

INI EQUilibrium™

Intelligent Application Server Dispatch Software for Contact Centers

INI EQUilibrium is a software application dispatcher built specifically for the Avaya Aura® Experience Portal (AAEP) platform. The small application seamlessly directs inbound calls over multiple application servers, turning the contact center into an exquisitely balanced symphony, virtually eliminating application downtime.

INI EQUilibrium enables administrators to use the Avaya admin menu structure to manage multiple application servers, as the software integrates seamlessly with the portal. INI EQUilibrium creates an elegant, end-to-end uptime environment that meets a company's needs for flexibility, reliability and scale. This eliminates the need for network load balancers.

How it Works

INI EQUilibrium is effectively a traffic cop; dispatching and re-directing initial page fetch requests to an appropriate and available application server. INI EQUilibrium adds its menu options to any user with the administrator role. These options allow an administrator to define the universe of known application servers. Unlike a generic load balancer that remains in the path as a proxy, INI EQUilibrium is out of the path so it never affects calls in progress.

This Avaya DevConnect-compliant software eliminates the need for costly hardware options that complicate the portal design, present a significant point of failure, and require network engineering team assistance for configuration and maintenance.

INI EQUilibrium Features

- *Manage multiple application servers*
- *Define application server "clusters" (subsets of application servers)*
- *Dispatch application requests in ordered, round robin, or random fashion*
- *Place an application server into a "maintenance state" to perform service or updates without interrupting service*
- *Administer application directly from the Experience Portal Manager*
- *Generate alarms when application servers go in or out of service*



INI EQUilibrium Benefits

- Eliminates the need for additional load balancer hardware
- Minimizes service interruptions, providing end-to-end uptime
- Alerts administrators to issues via alarm messages
- Provides server-aware load balancing & application dispatching
- Centralizes administration with the portal administrator
- Eliminates the need to engage the networking team
- Does not interfere with IVR applications
- Only dispatches requests to application servers that are available via polling



Administering INI EQUilibrium

INI EQUilibrium administrators can define one or more “clusters” (subsets of application servers) to be used by an application. A cluster has a dispatch strategy—ordered, round robin, or random. In an ordered strategy, application servers are chosen in a strict fixed sequence defined by the administrator. INI EQUilibrium maintains a heartbeat with the application servers in each cluster and only dispatches requests to an application server that is available. When application servers change state, alarms are generated so that the administrator can be aware of the status of the application servers.

Additionally, INI EQUilibrium lets an administrator to place an application server in a “maintenance state,” effectively blocking it from taking additional calls until it is placed back online. This makes it easy to perform application server operations such as system reboots, upgrading software components, and running performance affecting backups.

All of this is accomplished with software that installs directly on the Experience Portal servers (EPM and MPPs) with no additional hardware.

Ideal Environment

INI EQUilibrium is designed for the AAEP platform’s architecture. Organizations requiring high-availability systems with multiple IVR application servers can greatly benefit from this application-aware software. Even organizations with one or two application servers can benefit from the ability to evaluate their server health and be notified of problems.

System Requirements

- Avaya Aura® Experience Portal 7.0 or later
- Installs directly on the EPM and MPPs*

* For EP platforms that implement zones, every application server administered in INI EQUilibrium requires the ability to be polled by any MPP located in any zone



Interactive Northwest, Inc. (INI)

was founded in 1992 to provide custom communications solutions built upon leading IVR and telephony platforms. It was one of the first companies to provide combined expertise in network and host connectivity database integration and telephony networks needed to deploy advanced communication solutions. INI is recognized for its expertise in voice response, speech recognition, CTI, security and SIP. INI’s devotion to quality and customer satisfaction is reflected in a track record of

successful implementations in a variety of client environments. INI’s software products and services address the complete life cycle of self-service implementations—from solution design and project management to interface development and test, deployment, documentation, training and ongoing support. The company’s differentiation lies in areas critical to the success of self-service systems: deep technical expertise in the underlying technologies—networking, operating systems, database integration and computer

telephony; a recognized talent for natural end-user dialog design that leads to a better experience for the caller; and a disciplined, highly-tuned project management process that ensures successful completion of the most complex projects on time and in budget. INI leverages this expertise to create innovative, standards-based tools that augment platform products. In addition, INI has developed several database integration tools and speech-recognition system tuning approaches that speed implementation and ensure the highest possible quality.

