

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.



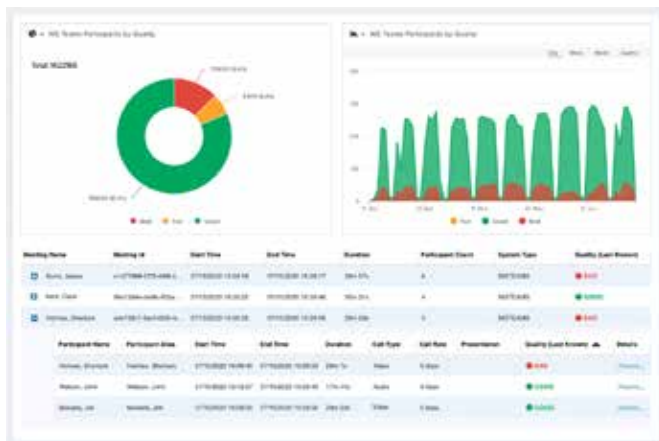
## ACCELERATE TEAMS ROLLOUTS

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



## IMPROVE ROI, USAGE, EXPERIENCE

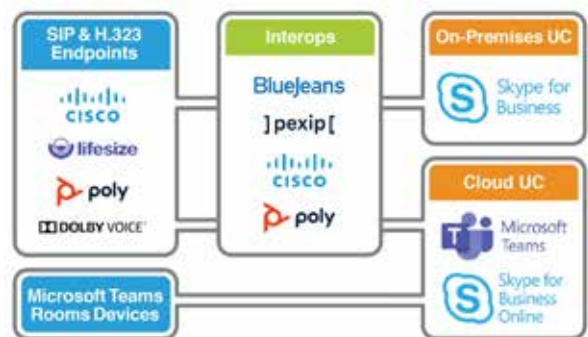
Gain insights to improve adoption, optimize costs, boost productivity, and train users, all while efficiently scaling IT to manage usage.



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!”



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
<b>CPM Monitoring</b> <sup>®</sup>	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)
<b>CPM Analytics</b> <sup>®</sup>	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)	
<b>CPM Monitoring</b> <sup>®</sup>	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)
<b>CPM Analytics</b> <sup>®</sup>	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	audiocodes	Yealink	hp	Lenovo	logitech	Microsoft Surface Hub
<b>CPM Monitoring</b> <sup>®</sup>	Locate call/meeting issues quickly	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Accurately diagnose problems	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Proactively get alerted to live issues	✔	✔	✔	✔	Upcoming	Upcoming	Upcoming	Upcoming	Upcoming	Upcoming
<b>CPM Analytics</b> <sup>®</sup>	Analyze adoption & usage behavior	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Detect systemic performance issues	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔
	Automate business reporting	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔

\*Using the CDR from Microsoft Teams    ✔ = Supported

Learn more about Vyopta by visiting [www.vyopta.com/microsoft](http://www.vyopta.com/microsoft).