

SOLUTION BRIEF

Unified Communications

Improve call reliability and super-charge meeting productivity by finding and fixing issues proactively

THE CHALLENGE

Collaboration Tools Are Mission-Critical

Today, unified communications (UC) tools—like Microsoft Teams and Zoom—are among workers’ most mission-critical applications. Monitoring and improving the user experience for these solutions is a top priority for IT teams because productivity will be immediately impacted when people have issues with these applications.

However, it can be cumbersome to determine where problems originate: on the UC platform, the client application, the home network, or the endpoint device.

THE SOLUTION

Super-Charge the Digital Experience for Unified Communications and Collaboration Tools

ControlUp offers comprehensive monitoring and detailed dashboards that give IT teams the insights into usage and performance that enable them to improve the UC tool experience.

With real-time performance metrics, automated alerting, and troubleshooting scripts, IT can quickly identify and resolve issues. Additionally, synthetic testing ensures continuous availability and performance of UC platforms to address problems proactively before they impact the experience.

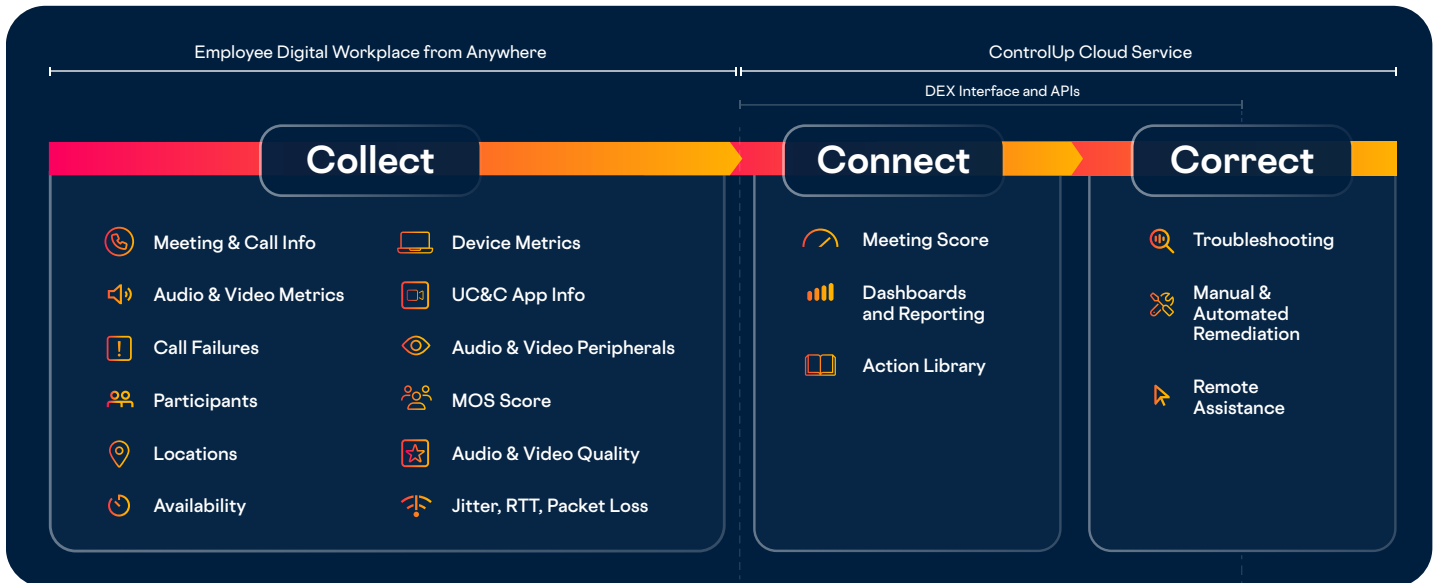
BENEFITS

Resolve performance issues before they impact users with real-time metrics

Save time and money on manual interventions with automated issue detection and correction

Continuously monitor and alert IT teams to issues, ensuring swift and effective responses

Enhanced collaboration, productivity, and communication on Unified Communication and Collaboration tools



Supporting Features

Troubleshooting and Remediation	Device performance: Detailed device performance metrics show the cause of an issues, such as low Wi-Fi or applications consuming available RAM.
	Geographical views: Pinpoint and localize issues with views of active UC data centers. You can also filter based on the quality of specific services, such as quality of service, such as voice, video, or screen sharing.
	Troubleshooting: Extract in-depth information about the device, network and applications with custom troubleshooting scripts.
	Remediation: Customer scripts allow you to autonomously or manually solve many common issues, like clearing Microsoft Teams or Zoom cache.
Meeting Experience Enhancements	Experience scoring: View real-time experience scores to help identify what device issues need immediate resolution.
	Usage metrics: Dive into performance details with audio, video, and screen-sharing quality metrics.
	Call and meeting sentiment: Understand the user perspective with vendor call sentiment and custom surveys.
	AI-powered insights: Visualize relationships between issues, devices, and locations with the help of an AI chatbot.
Call and Meeting Details	Overall call scoring: Use numbered and color-coded rankings based on participant scores to gain more insights into call and meeting issues.
	Technology scoring: With color-coded icons, IT can easily view which devices are having issues with audio, video, or screen sharing and who is recording the meeting.
	Live caller dashboard: View the quality and location of every call and meeting with real-time data from the ControlUp device agent.
Availability Monitoring	Overview dashboard: A user-friendly dashboard allows IT to view failure rates, load times, and performance issues.
	Unified comms service testing: Run synthetic tests from anywhere in the world and view results to determine if a problem is global or regional.
	Automated alerting: With automated alerting, IT can proactively notify users of service issues and avoid service desk calls.

ControlUp’s platform unburdens IT teams so they can proactively deliver a superior digital employee experience powered by true real-time visibility, actionable AI-driven insights, and automated remediation—across any desktop, any application, anywhere.