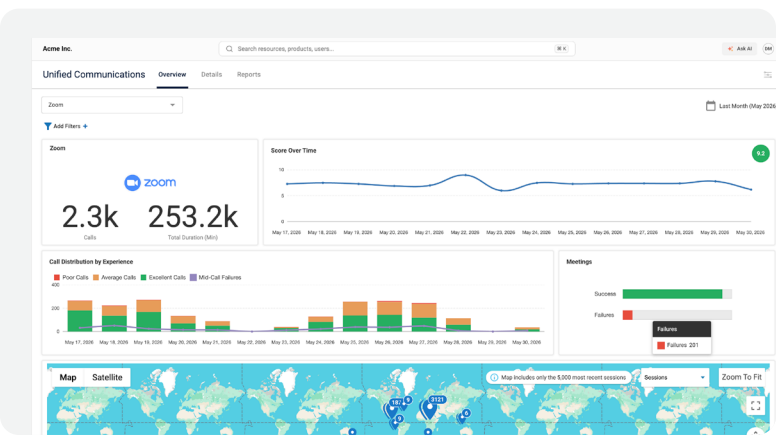
SOLUTION BRIEF

Unified Communications Monitoring

See Every Call. Diagnose Every Problem. Before Employees Ever Complain.

ControlUp Unified Communications Monitoring goes beyond vendor-provided call dashboards by giving IT teams real-time and post-call visibility into Microsoft Teams and Zoom, directly from the managed endpoint.



Instead of waiting for users to submit tickets describing a poor meeting, or manually correlating incomplete Microsoft or Zoom admin reports, ControlUp combines live agent telemetry from the device with full post-call QoS data from vendor APIs and merges them into a single view.

With ControlUp UC Monitoring, teams don't just know a call happened, they know exactly why it was poor and whose machine caused it. Real-time call quality scores surface during active meetings so IT can see problems while the call is still live. Post-call forensics are available within minutes of a meeting ending, with per-participant MOS scores, jitter, packet loss, video frame rates, connection type, Wi-Fi signal, VPN state, and geographic location all tied to a specific ControlUp-managed device. And because agent telemetry captures device context that vendor APIs never see, IT can pinpoint whether the issue was the endpoint, the network, the access point, or the infrastructure.

ControlUp UC Monitoring transforms call quality management from a reactive complaint-handling exercise into a proactive, data-driven, and endpoint-aware operation.

BENEFITS OF CONTROLUP UNIFIED COMMUNICATIONS MONITORING

ControlUp UC Monitoring surfaces active call quality issues in real time, giving IT the ability to investigate and act while meetings are still in progress rather than hours after the fact.

Correlate poor call quality directly to the device, network, and user with endpoint context that vendor APIs cannot provide, including Wi-Fi SSID and signal strength, VPN state, CPU load, subnet, and geographic location.

Access full post-call forensics within minutes of a meeting ending, with per-participant MOS scores, jitter, packet loss, video frame loss, and user feedback ratings all linked to specific managed endpoints.

Cover Microsoft Teams, Zoom, and Teams Optimized by Citrix HDX in a single unified monitoring platform alongside all other ControlUp endpoint and DEX data.

Live Callers Dashboard	IT teams can monitor all active UC sessions in real time, with per-call quality scores, device context, and media health metrics refreshed every 30 seconds so issues can be investigated while calls are still in progress.	Real-time visibility into active Microsoft Teams and Zoom sessions across all managed devices
		Per-session quality scoring across MOS, jitter, packet loss, CPU load, Wi-Fi signal strength, and network latency
		Filter active calls by quality level, application, or geographic location to prioritize investigation
Post-Call QoS Analytics	Within minutes of a meeting ending, ControlUp pulls full call records from the Microsoft Graph API and Zoom REST API and enriches them with endpoint context from the agent, delivering complete per-participant quality data without manual data collection.	Per-participant MOS scores, average jitter, packet loss, video frame rate, and frame loss for every completed call
		User feedback ratings from Microsoft Teams correlated against measured QoS to identify silent sufferers
		Setup and mid-call failure tracking with failure stage and reason surfaced per session
Endpoint-to-Call Correlation	ControlUp links vendor call records to specific managed devices using Azure AD Object ID matching, agent injection, and MAC address lookup, so every quality metric is tied to a known, manageable endpoint rather than an anonymous participant entry.	Primary correlation via Azure AD OID for Microsoft Teams, providing stable device-to-call matching across sessions
		Agent injection fallback embeds ControlUp device ID into available vendor fields for Zoom sessions
		Geographic, network, and hardware context from the endpoint enriches every call record automatically
Device and Network Context	Because the ControlUp agent runs on the endpoint during every call, it captures network and device conditions that vendor APIs never expose, giving IT the full picture of why a call was poor from the endpoint's perspective.	Wi-Fi SSID, BSSID, signal strength, and channel captured during active calls and linked to call quality
		VPN state, subnet, Active Directory site, network interface type, and connection speed available per call record
		CPU load at call time and geographic location from both GPS and IP sources enriched into every session
Multi-Platform UC Support	ControlUp UC Monitoring supports Microsoft Teams (Classic and New client), Teams Optimized by Citrix HDX, and Zoom from a single monitoring platform, with all call data surfaced alongside the rest of the ControlUp endpoint and DEX estate.	Microsoft Teams, and Teams Optimized by Citrix HDX (hdxrtcengine) all monitored from a single agent
		Zoom call quality monitored via Zoom REST API with per-participant QoS data including audio, video, and screen share metrics
		Geographic call quality map showing participant locations and quality scores across the global workforce

ControlUp is the AI company for IT operations that keeps the digital workplace running. Leading DEX capabilities and agentic AI come together to see, detect, ask, and remediate issues before they reach employees, enabling Autonomous Endpoint Management (AEM). IT leads, employees thrive, and work flows.

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