Virsae
Unrivaled Insight

VSM Everywhere

XCaaS analytics for flawless communication everywhere your people work.

FOR ENTERPRISE & MANAGED SERVICE PROVIDERS

virsae.com

VSM Everywhere delivers the complete end-to-end view of UC performance and user experience, including 'unmanaged' work-from-home (WFH) environments.

Common causes of poor WFH experience are often located beyond the XCaaS provider's network. But that doesn't mean they should remain out of sight.

VSM provides the complete picture. Our category defining analytics platform shows the quality of user experience in every dimension – from XCaaS platforms to the remote workers home environment, and everything in between.

Adapt to the changing rules of 'experience' management

The remote workforce has changed everything. Users are making calls via collaboration platforms on a technical backdrop of variable connectivity, speeds, consumer-grade connections, and background noise.

XCaaS providers are moving to support both the business and its employees under these new conditions, providing call analytics and quality monitoring. But these systems rarely extend to 'unmanaged' WFH environments, limiting their effectiveness as an accurate measure of user experience.

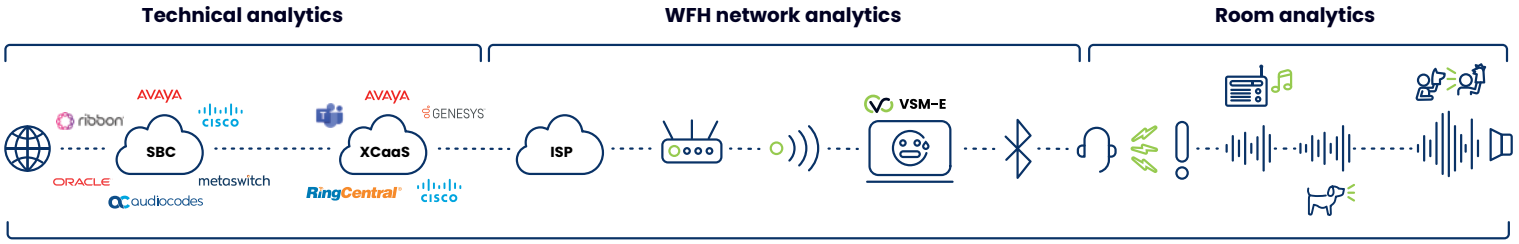
- **Keep your workers happy and productive**
  VSM-E's AI-powered intelligence lets you track and manage user experience and the comfort and wellbeing of your workers, everywhere they work
- **Manage smarter with full stack data-driven insights and optimization**
  Diagnose and act decisively with at-a-glance views of applications, communications systems, networks, ISPs, and 'unmanaged' workstations, home environments, and headsets
- **Deliver experiences your customers expect**
  Understand the entire customer calling experience end-to-end
- **Enhance your troubleshooting capabilities**
  VSM draws on 12+ billion interactions from thousands of sites globally every month, providing category-leading interaction insight and troubleshooting capabilities

Built for the enterprise and managed service providers

VSM-E combines technical analytics with WFH network and room analytics, to provide full stack end-to-end visibility of hybrid working environments.

Designed for optimizing customer and user experience, VSM collects data from XCaaS platforms and enabling technologies, in the cloud, across the enterprise, and courtesy of VSM-E in 'unmanaged' WFH environments – even extending to telemetry data, such as headset boom position and background noise. The data from disparate sources is joined together within each communications interaction, presenting a full stack view, from end-to-end.

- **Technical analytics** – manage the performance of your XCaaS platform, including voice quality, call details, and SIP (external connectivity) utilization
- **WFH network analytics** – monitor local network and technology performance for remote workers, including PC / laptop, ISP, Wi-Fi performance. Capture elements of configuration, release, and capacity management of remote networks
- **Room analytics** – identify environmental factors affecting remote workers and the customers they support
  - **Telemetry** – track boom arm position guidance, microphone defects, and mute/unmute events during calls
  - **Environment** – monitor background noise and audio exposure during calls
  - **Inventory** – automatically track serial numbers, firmware versions, attached device product name, and populate in the VSM ITIL framework



Full stack, end-to-end CX & UX analytics with VSM Everywhere

Solution components

- **VSM** is hosted in Microsoft Azure and delivered to users via an API or web browser.
- **VSM Collectors** retrieve data from solution components, everywhere they are deployed. For example, the Virtual Collector in Azure Kubernetes service collects data from remote worker workstations that are beyond the enterprise network. Collectors compress and encrypt data before sending it to the VSM cloud analytics platform.
- **VSM-E** is a software agent deployed on user workstations and devices. For ease of deployment, VSM-E is delivered as an MSI and runs as a service. The software agent feeds information specific to the workstation and the environment in which it operates back to the VSM platform, via a Virtual Collector.
- **VSM web portal** provides support teams and management with real-time data, AI-driven analytics and historic reporting.

Now there's nothing standing in the way of flawless enterprise communication.

About Virsae

Virsae is the category defining XCaaS analytics platform used by organizations around the world to optimize enterprise communications systems. Virsae Service Management (VSM) simplifies the management of complex unified communications (UC) and contact center environments, empowering customers and partners with unrivaled insight and visibility to minimize risk, manage cost, and perform at their best. With thousands of customer sites around the globe, and billions of interactions powering our insights, VSM's data-to-action model brings new clarity to service management.

Let's Get Started

Learn how VSM-E supports flawless enterprise communication everywhere your people work. Contact Virsae today.

Call:

America:	**+**1 800 248 7080
UK and Europe:	+44 0808 234 2729
APAC:	+64 9 477 0696

Email:

sales@virsae.com

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virsae.com

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