

VYOPTA

Vyopta Video Customer Engagement Solutions with Polycom



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About this guide

The Partner Solutions Guide describes how a partner solution and Polycom combine to solve specific customer needs.

The Polycom Partner Solutions Guide for integration with Vyopta is for administrators who need to integrate Polycom solutions with Vyopta applications.

Please read the Polycom and Vyopta documentation before you install or operate the system.

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Overview

Vyopta cloud applications for video content management, video customer engagement and pervasive video deployments enable customer solutions such as Telehealth, Telejustice, video banking, eLearning, corporate 'YouTube' and more.

Vyopta uniquely integrates video into organizations' business processes and workflows, resulting in intelligent, automated, scalable video solutions—solutions that are easy to use, and measurable—for day-to-day video communications and specialized applications. With Vyopta, customers can monetize their video solutions—saving money, making money and improving customer service.

Vyopta's intelligent video customer engagement application delivers:

- **Simplified experience**
 - Graphical, intuitive navigation for the user with specific, logical selections for who they'd like to connect with, i.e. Doctor's Office, Nurses Station, ER
 - Flexibility for kiosk-based hardware applications or cloud video applications
- **Automated processing**
 - Intelligent call queuing, routing and call features streamline and automate the process; supporting features like IVR, warm transfer, transfer to first available expert (as indicated via presence), schedule integration and more
- **Comprehensive Analysis**
 - Call details, reporting, billing data and business intelligence to meet operational and compliance requirements, as well as the knowledge to improve the experience, plan and scale the application

Vyopta Application Portfolio

Vyopta applications work standalone, or in multi-product integrations depending on the desired solution. The Vyopta application portfolio consists of:

- **Vyopta vAnalytics:** analytics to track, measure, and provide business intelligence for video solutions
- **Vyopta vAccess:** intelligent video customer engagement
- **Vyopta vPublish:** intelligent content management
- **Vyopta vSchedule:** video scheduling integrated with popular scheduling applications (i.e. Google Calendar)
- **Vyopta vControl and vControl Room:** video and room control applications enabling Apple iPad to be the intuitive user interface for video calls (placing calls, controlling presentations, controlling room environments and AV devices)

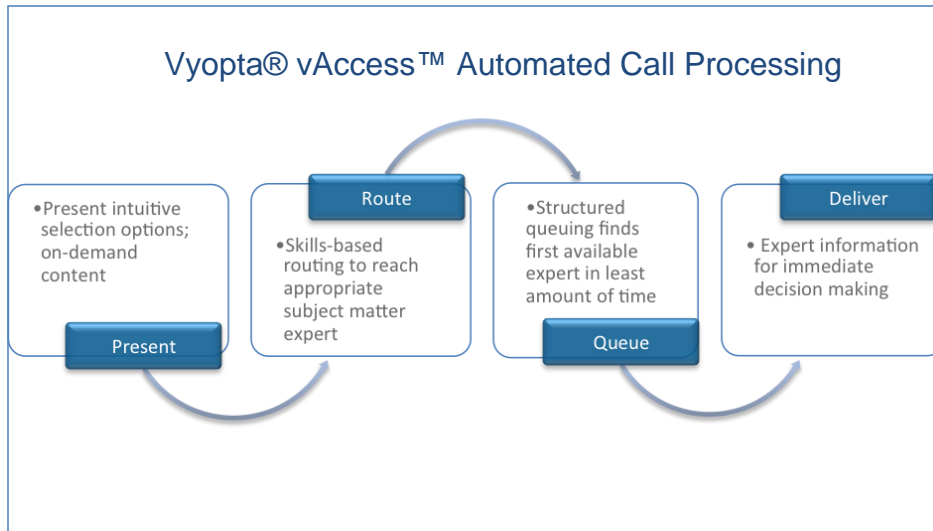
The Polycom Vyopta Integration

The first integration of Vyopta applications with Polycom video communications and telepresence enables a joint solution that delivers high quality, integrated, intelligent video customer engagement. Customer engagement applications are easy to design and build with the Vyopta applications. Vyopta creates

workflows that are customized to the specific services being offered. The first integration of Polycom and Vyopta capitalizes on the **Polycom Group Series** endpoints and **RMX and DMA** infrastructure, and the **Vyopta vAccess and vAnalytics** cloud applications.

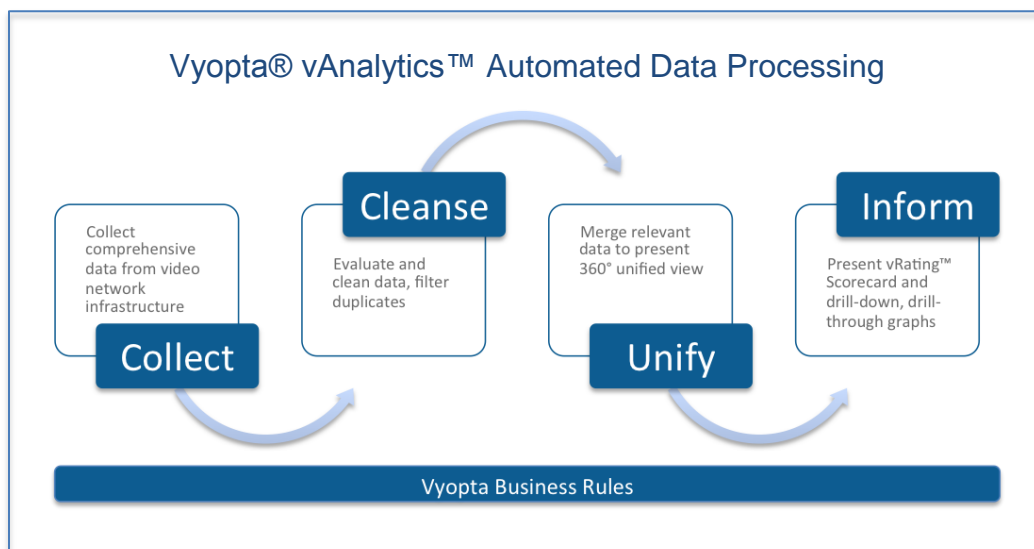
Vyopta vAccess

Vyopta vAccess provides the call queuing, routing and user interface (presented on kiosk or other video device)



Vyopta vAnalytics

Vyopta vAnalytics provides call detail, analytics, reporting and intelligence for tracking usage, insuring capacity, monitoring use, handling chargeback and billing, and more.



Telehealth Video Customer Engagement Example

Today the application of Telehealth, while much improved with today's video technology, is still effectively a 'manual' process, that's expensive and doesn't efficiently scale — it is a non-intuitive self-service patient experience, it is costly for providers to staff, and it is unwieldy to track, manage and bill.

Vyopta has redefined the Telehealth experience— making it intuitive for the 'self service' patient/nurse/user, streamlined and cost effective for the provider, scalable and closed loop for IT.

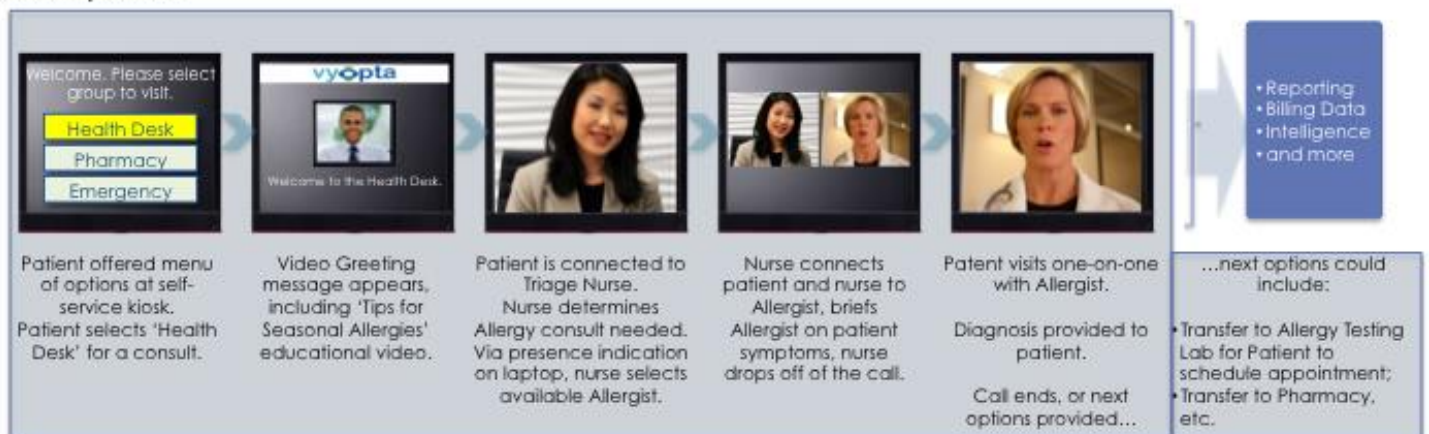
Solution elements:

- Polycom Video Endpoints
- Polycom RealPresence Platform
- Vyopta vAccess
- vAnalytics Cloud Applications

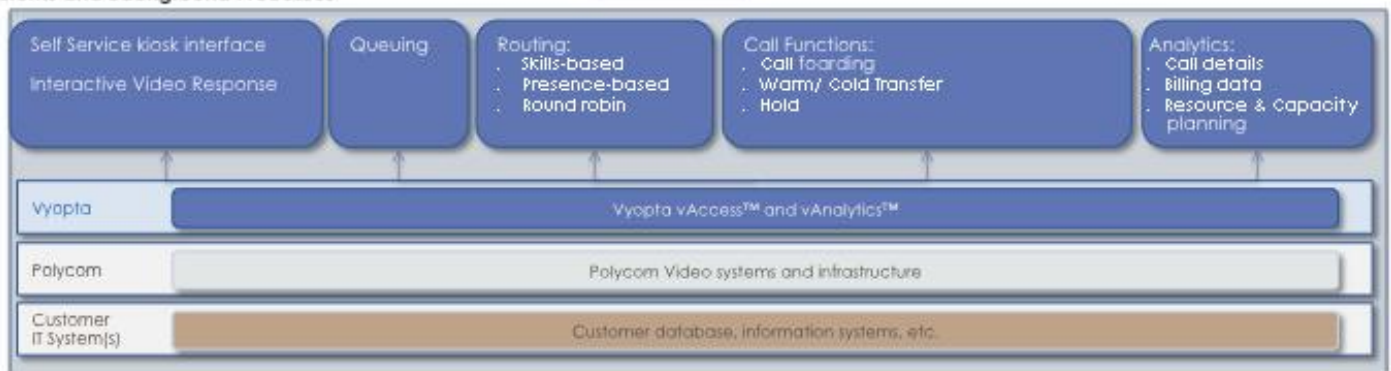
Polycom Vyopta Customer Engagement Solution – Healthcare

Just one example of a workflow for video customer engagement applications

The User Experience



Systems and Background Processes



Design Considerations

Customer requirements, application and workflow are defined in consultation with the customer prior to installation. Vyopta will work with the customer to build workflows to accommodate the specified application.

Installation

The Polycom Vyopta Video Customer Engagement installation will vary by customer and application. Workflows specific to the customer needs, processes, and application are developed. Vyopta Professional Services supports building the specified application integration and additional workflows.

Partner Solution Guide - Vyopta

For More Information

Product Information

For more information about Vyopta visit www.vyopta.com.

Vyopta Support

For Vyopta support, please email support@vyopta.com.

For Vyopta sales, please email sales@vyopta.com.

Polycom Support

For support or service of Polycom products, please contact your Polycom distributor or go to Polycom Support at <http://www.polycom.com/support>

For more information about Polycom Technology Partner Program and the Technology and Developer Partner solutions, visit <http://www.polycom.com/partners>

Test/Validation Annex

Our development model is Agile Feature Driven Development (FDD) with a focus on customer specific integration and interoperability as well as field feedback from our solution involved customers based in incremental and iterative processes.

Validated and field-tested deployed solution components include:

- Polycom[®] RealPresence[®] Distributed Media Applications[™] (DMA)
- Polycom[®] RealPresence[®] Collaboration Server (formerly known as the RMX)
- Polycom[®] RealPresence Group Series
- Polycom[®] HDX[®]

By extension, through the call control and collaboration capabilities of the Distributed Media Applications (DMA) and Polycom RealPresence Collaboration Server (RMX), a solution can be customized to connect to additional Polycom solution components supported through the Polycom RealPresence platform such as:

- Polycom[®] Converged Management Application[™] (CMA[®])
- Polycom[®] RealPresence[®] Mobile (across supported OS platforms)
- Polycom[®] RealPresence[®] Desktop
- Polycom[®] Video Border Proxy[™] (VBP[®]);