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.

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.

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

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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.

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

Interested?

Learn more about Vyopta's Technology Insights.

Find more information at vyopta.com/technology-insights.
Contact your Vyopta sales representative or email us today at sales@vyopta.com.