

Monitoring and Analytics to improve Microsoft Teams performance and user experience



IMPROVE USER EXPERIENCE

Proactively identify and eliminate systemic quality issues and those affecting VIP Executive users whether remote or in office



SEE TEAMS AND MORE

See Microsoft Teams Rooms, compatible interops and devices, Skype for Business and other UC technology together.



IMPROVE ROI, USAGE, EXPERIENCE

Gain insights to improve adoption, optimize costs, boost productivity, and train users, all while efficiently scaling IT to manage usage.



Vyopta's Technology Insights help UC and Service Desk teams by providing:

- Visibility into video call quality in addition to audio
- Ability to proactively identify & quickly troubleshoot issues
- Single-pane-of-glass to optimize mixed UC environments
- Intuitive, flexible, user-friendly workflow for UC
- Business-relevant insights via tagging, customized reports

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Vyopta helps to manage performance not only for Microsoft Teams, but also across compatible endpoints, on-premises and cloud video interops (CVIs), session border controllers (SBCs), and other UCaaS and UC technologies. For new rollouts, Vyopta's vendor-agnostic approach helps maintain visibility into usage, performance and quality during migrations, helping to move off older platforms more quickly, and ensure users are having an optimal experience.

Vyopta Support for Microsoft Teams and Skype for Business

Use Cases	Microsoft Teams	Skype for Business Online	Skype for Business
Locate call/meeting issues quickly	✓	✓	✓
Accurately diagnose problems	✓	✓	✓
Proactively get alerted to issues	✓	✓	✓
Analyze adoption & usage behavior	✓	✓	✓
Detect systemic performance issues	✓	✓	✓
Automate business reporting	✓	✓	✓

Vyopta Support for Conferencing Devices

Use Cases	As SIP/H.323 Endpoints (Using Vyopta's endpoint monitoring)				As Microsoft Teams Rooms (Using data from Microsoft Teams)							
	poly	lifesize	DOLBY VOICE	CISCO	poly audioCodes	Yealink	hp	Lenovo	crestron	logitech	Microsoft Surface Hub	
Locate call/meeting issues quickly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Accurately diagnose problems	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Proactively get alerted to issues	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Monitor device status and reliability	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Analyze adoption & usage behavior	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Detect systemic performance issues	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Automate business reporting	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

“Our front-line team used the MS Teams 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!

