service (QoS)

2. URS (Universal Routing Server) Information

- Displaying an interaction's step-by-step progression through a routing strategy (previously only a detailed URS log file review was available)
- Utilizing the details pane in Visualizer to quickly examine routing logic and easily identify and correct any routing issues
- Expanding each routing event/message to show the related input/output information and detailed routing logic executed

3. Visualizer New Client Server Architecture

- Handling query requests from the client application UI via a web service to return query results
- The new architecture allows interim day loading of data - which means issues and patterns are available sooner in near real-time, increasing the awareness and the ability to proactively respond

Aria's Visualizer is a customer interaction data analytics app that allows contact centers to search massive amounts of customer interaction data quickly, see the 'big picture' analysis needed for a proactive action, gain operational efficiency and lower costs.

"We've had a number of customers asking for a capability to show SIP messaging and the step-by-step routing strategy path information to further expand the reach of Visualizer, and thus, identify and resolve issues even faster. This enhancement makes Aria's Visualizer the definitive starting point for all contact center analysis and troubleshooting."

Ron Owens

Sr. VP of Products at Aria Solutions

To see a demo of these new features, contact your sales representative or visit [Aria's Visualizer page](#) to sign up.

