Six Key Benefits of Vyopta Over Google Native Tools

1 **Single-pane-of-glass for Google Meet and multi-vendor UC.** See Google Meet Meetings, Meet hardware, SIP endpoints, interops, and more.

2 **User and device tagging to create actionable reporting** on the metrics you care about the most (e.g., VIPs, business unit, department, location).

3 **Customizable and dynamic dashboards** to identify issues quickly and avoid having to wade through static reporting to find potential problems.

4 **Configurable alerts that integrate into ServiceNow** and other IT support systems to proactively resolve issues before they escalate.

5 Purpose-built **workflows that scale your Help Desk Team** and reduce issue resolution time. IT and UC staff use Vyopta with minimal training.

6 Understand your data with **out-of-the-box visualizations and years of analytics data** to fully understand Google Meet utilization and experience.

Vyopta offers the only purpose-built platform for UC monitoring and analytics with coverage of Google Meet.

Vyopta vs. Google Native Tools
Detailed Comparison

Value	Monitoring & Troubleshooting Use Cases	Vyopta	Google
Proactively Manage & Improve Performance, Reliabilty, Quality	Generate alert tickets for unreported call issues	✓	
	Gauge overall health and status of call and meeting experience	✓	
	Easily identify whether an issue is isolated or systemic	✓	
	Track endpoint status and quality by department, VIP user, model, location	✓	limited
Quickly Locate Call/Meeting Issues for Troubleshooting	Investigate a reported call issue/ticket w/ known host e-mail, meeting no, conf ID	✓	✓
	Locate a reported bad call without full call information details	✓	
	Get a quick view of quality and participants on all calls	✓	
Accurately Diagnose Issues	Get participant join information details and client CPU usage	✓	✓
	Identify and accurately diagnose issues in calls within mixed UC env'n	✓	
	See status of SIP/H323 endpoints and peripherals	✓	

Value	Analytics & Reporting Use Cases	Vyopta	Google
Adoption & Usage	Track Meeting and participant usage	✓	limited
	Detailed endpoint usage, top/bottom used, etc	✓	limited
	Flexible filtering to slice usage by different categories	✓	limited
	Technology transition planning and usage	✓	
Systemic Performance Issues	Trending and analytics on quality across Google Meet Meetings and participants	✓	
	Performance management for SIP/H.323 endpoints	✓	
	Performance management for Meet hardware and Jamboards	limited	limited
Business Reporting & Automation	Basic Reporting	✓	limited
	Flexible custom business integration - eg view by location, department, BU	✓	limited
	Flexible dashboards	✓	
	Automate, schedule and shareable reports	✓	limited