


# Vyopta Voice Monitoring & Analytics

## Your voice systems. All simplified.

Manage performance across all of your voice deployments with Vyopta Voice Monitoring & Analytics. Supporting a voice network with high volumes of calls and complex system configurations and call paths can be challenging for IT teams. Vyopta simplifies how you manage performance across your collaboration environment.





SOURCE  
5122005501

TARGET  
Kenneth Copeland

Source: MSTEAMS CDR

28 Oct 2022

10:21:13 - 10:22:40

Call Ended: 1m 27s

Call Type: Video

Add Filter (e.g. jitter)

Summary Empty data

Attribute	Caller	Callee	Value
Session			
User			
Display Name	Kenneth Copeland		
User Agent			
User Agent Header	CallSignalingAgent (27/1.3.00.19565//;release_onthe...		
Platform	windows	unknown	
Media - Audio			
Network - Audio			
IP Address	192.168.1.0	10.0.139.69	
Link Speed	54 Mbps		
Stream - Audio			
Average Packet Loss	0 %	0.049 %	
Max Packet Loss	0 %	0.885 %	

POSSIBLE ISSUES (1)

REMEDATIONS

HELPFUL?

29% Low Wifi Signal Strength (Source/Caller)

Take steps to improve wifi signal strength including relocating closer to the wifi access point and consider administrator improvements like ensure QoS settings are being honored.

Let us know about it

Training our models makes your issue detection and remediation steps better!

SEND

Details

Device Type: teams

Platform/Version: windows1.3.00.19565

Connection: wifi

Local IP: 192.168.1.0

Public IP: 186.15.3.208

System Name: Vyopta Microsoft Teams

## Time saving intelligent CDRs & CMRs

When quality or disconnect issues are reported, retrieving Call Detail Records (CDRs) and related information can require multiple steps. With Vyopta, teams see up to 75% faster troubleshooting and issue resolution time. Within minutes of a call ending, CDR data is accessible through Vyopta's Technology Insights platform. By parsing the data into tables, highlighting status, and error codes, teams can easily search and filter information within multiple CDRs across multiple devices.

## Active Trunk Monitoring with Configurable Alerts

Vyopta's Technology Insights is the only solution that allows you to easily monitor your Sessions Border Controllers (SBCs) and SIP trunks within your network and to your PSTN Service Provider. Create custom alerts for immediate identification of quality issues and with problematic SIP and PRI trunks, along with your entire UC environment. With support for Cisco Unified Border Element (CUBE) and others, troubleshooting voice issues is proactive, comprehensive, and accurate. Monitor SIP trunk status and traffic and accelerate your migration away from PRI.

Status (quick pick)

System Type (in)

System Name (in)

and

Select Values

and

Select Values

+

...

System Name	Trunk Name	Target IP	Target Host	Data Source	Status
Vyopta OEOM	VSBC -> Teams-MS	34.186.236.150	34.186.236.150	OEOM	OK
Vyopta OEOM	OEGB -> VSBC	10.201.23.125	10.201.23.125	OEOM	OK

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## All of the data in one place

With Vyopta, you can easily see all your call legs and meetings in one place, with associated quality and disconnect reasons. With the increasing volume of voice and video collaboration, it is important to have information for all types of calls and meetings available in one streamlined user interface for performance management.

Vyopta reports on phone status (registered vs. unregistered phones), and with our custom alerts feature, users create notifications when phones or groups of phones become unregistered. Having insight across your organization allows for a full understanding of phone availability by site, geographic location, and department.

## Usage and adoption analytics

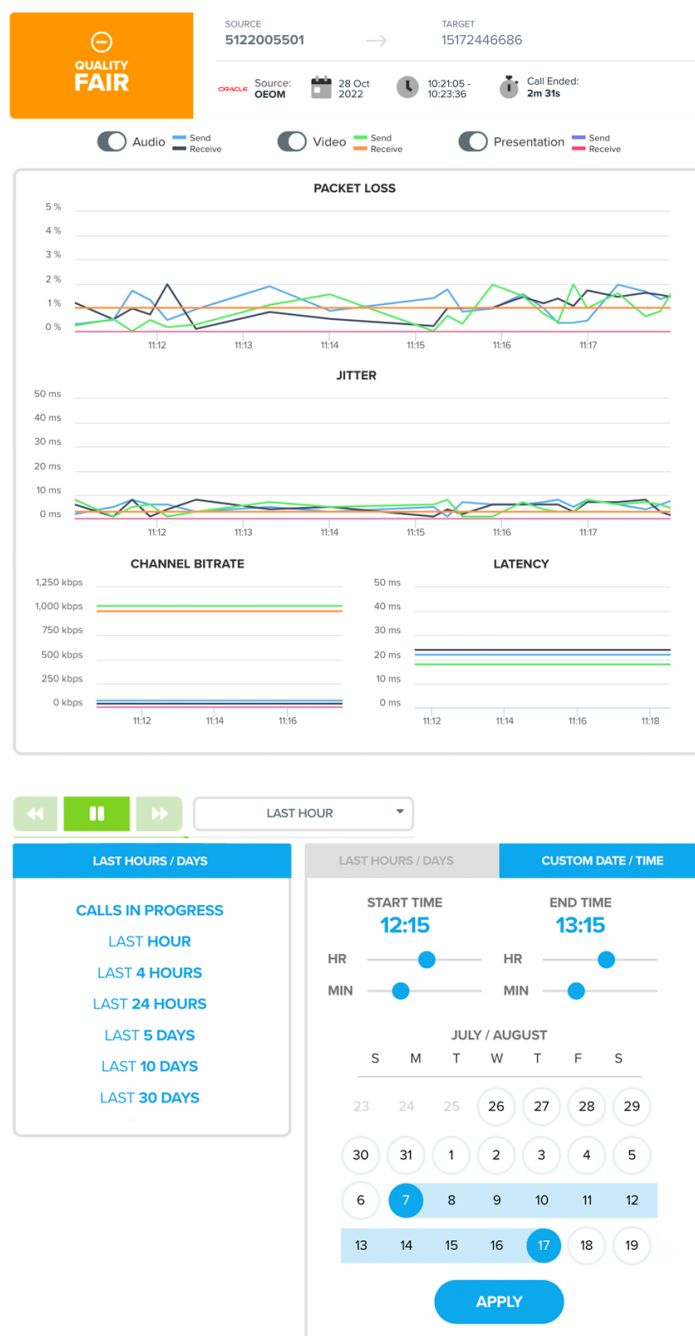
In addition to providing real-time and after the fact metrics on voice calls, Vyopta analytics provides deep insights on capacity, usage, and adoption of voice specific environments. Users set up the voice metrics allowing visual comparisons week to week, month to month, and more, along with sending out automated reports on specific data sets.

Examples of the many voice metrics you can include:

- Total Audio Calls
- Total Hardware & Software Audio Calls
- Audio Calls by Device Model
- Audio Calls by Software Model
- Quality of Audio Calls
- Disconnect Reason of Audio Calls
- And more

## Rewind the clock

With a large volume of voice calls, it can be imperative to access quality data and metrics after a call has already ended. With Vyopta's Technology Insights Monitoring®, you can review and filter data for recent voice calls alongside real-time data for other collaboration modes.



## 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 today at [sales@vyopta.com](mailto:sales@vyopta.com).