

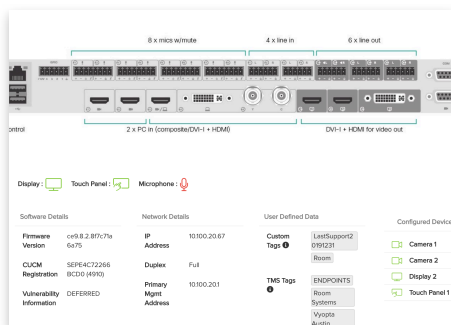
## Improve reliability and call quality with purpose-built monitoring and alerts for video endpoints

- Call Availability Status
- Peripheral Monitoring
- Customized Visualizations
- Quality Score
- Call Details & Dataset
- Live and Recent History
- Core Reliability Alerting
- Detailed Call Quality Alerts
- Deep Device Health Warnings



“I can now go to the networking team and say ‘Here specifically is the problem’, instead of ‘a problem exists somewhere’.”

*Gary Blumberg, Video Services Manager, Hartford Healthcare*



### Ensure Endpoint and Peripheral Reliability

#### Call Availability Status

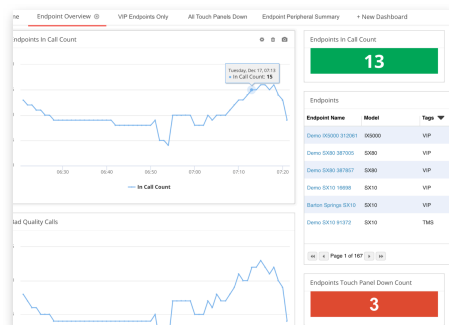
Understand registration as reported from the endpoint directly (the most accurate source)

#### Peripheral Monitoring

See the statuses of specific cameras, displays, microphones, and touch panels connected to your endpoints

#### Customized Visualizations

Design dashboards to meet specific needs including segmentation by endpoint tags



### Improve Endpoint Call Quality

#### Quality Score

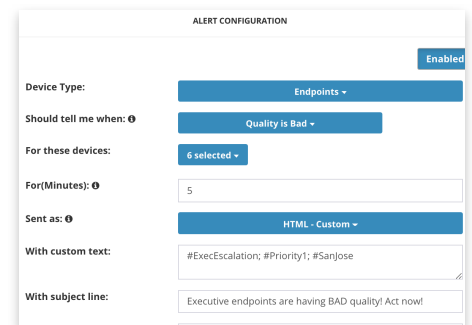
Experience Vyopta's proprietary quality algorithm creates a simple “Good”, “Fair”, and “Bad” grade for each call

#### Call Details

See the entirety of a call's performance across jitter, packet loss, bitrate, and framerate

#### Live and Recent History

View all metrics live in real-time or in recent history via dialing back the clock



### Proactively Uncover and Resolve Issues

#### Core Reliability Alerting

Immediately know key issues like loss of call registration and connectivity of camera, display, microphone, and touch panel

#### Detailed Call Quality Alerts

Understand when endpoints are experience bad quality calls including detailed thresholds for jitter and packet loss

#### Customizations and Integrations

Utilize granular settings for triggers, scheduling, and send types including custom HTML to integrate with ITSMs