



# COLLABORATION PERFORMANCE MANAGEMENT (CPM)

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.



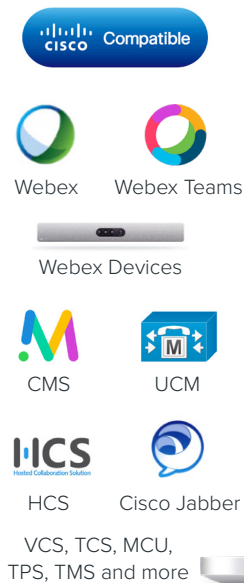
## Voice

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.



Learn more at [www.vyopta.com/product/cpm](http://www.vyopta.com/product/cpm).

**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.



# CPM MONITORING™

Calls

Show: 4 hours 12:55 - 16:55 LIVE-ON Capture

Add Filter (e.g. Meeting Name contains john)

Source	Target	Data Source	Start Time	End Time	Duration	Quality (Last Known)	Call Rate	Presentation	Details
Hall of Justice	richard.mitchel...	SKYPE	01/08/2019 15:49:48	CALL IN PROGRESS	1m 4s	● BAD	2,048,000	Off	Quality <a href="#">CF</a>
Chris Gentsch	richard.mitchel...	PEXP	01/08/2019 14:01:18	CALL IN PROGRESS	7m 29s	● BAD	2,048,000	Off	Quality <a href="#">CF</a>
800678289	2072	ZOOM	01/08/2019 15:11:05	CALL IN PROGRESS	15s	● FAIR	1,024,000	None	Quality <a href="#">CF</a>
2146481045	2072	BJN	01/08/2019 13:41:50	CALL IN PROGRESS	14s	● FAIR	1,024,000	None	Quality <a href="#">CF</a>
3982	Cisco 7010 TP...	CTPS	01/08/2019 15:50:15	CALL IN PROGRESS	1h 38m 50s	● GOOD	1,024,000	None	Quality <a href="#">CF</a>
3510	Cisco 7010 TP...	CTPS	01/08/2019 15:50:11	CALL IN PROGRESS	1h 38m 54s	● GOOD	1,024,000	None	Quality <a href="#">CF</a>
3520	Cisco 7010 TP...	CTPS	01/08/2019 15:50:04	CALL IN PROGRESS	1h 37m 1s	● GOOD	1,024,000	None	Quality <a href="#">CF</a>
5128914200	17576933149	CMS	01/08/2019 16:51:00	01/08/2019 16:51:52	52s	● GOOD	1,024,000	None	Quality <a href="#">CF</a>
emily.ramirez@...	917576933149	CUCM CDR	01/08/2019 16:50:59	01/08/2019 16:51:28	29s	● GOOD	0		Record <a href="#">CF</a>
Hall of Justice	forrester@voopt...	EPM	01/08/2019 16:00:20	01/08/2019 16:28:03	27m 43s	● GOOD	2,048,000	Off	Quality <a href="#">CF</a>
Forrester of Sol...	halofjustice@v...	EPM	01/08/2019 16:00:19	01/08/2019 16:28:02	27m 43s	● GOOD	2,048,000	Off	Quality <a href="#">CF</a>
4154031339	5126394973	CMS	01/08/2019 16:25:55	01/08/2019 16:26:26	31s	● GOOD	1,024,000	None	Quality <a href="#">CF</a>
4154031339	blake.mcghee@...	CUCM CDR	01/08/2019 16:25:53	01/08/2019 16:25:56	3s	● GOOD	0		Record <a href="#">CF</a>

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

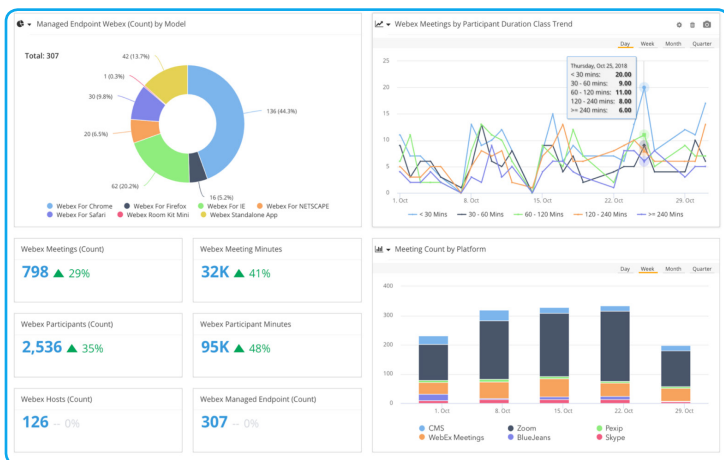
- Explore call quality time-series charts
- See status of endpoints, peripherals
- View intelligent CDR/CMRs

## Detect problematic calls immediately

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



# CPM ANALYTICS™



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