VoIP for the NOC

SANOG10 NOC Workshop
29 Aug - 2 Sep 2007, New Delhi, India

Jonny Martin
jonny@jonnynet.net

VoIP for the NOC

- A very large topic

- Could easily spend 10 days on VoIP systems

  - We're going to spend 2x 90min session on it

- Lots of interesting and useful ways to use VoIP in both new and existing NOCs

  - We won't have to time to cover everything. Do ask questions if there is anything in particular you would like to know!

What to do with VoIP in your NOC?

- Standard PABX duty in your NOC

  - Use your office phone from across the internet, e.g. when you're at SANOG conferences

  - Setup conference rooms

  - Implement queues for your helpdesk and engineers

- Do something useful with incoming NOC calls

  - Try your PABX first, if that fails, trombone it out the PSTN

- Join INOC-DBA (Dial by ASN)

What to do to NOC to your VoIP

- Monitor your own and your customer's PABXs

- Escalate alerts to phone calls

    - SMS alerts don't always wake me up. A phone call normally does

    - Have your NOC box read out fault details to you over the phone

- Dial into your NOC and retrieve basic status information over the phone

    - Allows you to quickly check on a problem when you're out and about