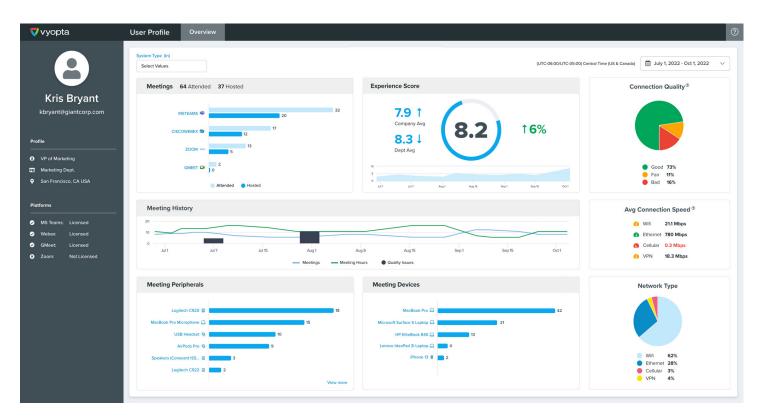# Vyopta User Insights

## Exceptional collaboration. Exponential results.

Harness the power of collaboration intelligence to ensure a first-class employee experience. Vyopta's User Insights identifies the top problems impacting collaboration experience and provides actionable data to proactively resolve them, resulting in improved communication for your workforce and a better bottom line for your business.



## Locate critical unreported issues

20% of meetings/calls have quality-of-experience issues, yet 90% of those issues go unreported.[1] This creates a barrier to productivity and effective collaboration. Upcoming research[1] shows that users with higher rates of quality issues are less likely to enable their camera in meetings, indicating that the problems are impacting human behavior.

At scale, this adds up to substantial costs. Time spent in meetings more than doubled in recent years and collaboration experience issues are costing businesses $100+ billion per year.[2]

With a distributed workforce, shifting technology, and evolving hybrid models, visibility into enterprise UC is more important than ever. Don't let technology get in the way of effective collaboration.

**73%** of executives admit **losing client opportunities** or **missing major project deadlines** due to virtual meeting issues.

# Vyopta User Insights

## 400+ distinct data points.

On average, every meeting generates 400+ distinct data points. Over time, that data accumulates valuable trends and insights, but unfortunately, that value remains untapped for most organizations. Vyopta's platform is the key to unlocking that value for your organization. Regardless of technology or vendor, User Insights merges disparate data from meetings, calls, devices, schedules, and more into a single-pane-of-glass, creating actionable insights on how your UC infrastructure is impacting employee experience.

User Insights offers a proprietary User Experience Score, summarizing hundreds of data points into a single, intuitive score for easy monitoring and benchmarking. Vyopta's Experience Score can be monitored over time to maintain Experience Level Agreements (XLA) and can be broken down by department, location, and much more.

Other use case examples User Insights allows customers to explore include:

- User Profile
- Issue Diagnostics
- Network Diagnostics
- Cost Optimization
- Target VIPs & Specific Groups

## Single-Pane-of-Glass visibility across multiple platforms

Technology is changing and employee experience should stay consistent. Vyopta's User Insights is your single-pane-of-glass for visibility into hybrid collaboration, regardless of meeting platform or technology vendor.

User Insights provides unprecedented visibility into the global health of your employees' collaboration experience, the ability to drill down and identify urgent problems, and actionable diagnostic data to resolve issues.
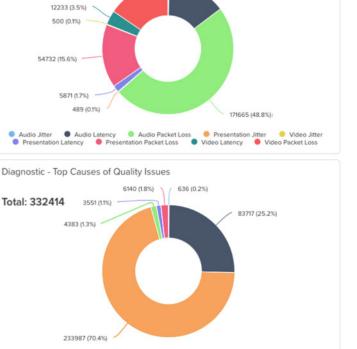
1 Vyopta Inc.
2 "How Collaborative Intelligence Can Boost Business Innovation",
   Harvard Business Review (Apr 2022)

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



Network Diagnostics - Top Causes of Network-Related Quality Issues

Total: 351584

1176 (0.3%)
50613 (14.4%)
54305 (15.4%)
12233 (3.5%)
500 (0.1%)
54732 (15.6%)
5871 (1.7%)
489 (0.1%)
171665 (48.8%)

Audio Jitter • Audio Latency • Audio Packet Loss • Presentation Jitter • Video Jitter
Presentation Latency • Presentation Packet Loss • Video Latency • Video Packet Loss



Diagnostic - Top Causes of Quality Issues

Total: 332414

6140 (1.8%)   636 (0.2%)
3551 (1.1%)
4383 (1.3%)
83717 (25.2%)
233987 (70.4%)

Insufficient Bandwidth • Insufficient CPU Ratio • Low Link Speed
Low Wifi Signal Strength • Sub-optimal Wifi Band : • Volume Off



Average Quality by Peripheral (Top Microphones)

AirPods Pro, Arctis Pro Wireless, Cisco 700 USB Adapter X02, Cisco Desk Camera 4K, Default Input Device, Logitech USB Headset, MacBook Pro Microphone, Microphone (Cisco 562 SB), Microphone (Cisco 56x MIB)

## 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