Technology Insights

vyopta

Defy Increased Collaboration Complexity with Vyopta

Technology Insights empowers you to optimize existing investments,
manage technology refreshes, intelligently plan new deployements, improve adoption,
and most of all improve quality to ensure flawless collaboration in the workplace.

VIDEO
Gain comprehensive visibility to intelligently monitor, manage performance, and optimize your video collaboration.

VOICE
Monitor & analyze large voice infrastructures and easily access Call Detail Records (CDRs)

MESSAGING
Get statistics on instant messaging and screen share sessions, file share and usage by user and system totals.

webex by CISCO

Microsoft Teams

BlueJeans by Verizon

Google Meet

RingCentral

zoom

CISCO

DOLBY VOICE

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lifesize

Microsoft

Real Time Monitoring

Get a grasp on performance and quality of live and recent meetings with real-time health status and detailed metrics, while transitioning from reactive to proactive UC performance management.

- Reduce troubleshooting times
- Diagnose issues accurately
- Proactively avert UC disruptions

Unify and easily find all of your UC data

- Trust one source of truth
- Easily filter, find specific calls
- Gain complete UC coverage

Quickly gauge health status

- Monitor live and recent calls
- See all calls, meetings, and call legs in one place
- Visualize trending quality and device issues

Get deep quality & health metrics fast

- Explore call quality time-series charts
- See status of endpoints, peripherals
- View intelligent CDR/CMRs

Detect problematic calls immediately

- Configure UC specific alerts
- Generate threshold specific notifications
- Integrate with service desk

Advanced Analytics

Generate actionable insights from historical performance trends and utilization data in order to enhance user experience, grow adoption, improve operational planning, and optimize capex and opex investments.

- Detect & resolve systemic issues
- Improve adoption & user experience
- Optimize operational planning & ROI
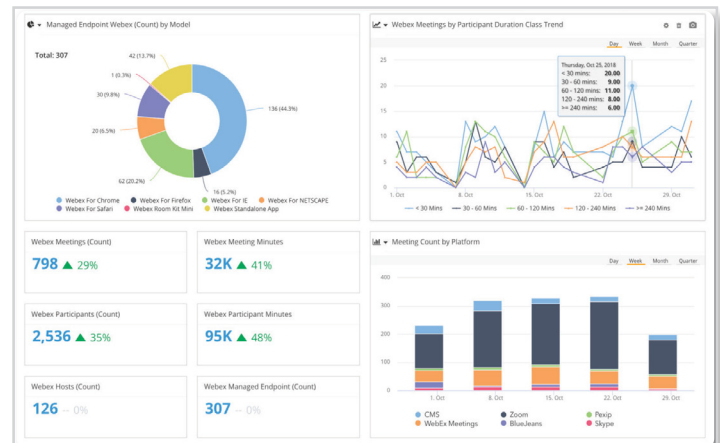
Track utilization and adoption

- Demonstrate impact of new investments
- Track usage, ROI across technologies
- Optimize user experience

Uncover macro systemic issues

- Visualize call failure, quality trends
- Identify remediation actions
- Track improvement over time

Analyze capacity and licensing trends

- See bridging, trunk capacity utilization
- Simplify operational planning
- Understand seasonality and trends

Save time through automated reporting

- Simplify report creation, avoid spreadsheets
- Make reports relevant with automated tagging
- Easily share reports