

vyopta for Microsoft Teams



Monitoring and analytics to efficiently support the surge in remote collaboration, improving performance and user experience for Microsoft Teams and beyond.



SIMPLIFY UC MONITORING

Troubleshoot video and audio calls with an intuitive interface that helps IT teams detect, diagnose and resolve issues faster.



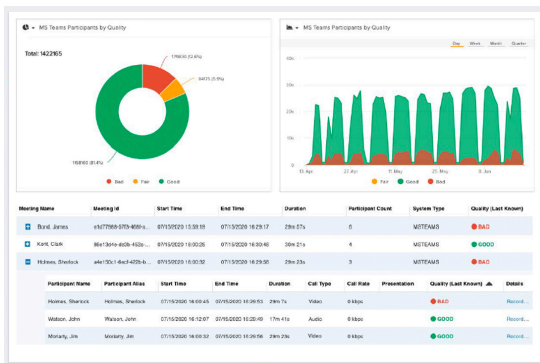
ACCELERATE TEAMS ROLLOUTS

Track key metrics simultaneously across on-premises and UCaaS systems to transition faster and cheaper.



IMPROVE ROI, USAGE, EXPERIENCE

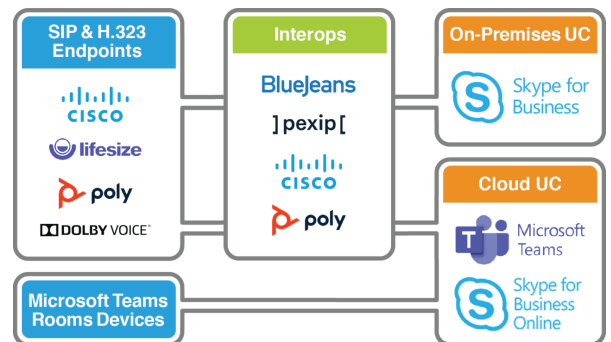
Gain insights to improve adoption, optimize costs, boost productivity, and train users, all while efficiently scaling IT to manage usage.



Vyopta's Collaboration Performance Management (CPM) platform helps UC and Service Desk teams by providing:

- Visibility into video call quality in addition to audio
- Ability to proactively identify & quickly troubleshoot issues
- Single-pane-of-glass to optimize mixed UC environments
- Intuitive, flexible, user-friendly workflow for UC
- Business-relevant insights via tagging, customized reports

Vyopta helps to manage performance not only for Microsoft Teams, but also across compatible endpoints, on-premises and cloud video interops (CVIs), session border controllers (SBCs), and other UCaaS and UC technologies. For new rollouts, Vyopta's vendor-agnostic approach helps maintain visibility into usage, performance and quality during migrations, helping to move off older platforms more quickly, and ensure users are having an optimal experience.






“Our front-line team used the MS Teams quality data in Vyopta for **call quality investigations**, honing in to **find problematic meetings** and see **why multiple participants had bad quality** - all **without our UC specialists teaching them how!**”

AstraZeneca

Steve McClellan






Conferencing Technology & Innovation Manager

Vyopta Support for Microsoft Teams and Skype for Business












Use Cases	 Microsoft Teams	 Skype for Business Online	 Skype for Business
	CPM Monitoring[®] Locate call/meeting issues quickly	✔ Post-Call CDRs Only	✔ Post-Call CDRs Only
Accurately diagnose problems	✔ Post-Call CDRs Only	✔ Post-Call CDRs Only	✔
Proactively get alerted to live issues	Upcoming (Alerting on CDR data)	Upcoming (Alerting on CDR data)	✔
CPM Analytics[®] Analyze adoption & usage behavior	✔	✔	✔
Detect systemic performance issues	✔	✔	✔
Automate business reporting	✔	✔	✔

✔ = Supported

Vyopta Support for Interoperability Platforms

Use Cases	On-Premises / Self-Hosted		Cloud Video Interops (CVI)		
	]pexip[Infinity (self-hosted)	 poly RMX	 BlueJeans Gateway	]pexip[Infinity	 CISCO Webex (TBA)
CPM Monitoring[®] Locate call/meeting issues quickly	✔	✔	Upcoming	Upcoming	Future (interop not released)
Accurately diagnose problems	✔	✔	Upcoming	Upcoming	Future (interop not released)
Proactively get alerted to live issues	✔	✔	Upcoming	Upcoming	Future (interop not released)
CPM Analytics[®] Analyze adoption & usage behavior	✔	✔	Upcoming	Upcoming	Future (interop not released)
Detect systemic performance issues	✔	✔	Upcoming	Upcoming	Future (interop not released)
Automate business reporting	✔	✔	Upcoming	Upcoming	Future (interop not released)

Vyopta Support for Conferencing Endpoints

Use Cases	As SIP Endpoints				As Microsoft Teams Rooms*						
	 poly	 lifesize	 DOLBY VOICE	 CISCO	 poly	 audicodes	 Yealink	 hp	 Lenovo	 logitech	 Microsoft Surface Hub*
CPM Monitoring[®] Locate call/meeting issues quickly	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Accurately diagnose problems	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Proactively get alerted to live issues	✔	✔	✔	✔	Upcoming	Upcoming	Upcoming	Upcoming	Upcoming	Upcoming	Upcoming
Analyze adoption & usage behavior	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
CPM Analytics[®] Detect systemic performance issues	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
Automate business reporting	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

*Using the CDR from Microsoft Teams ✔ = Supported