



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.



WebEx



Webex Teams



CMS



UCM



HCS



Cisco Jabber

VCS, TCS, MCU, TPS,
TMS, CUBE and more



Learn more at www.vyopta.com/product/cpm.

About Vyopta: Vyopta is a leading provider of collaboration performance management and meeting room insights solutions. With coverage that spans video, voice, and messaging from Cisco, Microsoft, Poly, Pexip, Zoom, Bluejeans, and more, Vyopta helps companies improve quality of experience, accelerate workplace transformation and optimize investments across UC and conference rooms. Vyopta monitors and analyzes over 10 billion meeting minutes annually across the largest enterprises in the world, including Workday, AstraZeneca, Stanford University, Shared Services Canada and the US Department of Veterans Affairs.

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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 CF
Chris Gentsch	richard.mitchel...	PEIP	01/08/2019 14:01:18	CALL IN PROGRESS	7m 29s	● BAD	2,048,000	Off	Quality CF
800678289	2072	ZOOM	01/08/2019 15:11:05	CALL IN PROGRESS	15s	● FAIR	1,024,000	None	Quality CF
2146481045	2072	BUN	01/08/2019 13:41:50	CALL IN PROGRESS	14s	● FAIR	1,024,000	None	Quality CF
3982	Cisco 7010 TP...	CTPS	01/08/2019 15:50:15	CALL IN PROGRESS	1h 38m 50s	● GOOD	1,024,000	None	Quality CF
3510	Cisco 7010 TP...	CTPS	01/08/2019 15:50:11	CALL IN PROGRESS	1h 38m 54s	● GOOD	1,024,000	None	Quality CF
3520	Cisco 7010 TP...	CTPS	01/08/2019 15:50:04	CALL IN PROGRESS	1h 37m 1s	● GOOD	1,024,000	None	Quality CF
5128914200	17576933149	CMS	01/08/2019 16:51:00	01/08/2019 16:51:52	52s	● GOOD	1,024,000	None	Quality CF
emily.ramirez@...	917576933149	CUCM CDR	01/08/2019 16:50:59	01/08/2019 16:51:28	29s	● GOOD	0		Record CF
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 CF
Fortress of Soli...	halofjustice@v...	EPM	01/08/2019 16:00:19	01/08/2019 16:28:02	27m 43s	● GOOD	2,048,000	Off	Quality CF
4154631339	5126394973	CMS	01/08/2019 16:25:55	01/08/2019 16:26:26	31s	● GOOD	1,024,000	None	Quality CF
4154631339	blake.mcghee@...	CUCM CDR	01/08/2019 16:25:53	01/08/2019 16:25:56	3s	● GOOD	0		Record 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

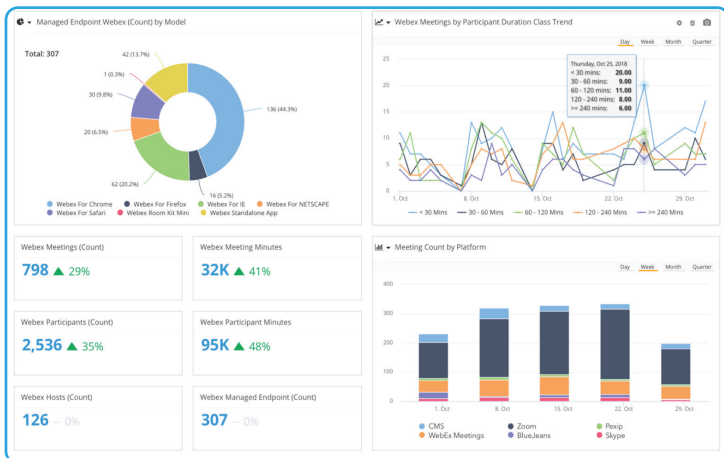
Get deep quality & health metrics fast

- 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

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