Vyopta for Webex

The best way to monitor, support, and optimize Webex and remote collaboration along with your entire Cisco and multi-vendor UC environment.

SIMPLIFY UC MONITORING

Troubleshoot video and audio calls with an intuitive interface that helps IT teams detect, diagnose and resolve issues faster.
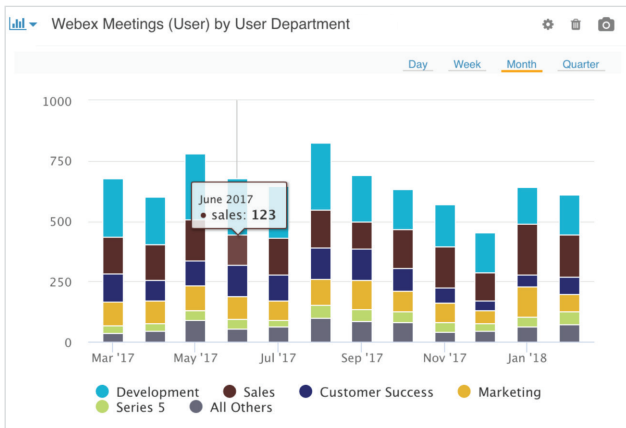
SEE WEBEX AND BEYOND

Gain richer insights by tracking key metrics simultaneously across Webex, Cisco video endpoints, on-premises UC technology, and more.

## 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 Collaboration Performance Management (CPM) platform helps UC and Service Desk teams by providing:

- Direct monitoring of cloud & premises-registered endpoints
- Ability to proactively identify & quickly troubleshoot issues
- Single-pane-of-glass to optimize mixed UC environments
- Intuitive, flexible, user-friendly workflow, dashboards for UC
- Sophisticated alerting and integration with ITSM (ex. ServiceNow)
- User tagging for customized, business-relevant reports

Understand and optimize participant experience whether users are joining with video endpoints, personal devices or via audio join methods. Track VoIP usage metrics, and identify meetings using expensive dial-in options to guide user training and reduce expenses. Combine location and dial-in information to optimize your audio providers across global deployments. For video endpoints, Vyopta collects real-time data directly from Cisco and third-party endpoints, regardless of what system they are registered to. UC teams can monitor live status of devices and their microphone, camera and touch panel peripherals, and ensure optimal experience for VIP.
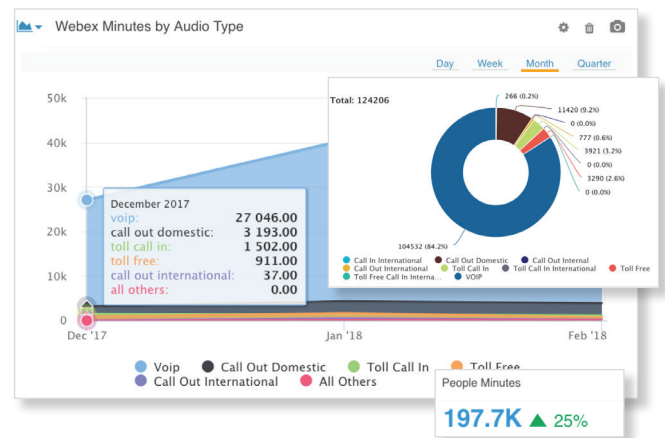
> **Freaking fantastic.** *Vyopta shows me Webex data that I was looking for all along: What meetings are active **right now?** Who is **currently** experiencing quality issues?*

Charter COMMUNICATIONS

Vyopta for Webex

Vyopta Support for Webex

Use Cases		webex by cisco
CPM Monitoring®	Locate call/meeting issues quickly	✓
	Accurately diagnose problems	✓
	Proactively get alerted to issues	✓
CPM Analytics®	Analyze adoption & usage behavior	✓
	Detect systemic performance issues	✓
	Automate business reporting	✓

Vyopta Support for Cisco and other SIP Endpoints

	Use Cases	As SIP/H.323 Endpoints (Using Vyopta's endpoint monitoring, supplemented with data from Cisco)						
		CISCO Many Models	webex by cisco Room Devices	webex by cisco Desk Devices	webex by cisco Boards	poly	lifesize	DOLBY VOICE
CPM Monitoring®	Locate call/meeting issues quickly	✓	✓	✓	✓	✓	✓	✓
	Accurately diagnose problems	✓	✓	✓	✓	✓	✓	✓
	Proactively get alerted to issues	✓	✓	✓	✓	✓	✓	✓
	Monitor endpoint status and reliability	✓	✓	✓	✓	✓	✓	✓
Analytics® **CPM**	Analyze adoption & usage behavior	✓	✓	✓	✓	✓	✓	✓
	Detect systemic performance issues	✓	✓	✓	✓	✓	✓	✓
	Automate business reporting	✓	✓	✓	✓	✓	✓	✓

✓ = Supported

Learn more by visiting www.vyopta.com/webex.