

Vyopta Experience Score | User Insights

One score. All the data.

Harness the power of collaboration intelligence to ensure a first-class employee experience. Vyopta's Experience Score provides one score combining technology, space, and users insights, giving visibility to aid continuous improvement across teams, departments, and geographies.

Find the problems.

Quality of experience issues in virtual meetings have a substantial impact on a workforce's ability to effectively collaborate, yet 90% of these problems go unreported. This represents a silent killer of productivity. While these issues can be detected, an average meeting produces over 400 distinct data points from multiple source systems, making it impossible for administrators to effectively monitor without the right tools.

Converting data to value.

Vyopta's Experience Score solves this problem by summarizing the underlying data into a single, intuitive metric that can be benchmarked and tracked over time, offering unique visibility into users' quality of experience with collaboration tools - regardless of meeting platform or technology vendor.

Backed by data from hundreds of millions of meetings, Vyopta's proprietary algorithm removes the complexity that otherwise keeps problems in the dark, providing clear insight into the impact on employees and the ability to maintain XLAs.

Experience Score seamlessly integrates with the granular level of detail in Vyopta's analytics platform, allowing administrators to not only detect common issues, but determine the source of the problem and drill down into actionable diagnostic information.

You cannot separate business and collaboration. Whether your workforce is hybrid, remote, or in-office, effective communication is critical to success. With the right data, organizations can optimize employee collaboration and optimize their bottom line¹.

¹ Asana Global Anatomy of Work Report 2023

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

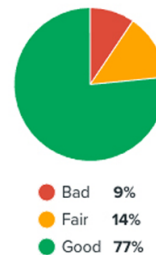
Experience Score

7.4 ↑
Company Avg

8.3 ↓
Dept Avg



Connection Quality



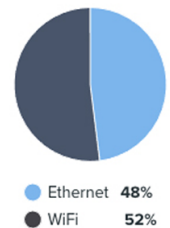
Avg Connection Speed

Wifi **175.69 Mbps**
Ethernet **0 Mbps**

Device Type



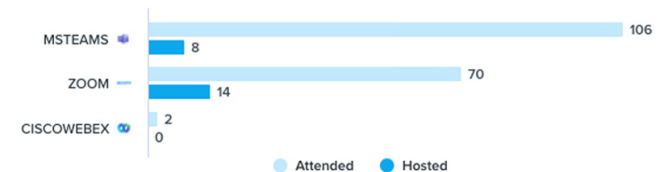
Network Type



Meeting History



Meetings 178 Attended 22 Hosted



Meeting Peripherals



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The results are in the details.

For organizations motivated to provide best-in-class Digital Employee Experience (DEX), Vyopta's Experience Score offers visibility into the overall health of organizational collaboration. This score combines hundreds of data points into a powerful overview of individual, department, and geographic collaboration trends, while providing critical early indicators of issues and system break downs.

The foundation of Vyopta's Experience Score is hundreds of individual data points. Our **User Insights** provide the ability to quickly dig into the data to identify the issues, even across multiple collaboration platforms. With our single-pane-of-glass visibility, your IT team can track benchmarkable metrics to identify barriers to user productivity and wellness.

Experience Score brings new user-oriented views to collaboration data, proactively monitoring these disruptions and reducing their impact on your team.

User-specific technology. Full-spectrum solutions.

While collaboration technology is changing, your employee experience should stay consistent. Vyopta's powerful Experience Score and **User Insights** combines data and business logic to help IT teams and collaboration users quickly optimize and transform the digital experience.

In addition, Vyopta's **Technology Insights** gives you the monitoring and analytics tools to proactively identify technology risks, accurately diagnose issues, and improve adoption. Vyopta's **Space Insights** provides understanding into how your meeting rooms are being used to mitigate costly inefficiencies and intelligently plan real estate requirements. Vyopta provides the full-spectrum solution to your growing and evolving collaboration environment.

Note: Vyopta User Insights is currently included within Vyopta Technology Insights



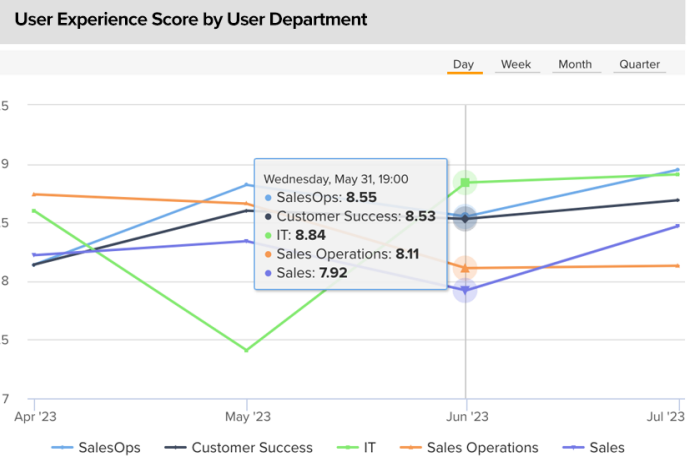
Interested?
Learn more about Vyopta's User Insights.

Find more information at vyopta.com/user-insights-overview.

Contact your Vyopta sales representative or email us at sales@vyopta.com.



Learn more at Vyopta.com



“We are building features that will reduce the stress and frustration around collaboration, and allow employees to recover some of their valuable time.”

Jonathan Sass, VP of Product, Vyopta

