

# Intelligent Monitoring Engine

## Ensuring collaboration service delivery

Solving common use cases to provide optimal collaboration

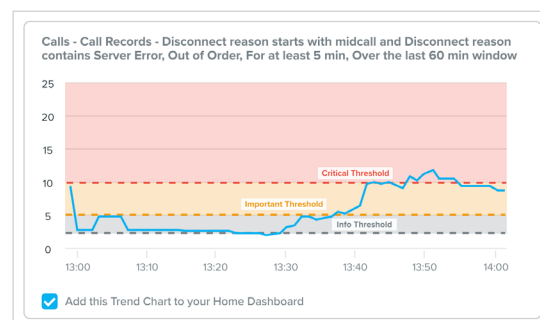
1. Proactively identify degraded experiences for VIP users
2. Isolate root-causes tied to UCaaS, corporate infrastructure and offsite worker setups affecting calls and meetings
3. Intelligently notify on issues, without increasing alert noise
4. Determine when home network, personal peripherals are potential 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.

Icon	Event	Name	Category	Match	Filtered by	Country	Created On
CRITICAL	⊞	Regression Call Issues - Call Issues	Call	Call Issues	Quality contains good	Shore	21 Jan 2021 - 08:05:05
INFO	⊞	COVID-19 2021 Events - Pexip	Endpoint	Fair Quality Calls		Shore	20 Jan 2021 - 09:06:04
INFO	⊞	PhoneBook Issues (MIS) - Misc	Meeting	Unicast Quality Monitor	System Name contains join	Lynn Rowland	20 Jan 2021 - 08:28:25
INFO	⊞	PhoneBook Call Connects - Call Connects	Call Connects	Call Connect		Natalia Helyar	20 Jan 2021 - 08:08:18
CRITICAL	⊞	PROCESSED Calls - Call Issues	Call	Call Issues		Shore	18 Jan 2021 - 12:32:11
CRITICAL	⊞	Regression Call Issues - Call	Call	Call Issues	Quality contains Bad	Shore	21 Jan 2021 - 08:05:05
CRITICAL	⊞	Exec Bridges - Test Court #1	Bridge	Test Court		Shore	18 Jan 2021 - 04:15:00
CRITICAL	⊞	Exec Calls - Call Connects - Call	Call	Call Connects	Resolution contains join	Shore	18 Jan 2021 - 04:05:00
CRITICAL	⊞	Regression Call Connects - Call	Call Connects	Test Court		Shore	20 Jan 2021 - 08:04:02
CRITICAL	⊞	Regression Call Issues - Misc	Call	Call Issues	Resolution contains join	Shore	20 Jan 2021 - 02:20:02
INFO	⊞	PhoneBook Issues (MIS) - Misc	Meeting	Trunks Up		Lynn Rowland	20 Jan 2021 - 08:07:18
CRITICAL	⊞	PhoneBook Issues (MIS) - Misc	Meeting	Trunks Up	Trunk Name contains CDR	Shore	20 Jan 2021 - 07:25:54
INFO	⊞	Regression Connects - Call	Endpoint	In Call Count		Shore	22 Jan 2021 - 07:04:24
CRITICAL	⊞	COVID-19 2021 Events - Misc	Endpoint	Good Quality Calls		Shore	18 Jan 2021 - 08:04:18
INFO	⊞	PhoneBook Issues (MIS) - Misc	Meeting	Trunks Up	Trunk Name does not contain	Lynn Rowland	20 Jan 2021 - 08:08:05
CRITICAL	⊞	PhoneBook Issues (MIS) - Misc	Meeting	Test Court		Shore	18 Jan 2021 - 03:05:01
CRITICAL	⊞	Exec Bridges - Test Court #1	Bridge	Test Court	Bridge #1 (Blackburn)	Shore	18 Jan 2021 - 04:05:01
CRITICAL	⊞	Regression Call Bar quality - Call	Call	Test Quality Calls		Shore	18 Jan 2021 - 03:04:07
CRITICAL	⊞	Regression Connects - Misc	Endpoint	Trunk Name does not contain		Shore	18 Jan 2021 - 03:05:00
CRITICAL	⊞	Regression Call Connects - Call	Call Connects	Call Connects	System Name contains CDR	Shore	22 Jan 2021 - 09:09:02
CRITICAL	⊞	PhoneBook Issues (MIS) - Misc	Meeting	Trunk Calls Good		Lynn Rowland	20 Jan 2021 - 07:04:18

## Powered by Vyopta's Intelligent Monitoring Engine to deliver for proactive detection and faster resolution

Manageable. Actionable. Granular. Integratable. Insightful. Customizable.

- Ability to set Critical, Important, Informational thresholds and triggers, and choose associated notification actions
- Generate events based on individual or groups of users and devices
- Leverage advanced event logic to create actionable, meaningful alerts
- Choose from over 60 metrics, 200 events & 350 filters
- Set the duration that thresholds must be exceeded to trigger events
- See all 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



Notify your team

Critical  Warn  Info

Subject: Alert - VCS, Pexip or EPM (Quality Fair or Bad) is greater than 5 min

Sent as: Custom HTML

Frequency: All occurrences

To (recipient): john.smith@smith-tech.com

Email body: Heads up - this alert shows the Calls - Call Streams - Quality equals Fair or Bad and Data Source contains VCS or Pexip or EPM - Is greater than 5 min.

Days: S M T W T F S

Active Schedule (CDT): 00:00 to 23:59

## Trusted by leading enterprises and organizations

