Six Key Benefits of Vyopta For Microsoft Teams

1 **Single-pane-of-glass for Microsoft and multi-vendor UC.** See Microsoft Teams Meetings, Microsoft Team Rooms, SIP endpoints, interops, Skype for Business, Session Border Controllers, and more.

2 **Visibility to spot systemic issues** and gain insight on performance for all users including views across hybrid work modes, client and peripheral settings, and more.

3 **Proactive issue detection** across quality, availability, and user experience via industry-leading alert engine that provides actionable alerts on meaningful issues, while reducing alert noise and integrating with ServiceNow.

4 **Faster troubleshooting & reduced resolution times** with datasets and search functionality designed to quickly isolate problematic calls/meetings and proprietary diagnostics that automatically highlight why issues occurred.

5 **Comprehensive quality scoring** from Vyopta's industry-leading quality scoring algorithms that provide full visibility into audio, video and presentation quality of experience that can also be customized for client-specific use cases.

6 **Purpose-built for collaboration & usable by anyone** with an intuitive interface, workflows, and out of-the-box insights. IT and UC staff to use and customize their Vyopta experience with minimal training and no BI skills or additional licenses.

> "**Our front-line team** used the Microsoft Teams quality data in **Vyopta to troubleshoot** our first CEO Teams call quality investigation! I hadn't shown them a thing, and they were able to hone in and find the meeting, and **see why multiple participants had bad quality!**"

AstraZeneca

Microsoft Teams Native Tools Detailed Comparison

Value	Monitoring & Troubleshooting Use Cases	Vyopta	Admin Center	CQD	Power Bi
Proactively Manage & Improve Performance, Reliabilty, Quality	Generate alert tickets for unreported call issues	✓			
	Gauge overall health and status of call and meeting experience	✓			✓
	Easily identify whether an issue is isolated or systemic	✓			
Quickly Locate Call/Meeting Issues for Troubleshooting	Investigate a reported call issue/ticket with known host name, conference ID	✓	✓	✓	
	Investigate quality for participants joining from premises-registered and cloud-registered SIP endpoints	✓	✓		
	Locate a reported bad call without full call information details	✓			
	Get a quick view of quality and participants on all calls	✓			
Accurately Diagnose Issues	Get participant join information details and client CPU usage	✓	✓	✓	
	Identify and accurately diagnose issues in calls within mixed UC env'n	✓			
	See status of Microsoft Teams Room and Surface Hub endpoints and peripherals	✓	✓		
	See status of SIP/H323 endpoints and peripherals	✓			

Value	Analytics & Reporting Use Cases	Vyopta	Admin Center	CQD	Power Bi
Adoption & Usage	Track Meeting and participant usage	✓	✓		✓
	Detailed endpoint usage, top/bottom used, etc	✓			✓
	Flexible filtering to slice usage by different categories	✓			✓
	Technology transition planning and usage	✓			
Systemic Performance Issues	Track Microsoft Teams Meetings and participants usage	✓	✓		✓
	Trending and analytics on quality across Microsoft Teams Meetings and participants	✓			
	Performance management for SIP/H323 endpoints	✓			
	Performance management for Microsoft Teams Rooms and Surface Hubs	✓			
Business Reporting & Automation	Basic Reporting	✓	✓		✓
	Flexible custom business integration - eg view by location, department, BU	✓	limited		✓
	Flexible dashboards	✓			✓
	Automate, schedule and shareable reports	✓			