Intelligent, Actionable Alerting Engine

Ensure collaboration service delivery, by solving common use cases:

1. Proactively identify degraded experiences for VIP users
2. Isolate root-causes tied to UCaaS, corporate infrastructure and offsite worker setups affecting calls and meetings
3. Intelligently notify on issues, without increasing alert noise
4. Determine when home network, personal peripherals are potential culprits for remote participant issues on UCaaS
5. Identify anomalies in disconnect reasons
6. Extend troubleshooting beyond UC specialists to generalist IT Help Desk and Support teams.

Powered by Vyopta’s Intelligent Monitoring Engine to deliver for proactive detection and faster resolution.


- Ability to set Critical, Important, Informational thresholds and triggers, and choose associated notification actions
- Generate events based on individual or groups of users, devices
- Leverage advanced event logic to create actionable, meaningful alerts
- Choose from over 60 metrics, 350 filters for customization
- Set the duration that thresholds must to be exceeded to trigger events
- See lists of monitor rules and live views of monitor/alert statuses
- Send e-mail notifications to individuals, teams, cell phones
- Integrate into existing operations workflow by sending alerts to IT Service Management and ticketing systems (ServiceNow, BMC Remedy, etc.) or messaging platforms (Slack, Microsoft Teams, Webex)
- See personal alerts as well as those created across entire organization, and set user permissions

Trusted by Leading Enterprises & Organizations
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 19 billion meeting minutes a year. ©2020 Vyopta Incorporated.

Learn more at vyopta.com