

Vyopta helps State and Local agencies ensure successful programs based on remote meetings for inmate visitation, psychiatric evaluation, health provider access.

Vyopta provides insights to help state and local judicial agencies:

- + Ensure quality video meeting links
- + Improve operational planning to meet peak hours and usage
- + Proactively track issues with live meetings
- + Track virtual patient-provider encounters
- + Monitor video meeting endpoint devices
- + Determine necessary future tech spend
- + Automate compliance reports to show proof of services, access established
- + Protection of State Accountability and Compliance records
- + Store data for prevention of false claims against agency



Compliance & Usage Reporting

Automated reports for funding/compliance and timely insights to address capacity constraints.

- # of scheduled/attended patient encounters
- Average length of virtual patient encounters
- Peak usage hours to plan capacity
- Trends across locations, specialties, etc.
- User, quality, and network issues across calls



Virtual Encounter Experience

Proactively monitor performance of visitation meetings and virtual patient encounters.

- Status of inmate, provider/visitor call links
- In-call quality, status for endpoints, peripherals
- Real-time time-series quality data per call
- Video quality assurance for improved encounters
- Ability to troubleshoot issues for up to 30 days

Trusted by Leading Cisco Collaboration Customers



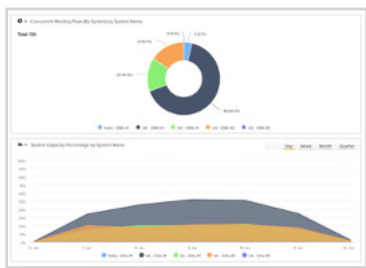
Contact our Public Sector Markets team at sales@vyopta.com

Cisco Collaboration + Vyopta → Protect and Serve with Data

Monitoring & analytics to optimize and scale Cisco deployments to support video-mandated services.

Prevent Capacity Failures

- Track licensing, bridging capacity
- Understand peak concurrent hours
- Get daily reports on capacity



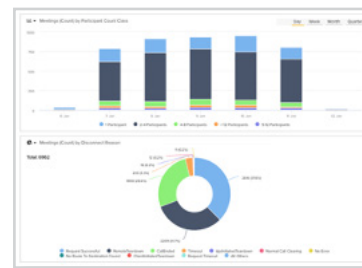
Ensure Quality of Experience

- Monitor participant quality metrics
- Get immediately alerted on issues
- See quality for live & past classes



Improve Visibility & Usage

- See how users are joining calls
- Analyze by location, faculty, etc.
- Understand increase in tech use



CPM Analytics®

Automate reporting, track usage & adoption, and intelligently plan & throttle capacity.

- Prevent bridging and trunk capacity failures
- Uncover and resolve systemic problems
- Understand usage and adoption



CPM Monitoring®

Proactively manage UC performance, and simplify troubleshooting.

- Get a quick pulse on overall call health
- See time-series charts across every call leg
- Get alerts & resolve UC issues quickly

Start with CMS/VCS/Expressway Today, Expand to Your Entire UC Tomorrow

Get started quickly with Vyopta's Collaboration Performance Management suite for Cisco CMS, VCS and Expressway Series technologies, then expand to additional Cisco collaboration technologies.



Cisco Jabber



CMS



HCS



CUCM



Webex and Webex Teams

Cisco endpoints,
CUBE, TMS, TPS,
MRA, MCU, TCS,
and more



Learn more at vyopta.com

Vyopta, the Collaboration Intelligence company, is a global leader in comprehensive monitoring and analytics for Collaboration Performance Management and Workspace Insights. By integrating insights from multi-vendor Unified Communications & Collaboration vendors and IOT devices, Vyopta helps organizations deliver the best UC user experience and optimize their UC and real estate investments. Vyopta helps hundreds of organizations worldwide spanning 20+ industries monitor 6 million endpoints and over 20 billion meeting minutes a year. ©2021 Vyopta Incorporated.