



COLLABORATION PERFORMANCE MANAGEMENT (CPM)

Defy increasing UC complexity with Vyopta

Collaboration Performance Management (CPM) empowers you to optimize existing investments, manage technology refreshes, intelligently plan new deployments, improve adoption, and most of all improve quality to ensure flawless collaboration in the workplace.



Video

Gain comprehensive visibility to intelligently monitor, manage performance, and optimize your video collaboration.



Voice

Monitor & analyze large voice infrastructures and easily access Call Detail Records (CDRs).



Messaging

Get statistics on instant messaging and screen share sessions, file share and usage by user and system totals.



Cisco Webex



Webex Teams



BlueJeans



Skype for Business

zoom



About Vyopta: Vyopta is a leading provider of unified communications and collaboration performance management solutions. Vyopta monitors over 2 billion minutes of unified communications and collaboration meetings conducted annually on systems including: Cisco, Microsoft, Polycom, Pexip, Vidyo, Zoom and more. Our products are used in over 20 industries by the largest enterprises in the world including Bloomberg, Stanford University, and the US Department of Veterans Affairs. Vyopta is headquartered in Austin, TX.

Learn more at vyopta.com/product/cpm.

Source	Target	Data Source	Start Time	End Time	Duration	Quality (Last Known)	Call Rate	Presentation	Details
Hall of Justice	richard.winkel...	SKYPE	01/09/2019 15:49:46	01/09/2019 15:49:46	1m 4s	● BAD	2,048.000	Off	Quality CF
Chris Gant...	richard.winkel...	PEXP	01/09/2019 14:01:18	01/09/2019 14:01:18	7m 29s	● BAD	2,048.000	Off	Quality CF
3006026389	2072	ZOOM	01/09/2019 15:11:05	01/09/2019 15:11:05	15s	● FAIR	1,024.000	None	Quality CF
2146461045	2072	JLN	01/09/2019 13:41:50	01/09/2019 13:41:50	14s	● FAIR	1,024.000	None	Quality CF
3682	Case 7010 TP...	CTPS	01/09/2019 14:50:15	01/09/2019 14:50:15	1h 33m 54s	● GOOD	1,024.000	None	Quality CF
3510	Case 7010 TP...	CTPS	01/09/2019 14:50:11	01/09/2019 14:50:11	1h 33m 54s	● GOOD	1,024.000	None	Quality CF
3520	Case 7010 TP...	CTPS	01/09/2019 14:50:04	01/09/2019 14:50:04	1h 33m 1s	● GOOD	1,024.000	None	Quality CF
5128914000	175/6903140	CMS	01/09/2019 16:51:00	01/09/2019 16:51:02	62s	● GOOD	1,024.000	None	Quality CF
unlyranka@...	617575033149	CUCM CDR	01/09/2019 16:50:59	01/09/2019 16:51:28	29s	● GOOD	0	Reveal	CF
Hall of Justice	forvess@vypol...	EPM	01/09/2019 16:00:50	01/09/2019 16:00:53	27m 43s	● GOOD	2,048.000	Off	Quality CF
Foreas of Sol...	halmjankov@...	EPM	01/09/2019 16:00:10	01/09/2019 16:00:02	27m 43s	● GOOD	2,048.000	Off	Quality CF
4154501308	5120299713	CMS	01/09/2019 16:20:50	01/09/2019 16:20:28	31s	● GOOD	1,024.000	None	Quality CF
4154501338	Isake.eng@eng...	CUCM CDR	01/09/2019 16:20:53	01/09/2019 16:20:56	3s	● GOOD	0	Reveal	CF

Get a grasp on performance and quality of live and recent meetings with real-time health status and detailed metrics, while transitioning from reactive to proactive UC performance management.

- Reduce troubleshooting times
- Diagnose issues accurately
- Proactively avert UC disruptions

Unify and easily find all of your UC data

- Trust one source of truth
- Easily filter, find specific calls
- Gain complete UC coverage

Quickly gauge health status

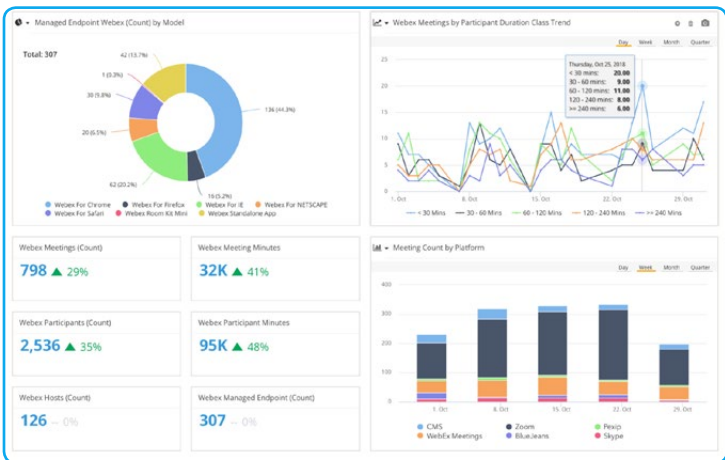
- Monitor live and recent calls
- See all calls, meetings, and call legs in one place
- Visualize trending quality and device issues

Get deep quality & health metrics fast

- Explore call quality time-series charts
- See status of endpoints, peripherals
- View intelligent CDR/CMRs

Detect problematic calls immediately

- Configure UC specific alerts
- Generate threshold specific notifications
- Integrate with service desk



Generate actionable insights from historical performance trends and utilization data in order to enhance user experience, grow adoption, improve operational planning, and optimize capex and opex investments.

- Detect & resolve systemic issues
- Improve adoption & user experience
- Optimize operational planning & ROI

Track utilization and adoption

- Demonstrate impact of new investments
- Track usage, ROI across technologies
- Optimize user experience

Uncover macro systemic issues

- Visualize call failure, quality trends
- Identify remediation actions
- Track improvement over time

Analyze capacity and licensing trends

- See bridging, trunk capacity utilization
- Simplify operational planning
- Understand seasonality and trends

Save time through automated reporting

- Simplify report creation, avoid spreadsheets
- Make reports relevant with automated tagging
- Easily share reports