



# Make UC&C as reliable as a landline

Get more from your digital experience monitoring and optimization solution

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Oct 2022



# Unified Communications is among the most critical LOB application you have today

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Over the last 10 years, we have slowly been moving toward unified communications as our primary way to communicate with other employees, partners, and external contacts. The problem with unified communications is the complexity of the solution, and with many people now working from home, the solution has even become more complex.

Today unified communication is one of the most critical line of business applications a business has today.

This eBook provides guidance to make your unified communications deployment as reliable as an old-fashioned landline.



# Unified Comms presents new support challenges

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When we all used landlines, the phone company owned the lines, the phones, and everything in between. End-to-end ownership of the solution made the system reliable, and available. When we moved to cell phones, we discovered that communication could be less reliable, but we accepted it. Now with Unified communications, we have so many variables, so many moving parts, and so many pieces of the puzzle that companies need help figuring out where to start looking for problems or whose fault it is if they can find a problem.

That's where ControlUp comes in. We monitor the UC application, the device, and the networks. We have taken our leadership position in digital employee experience monitoring technology to focus on making unified communication as reliable as a landline.



# ControlUp, improving the quality and lowering the support for Unified Communications

- View crucial Unified Communications metrics
- Detect failed calls and meetings
- Drill down on device and network metrics during a meeting
- Deploy manual and automated remediation of UC issues
- Automated notification of UC performance
- Perform synthetic testing of UC applications
- Automatically create support tickets



# View crucial UC&C call and meeting metrics

**33%** of organizations frequently get reports of poor UC services.

But those are just the people who tell you they had a bad experience.

ControlUp combines Unified Comms API data with Edge DX agent data for 360 views of UC performance. See macro views of all the calls in your environment. Spot poor performance trends in devices, or even geographic locations. Edge DX presents a clear picture of what is happening with your unified communications calls and meetings.



[Click the graphic to see a demo](#)



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*With ControlUp, we got what was important to us: High flexibility, extensibility, proactive and reactive actions, and real-time monitoring.*

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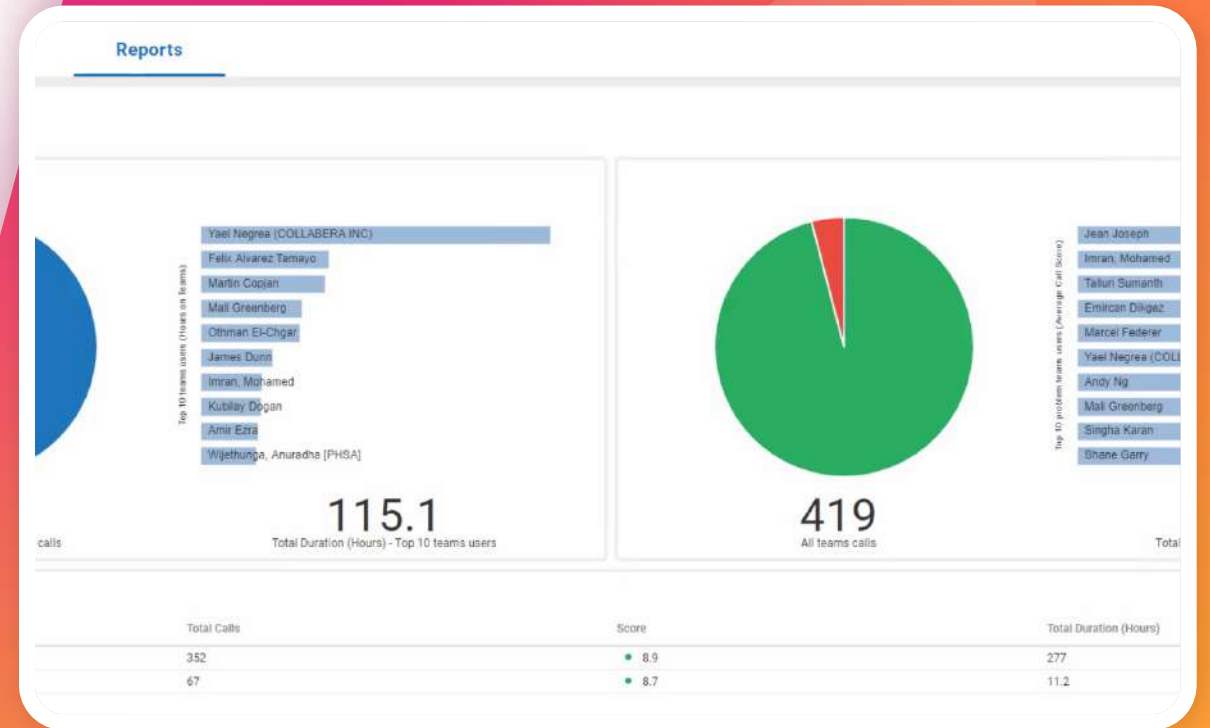
**Patrik Vogtlin** | Expert Systems Administrator, Aveniq

# Detect failed calls and meetings

**56%** of UC helpdesk tickets take hours to resolve.

Problems can consist of the UC application crashing, device problems such as CPU, RAM, or disk, and network problems such as latency and throughput or even your ISP connectivity. All these areas can lead to hours of troubleshooting to resolve issues related to unified communications.

ControlUp Has a deep understanding of the unified communications application-dependent services device data and even unmanaged remote network data to help solve UC issues fast.

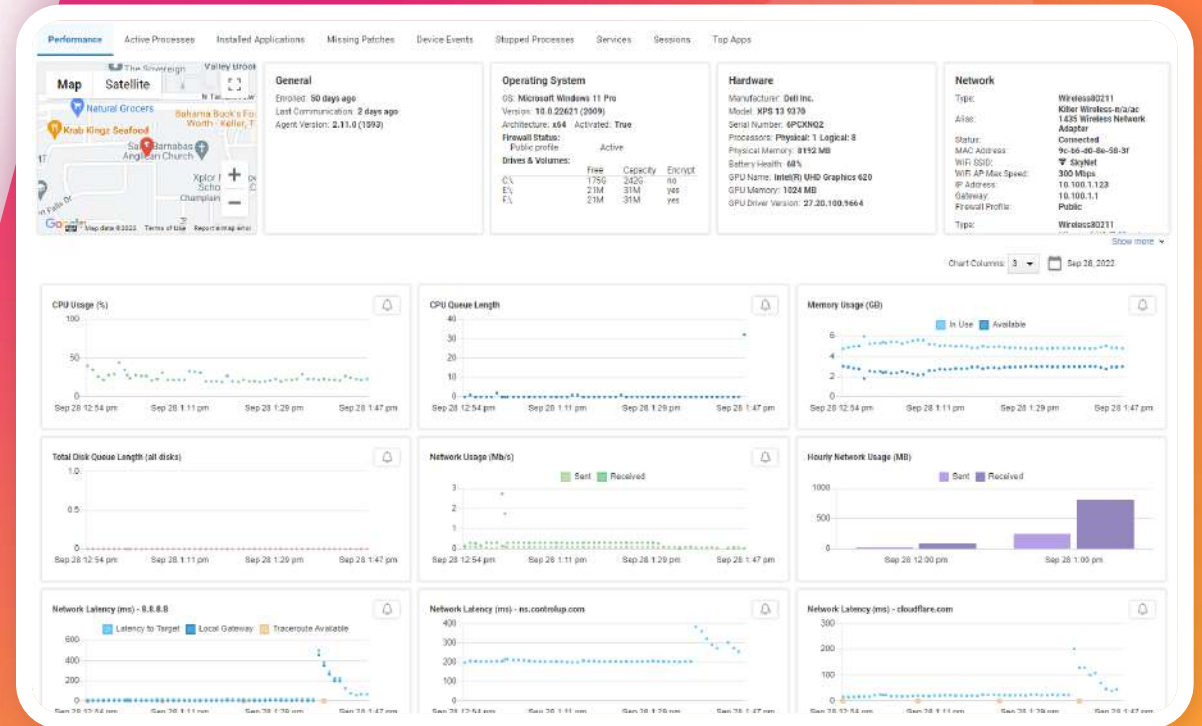


Click the graphic to see a demo

# UC&C device metrics during a meeting

>50% of organizations' helpdesk tickets relate to UC&C issues.

To reduce help desk ticket time, support engineers, need a historical reference of events that happened on the device and the network during the call. ControlUp provides deep UC, device, and network performance history to drill down to the root cause of any issue.



Click the graphic to see a demo





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*I don't often get 'easy.'  
Every day is a challenging day in our  
field. ControlUp makes things easy.*

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**Ray Davis** | Senior Systems Engineer

# Remediation of UC&C issues

**93%** of IT leaders are concerned that UCC challenges may impact productivity.

Detecting problems with unified communications is great but fixing problems is even better.

Control up allows IT administrators to fix even the most complex problems as they happen during a unified communications call or meeting.

The screenshot displays the configuration interface for an alert in ControlUp. It includes the following sections:

- Name:** A text input field.
- Description:** A text input field.
- Conditions:** A list of conditions with operators and values:
  - Device Platform: = All Platforms
  - Time Window (seconds): <= 600
  - Number of hits: = 5
  - Retrigger Delay (seconds): = 3600
  - Data Index: = device\_status
  - cpuqueuelength: CPU Queue Length (units)
  - Data Index field: Data value
- Actions:**
  - Webhook URL:** https://someomain.com/somepath/somepage.html. Note: If a URL is provided, an HTTP POST will be sent to this URL when the alert is triggered.
  - Custom Action - System:** A dropdown menu. Note: If a "Custom Action - System" script is selected it will be run with System or root permissions on the device that triggered this alert.
  - Custom Action - User:** A dropdown menu. Note: If a "Custom Action - User" script is selected it will be run for all active users on the device that triggered this alert. This is only available for Windows agent 2.10+.
- Email Addresses:** somesms@somewhere.com;someother@somewhereelse.com. Note: A semi-colon separated list of email addresses that will be sent a notification when the alert is triggered.

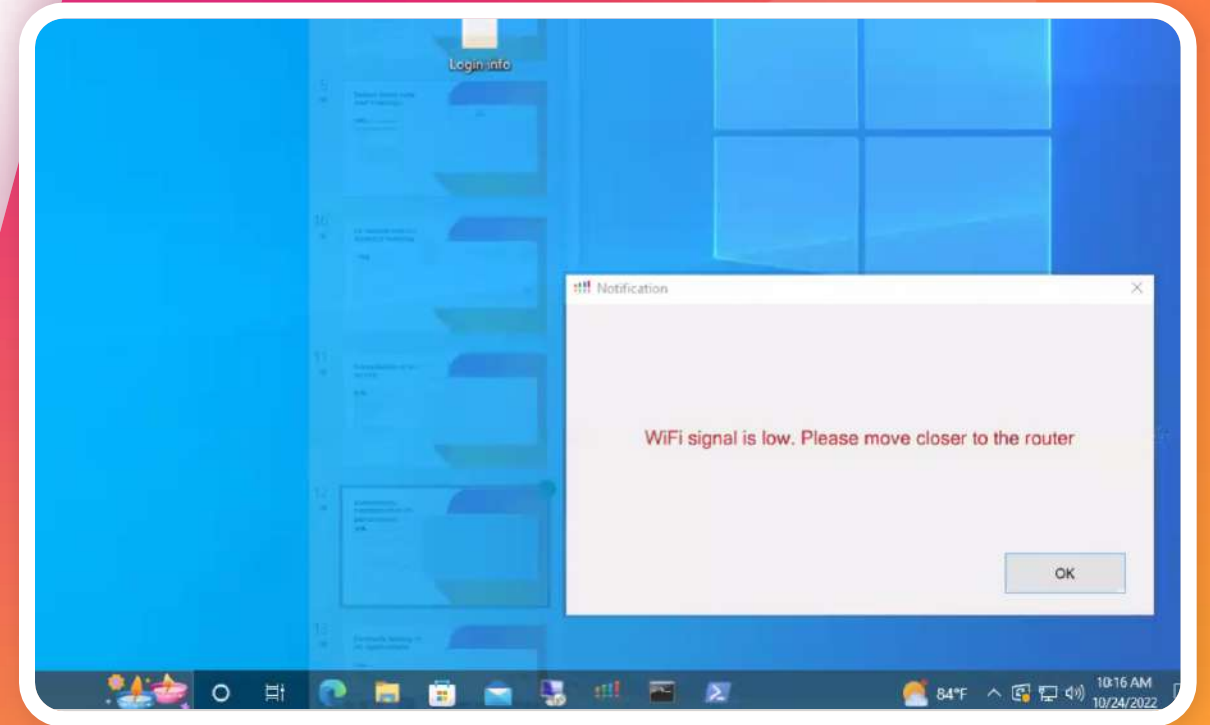
A "Create Alert" button is located in the bottom right corner of the form.

Click the graphic to see a demo

# Automated notification of UC&C performance

**32%** of IT say they have too many tickets for tasks that could be automated.

ControlUp fixes issues before any help desk ticket is even created.



Click the graphic to see a demo



*Work from anywhere has become the industry standard for our Enterprise customers. Today we are able to support this demanding requirement at scale with ControlUp Edge DX.*

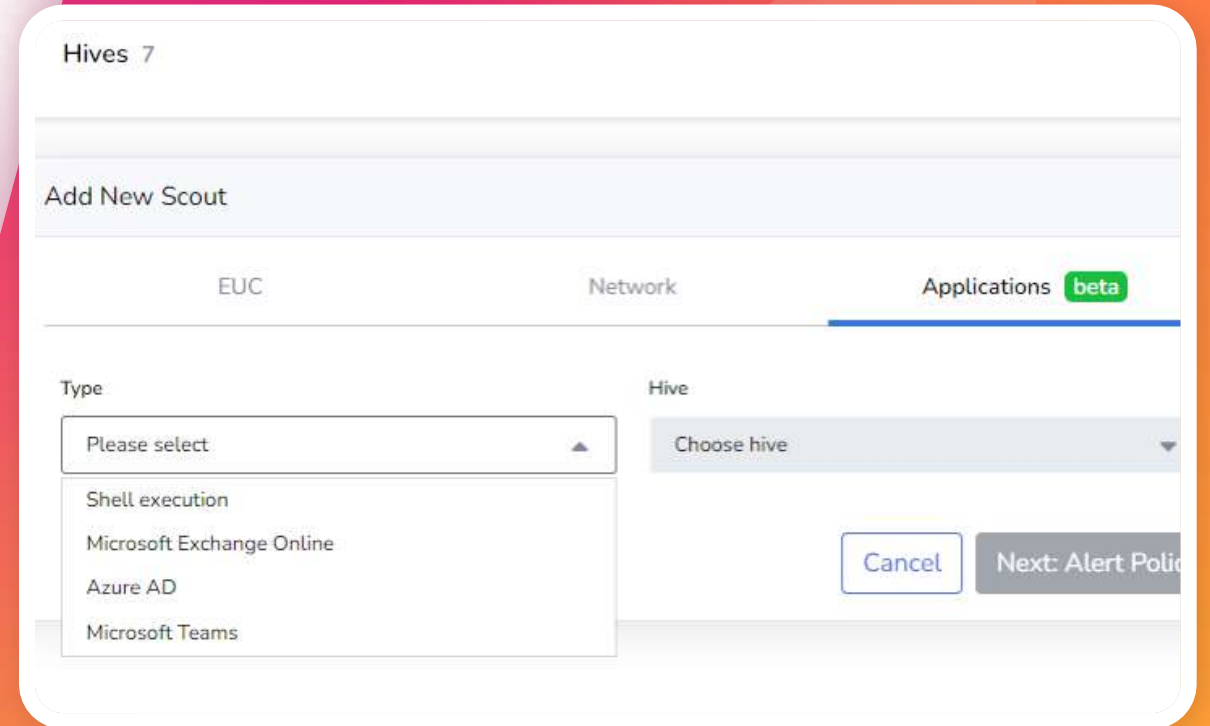
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**Jaymes Davis** | Director of Product Strategy, Tehama

# Synthetic testing of UC&C applications

**55%** of IT say the number one challenge of UC is the lack of visibility.

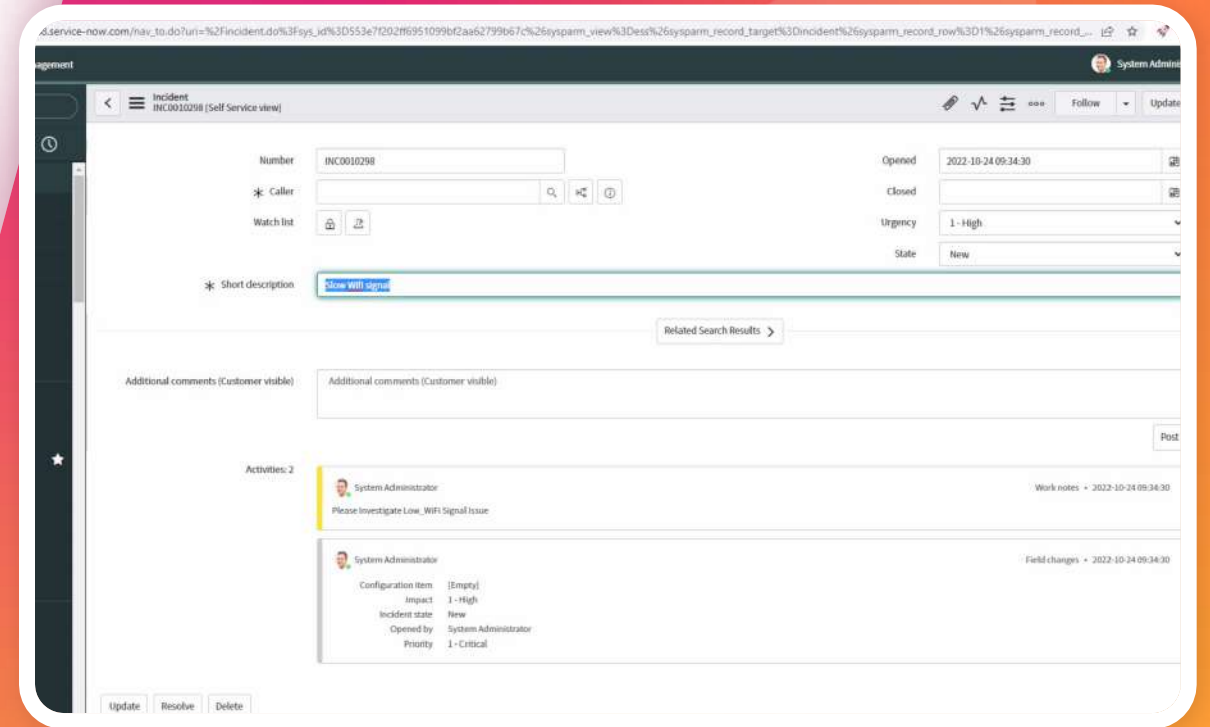
When a SaaS application is unavailable the help desk calls light up like a Christmas tree. ControlUp provides an early warning system for your UC SaaS applications So you can automatically notify every user that the service is unavailable and then e-mail them back when they could start using it.



Click the graphic to see a demo

# Automatically create support tickets

With any new solution, you want a quick ROI, ControlUp notifies your service desk software of every ticket that was avoided due to automated remediation. You can use either event-driven webhooks or APIs to create tickets to let the business know that ControlUp fixed a problem with Unified Communications and avoided a helpdesk call.



Click the graphic to see a demo

# Conclusion

While working from home gives employees the flexibility to enjoy a healthy work / life balance, working from home also makes it possible for businesses to hire and keep top talent in the market. However, home networks pose a support challenge for IT staff.

This is where digital experience management solutions like ControlUp Edge DX, for physical endpoints, and Real-Time DX, for VDI and DaaS environments, can help. They give IT increased visibility and control and make supporting home networks for virtual and physical devices simple. That way, employees are assured a positive digital experience wherever they choose to work on whichever type of device they use!

Want to give ControlUp a try? It is easy. ControlUp can be up and running in your environment in less than 10 minutes!

[Request a demo](#)

