VIDEO SERVICE OPERATIONS (1/3)

End-to-end service and user experience continuity management through the AVS Command Center.

EXECUTIVE DASHBOARD
- Executive summary of service availability (eg. VoD, Live)
- Executive summary of infrastructure components and technical modules (eg. database, cache, CDN)
- Real-time user experience and traffic (eg. number of users, TPS)
- Focus on today’s live events

MONITORING
- Monitoring of content availability, accessibility and streaming (VoD and live)
- Platform status overview (eg. TPS analysis, API request volume, concurrent content playback)
- Service interface status by device application (eg. Android)
- Overview of infrastructure components and technical modules by server CPU, memory, disk and load analysis
- Content indexing for search statuses
- Subscription status and reconciliation process
- Cloud infrastructure metrics, alerts and notification monitoring
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**DIAGNOSTICS**
- Application diagnostics (geolocation, traffic load, users, response time and error map)
- Service diagnostics (error/success response analysis)
- User diagnostics (access, playback and TPS)

**PERFORMANCE**
- Service interface performance and errors (users, playback and catalogs)
- Content duration publication performance
- Database connection performance and transaction health
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ALERTS
- Service and infrastructure alerts (eg. CPU utilization and latency)
- Interface and database notification alerts
- Alert analysis (eg. severity, category)

SOCIAL SENTIMENT ANALYSIS
- Post volume and text analysis
- Content satisfaction trends
- Social impact (gender, channel and location)
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