vyopta

for UCaaS

Monitoring and analytics to efficiently support the surge in remote collaboration, improving performance and user experience for UCaaS technologies and beyond.

PREVENT CAPACITY FAILURES

Track infrastructure and trunk capacity, license utilization over time to react swiftly and smartly to usage needs.

ENSURE QUALITY OF EXPERIENCE

Monitor participant quality throughout meetings, get proactive alerts on issues, and improve troubleshooting.

IMPROVE ADOPTION AND USAGE

Track how much users are participating virtually across locations, departments, and how they are engaging and joining.

> " Our **front-line team** used the quality data in Vyopta for **call quality investigations**, honing in to **find problematic meetings** and see **why multiple participants had bad quality** - all **without our UC specialists teaching** them how! "

AstraZeneca

Steve McClellan
Conferencing Technology & Innovation Manager

BlueJeans by Verizon

Cisco webex

Microsoft Teams

zoom

One Tool, Infinite Combinations
Go Beyond Standard OEM Monitoring

Vyopta's Collaboration Performance Management (CPM) platform takes you beyond the built-in vendor functionality by enabling:

- The ability to support surge in remote work without having to grow your IT team
- Insights to plan your future collaboration strategy
- Visibility into your video endpoints, conferencing platforms, interops, internal and external collaboration tools, and voice infrastructure
- Proactive detection of issues, and faster diagnosis & resolution
- Intuitive, flexible interface and workflow for UC and Service Desk teams
- Business-relevant insights and customizable dashboards and reports
  + more

CPM Features for UCaaS

	BlueJeans by Verizon	**Cisco webex**	**Microsoft Teams**	**zoom**
Live Call Monitoring Monitoring for Live Calls & Meetings with Quality of Service (QoS) details	✓	Upcoming		✓ *
Post-Call Troubleshooting Ability to view information from recent past calls (via CDRs or raw QoS metrics)	✓	Upcoming	✓ CDR Only	✓ *
Historical Performance Ability to analyze historical trends and identify systemic performance issues	✓	✓	✓	✓
Adoption & Utilization Insights into how UC platforms are used, how often, and more	✓	✓	✓	✓
Compatible SIP Endpoints	Direct Endpoint monitoring for SIP video endpoints, including live quality and peripheral status (Cisco video endpoints, Dolby Voice Rooms, Poly, LifeSize)			
Additional Device Support			• Microsoft Teams Rooms, Surface Hub (usage and quality analytics) • Participant details (ex. headset info) in CDRs	• Zoom Room status
Other UC Features & Components Supported		• Voice platforms (CUCM, CUBE, Jabber) • Expressway, Mobile Remote Access (MRA)	• Interop platforms • Skype for Business Online • "Rate my Call" feedback	• Zoom webinar

* Zoom API thresholds may be exceeded for some organizations – talk to your Vyopta representative. ✓ = Supported

Utilization & Capacity Reporting

- Scheduled/attended encounters
- Virtual meeting count, size, duration
- Video usage and engagement
- Peak meeting hours to plan capacity
- Top join methods (clients, browsers)
- Trends across departments, locations

Collaboration Performance

- Dashboards, alerts for proactive monitoring
- Quality for audio, video, presentation modes
- Status of video/audio endpoints, peripherals
- Trends, analytics to identify systemic issues
- User call ratings, home network and headset info (for select UCaaS platforms)