GET INTELLIGENT SKYPE FOR BUSINESS INSIGHT

You've migrated critical UC services like voice, video and application sharing to Microsoft's Skype for Business (SfB) for added functionality and flexibility. However, call issues still occur impacting Quality of Experience for users.

But where do you start? Is it your network or the application?

Without a unified view of traffic, it's difficult to properly troubleshoot and resolve issues in a timely fashion. This puts organizations at risk, leading to unhappy users or worse an unwillingness to adopt the solution.

GET A CLEAR VIEW OF THE NETWORK & APPLICATION

To improve the user experience of SfB, you need to see what is happening across your network and application ecosystem. Application Insight correlates SfB call data with network information to provide a complete end-to-end view of your call traffic, down to the device level. Easily identify not only that there is a session quality issue – but what it is, why it's happening and, most importantly, where along the application path the issue is happening and how to fix it.

Why You Need Application Insight:

▶ Extend quality monitoring of SfB beyond the network and into the application

▶ Identify what is causing session quality issues and where to improve Time to Resolve (TTR)

▶ Pinpoint call quality issues with granularity to easily diagnose problems

▶ Ensure adoption of SfB by providing a great user experience

Application Insight Includes:

✔ **Real-Time Monitoring**
Monitor session quality in real-time for voice, video and application sharing

✔ **SDN API Integration**
Integrate Skype for Business session quality data to provide call and device level information

✔ **Unified Visibility**
Correlate network and application data within a single unified view

✔ **Automatic Notifications**
Get instantly notified when call quality issues arise to immediately address problems

✔ **Actionable Recommendations**
Get prescriptive & actionable recommendations to potential issues before they become critical

The Insight You Need for Exceptional SfB Performance

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