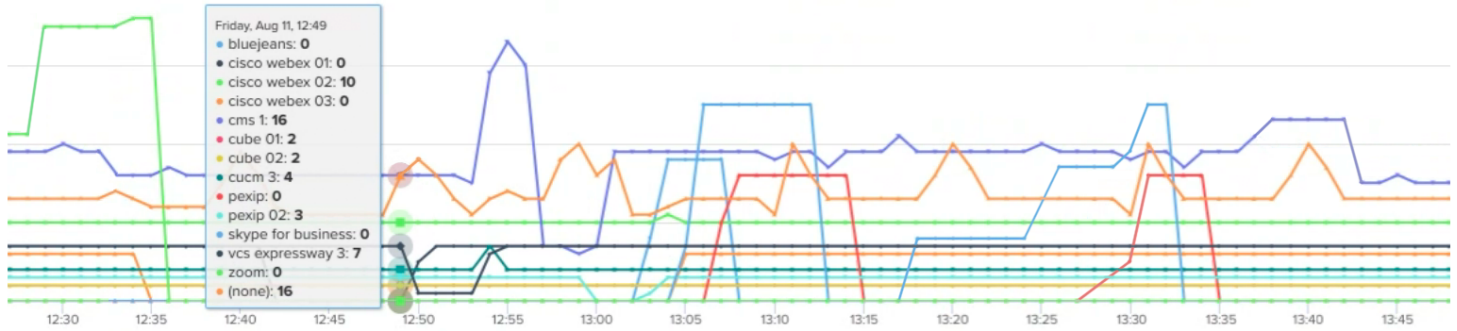


# Vyocta Technology Insights

Collaboration complexity.  
Simplified.

2023 **enterprise CONNECT**  
Best of **WINNER**  
Best Innovation for Employee Experience Management



Vyocta's powerful **Technology Insights** simplifies the most complex elements of your collaboration environment, across numerous platforms and endpoints, allowing you to quickly optimize technology performance. Intelligently plan and manage new technology investments, as well as improve user adoption and user experiences.

By easily identifying issues impacting your collaboration infrastructure, **Technology Insights** provides you with the critical data to make the right user connection decisions

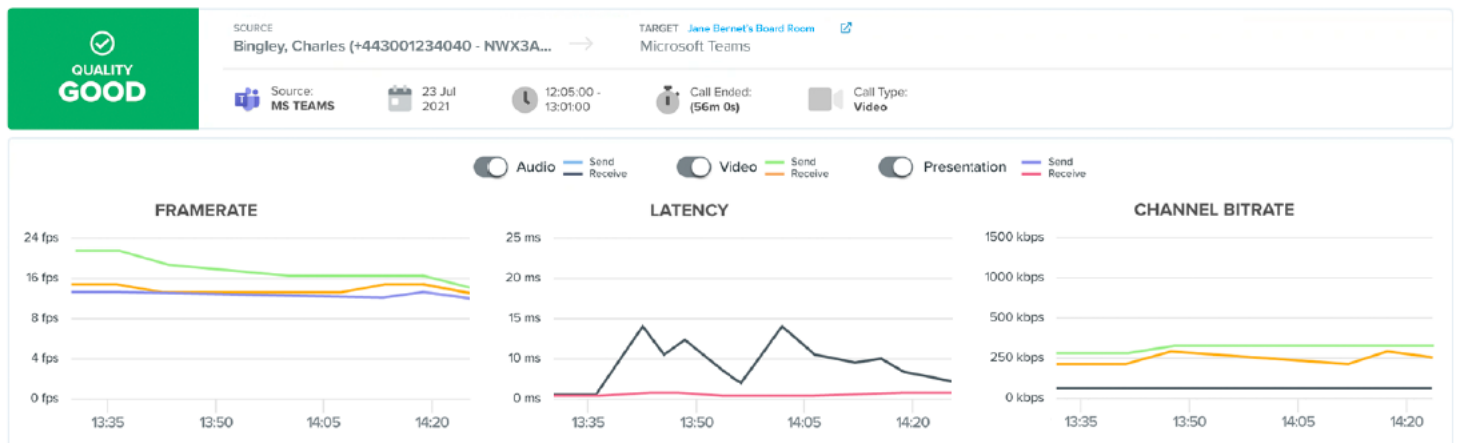
for remote, hybrid, and in-person employees. Maximize productivity, engagement, and investments across the most complex video, voice, and digital workspaces.

- Unify and easily find all of your UC data
- Quickly gauge system health status
- Create and share automated reports
- Get deep quality & health metrics fast
- Detect problematic calls immediately

## Real Time Monitoring

With **Technology Insights** you can proactively detect and resolve performance issues for flawless collaboration experiences. Gain comprehensive UC environment visibility to intelligently monitor, analyze, and optimize your large video and voice infrastructures. Easily access intelligent Call Detail Records (CDRs) for endpoint and peripheral status.

Real Time Monitoring allows your UC engineers and IT staff to ensure user productivity by getting ahead of UC issues before users report them, proactively averting disruptions. Instead of relying on incomplete information from multiple disparate tools; save time locating problematic calls and troubleshooting issues. pinpointing root causes due to UC infrastructure, user error, or network problems.

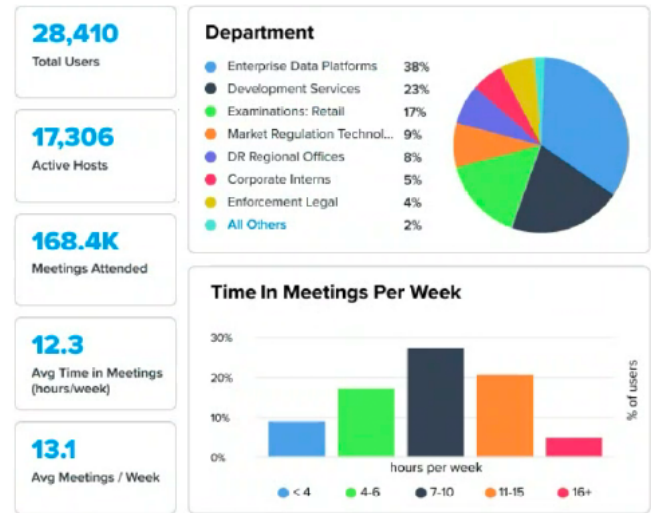


# Vyopta Technology Insights

## Advanced Analytics

Vyopta's **Advanced Analytics** uses historical performance trends and utilization data to generate actionable insights into your UC environment to enhance user experience, grow adoption, improve operational planning, and optimize capex and opex investments. Keep on top of UC service quality, ensure successful UC adoption, and intelligently throttle capacity while planning future UC spending.

- Better understand user adoption
- Analyze capacity and licensing trends
- Uncover and resolve systemic problems
- Save time through automated reporting



## Automated Reporting

Stop wasting valuable time and resources sifting through UC data. Vyopta's system simplifies and automates the report creation process, allowing your team to build custom reports and easily save and share with anyone, anytime. Save time through automated, streamlined reporting.

- Simplify report creation, avoid spreadsheets
- Generate relevant reports with automated tagging
- Select custom timeframe and alert frequency

**Delivery Method:**  Email  Local Report Exporter

**Export types:**

**Frequency:**

**Reporting Period:** Last 90 days

**Message:** Collaboration systems reports. Past 90 days with details related to endpoints data request. Additio

**Subject:** Daily Historical Dashboard Report / Last 90 days

**Email(s):** f.darcy@pnpsystems.uk

## Custom Alerts

Stay ahead of critical UC issues with Vyopta's custom alerts technology. Create individual or group alerts for specific potential issues and monitor general collaboration performance. Easily select the technology type, event type, locations and schedules, and the level of trigger point to alert for your key IT and DEX staff.

- Locate issues while calls are still in process
- Ensure optimal communications for crucial staff
- Select custom timeframe and alert frequency

**Origin Type in:** Endpoints and **Event Type in:** Endpoint Down and **Level in:** Critical

**Endpoint is:** DEV-SparkRoomKit, Polycom X50 + 2 more and **Tags contains:** VIP

**Notification 1 of 1**

**Subject:** VIP endpoints are down

**Frequency:** Once per state change

**Email Type:** HTML

**To (recipient):** joe.smith@acme.com

**Days:** S M T W T F S

**Active Schedule (CST):** 00:00 to 23:59



**Interested?**  
Learn more about Vyopta's Technology Insights.

Find more information at [vyopta.com/technology-insights](https://vyopta.com/technology-insights).  
Contact your Vyopta sales representative or email us at [sales@vyopta.com](mailto:sales@vyopta.com).