

Six Key Benefits of Vyopta Over Zoom Dashboard



- 1 Single-pane-of-glass for zoom and multi-vendor UC.** See Zoom Meetings, SIP endpoints, Zoom Rooms along with other on-premises UC and UCaaS.
- 2 User 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 More detailed** Zoom User information, Zoom Room analytics, and CRC license utilization, and **direct real-time monitoring** of SIP endpoints.

“Vyopta is very powerful for us because in one tool we can see how much each platform is getting used by our clinical and academic groups and the quality across each system. I have visibility into Zoom calls, and can see information for Zoom alongside Webex.”

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Vyopta vs. Zoom Dashboard

Detailed Comparison



Value	Monitoring & Troubleshooting Use Cases	Vyopta	Zoom
Proactively Manage & Improve Performance, Reliability, 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	✓	
	Get alerted to device status changes and issues	✓	✓
	Track endpoint status and quality by department, VIP user, model, location	✓	✓
Quickly Locate Call/Meeting Issues for Troubleshooting	Investigate a reported call issue/ticket w/ known host e-mail, meeting #, conference ID	✓	✓
	Investigate quality for participants joining from SIP endpoints	✓	limited
	Investigate issues with on-premises registered endpoints	✓	limited
	Locate a reported bad call without full call information details	✓	
	Get a quick view of quality and participants on all calls	✓	
Accurately Diagnose Issues	Understand and diagnose quality metrics via time-series charts	✓	✓
	Get participant join information details and client CPU usage	upcoming	✓
	Identify and accurately diagnose issues in calls within mixed UC env'n	✓	
	See status of Zoom Room endpoints and peripherals	limited	✓
	See status of SIP/H323 endpoints and peripherals	✓	
Value	Analytics & Reporting Cases	Vyopta	Zoom
Adoption & Usage	Track meeting and participant usage	✓	✓
	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	Track Zoom Meetings and participants usage	✓	✓
	Trending and analytics on quality across Zoom Meetings and participants	✓	
	Performance management for SIP/H323 endpoints	✓	
	Performance management for Zoom Rooms	✓	✓
Business Reporting & Automation	Basic reporting	✓	✓
	Flexible custom business integration - e.g. view by location, department, BU	✓	limited
	Flexible dashboards	✓	
	Automate, schedule and shareable reports	✓	

*Zoom Meeting monitoring support requires customers to either request Zoom to increase the throttling limit or add Zoom Data Streaming Service (DSS) support.