

PARTNER PLAYBOOK

# Vyopta Redefines Video Customer Engagement

## Polycom and Vyopta video customer engagement solutions for healthcare, finance, and manufacturing

Vyopta provides the most powerful analytics and engagement platform for enterprise video conferencing networks. The cloud-based product allows organizations to improve visibility into their video network performance, increase video calling usage, and deeply integrate video into their business.

Leveraging Polycom video collaboration technology, Vyopta enables enterprises to transform how they serve customers through the launch of video based solutions including telehealth, eLearning, virtual experts, video banking and more.

The Vyopta platform provides tools to integrate video easily into business workflows to support a better user experience and faster, more cost effective deployments.

### Simplified

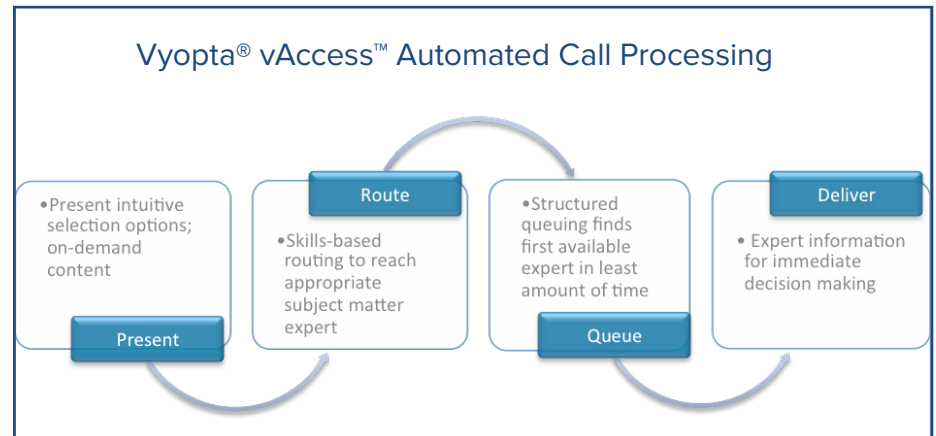
- Intuitive self-service interface
- Continuous user experience
- Streamlined, automatic process – transparent to the user and provider

### Scalable

- Call queuing supports even high volume applications
- Call routing flexibility insures user directed to appropriate responder
- Call handling features and Presence insure availability of select experts

### Smart

- Intelligent workflows assimilate video into existing business processes
- Integrated analytics provide data and intelligence
- IT-friendly integrating into customer information systems



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### Qualifying Questions

- Are you deploying video customer engagement solutions?
- Do you need to connect customers or vendors with experts with specific skillsets or language skills?
- Are you using video to expand the reach of your service?
- Are you considering deploying video kiosks to expand your presence to new locations?
- Are you looking for a cloud-based solution that easily scales for simpler deployment and support?
- Do you need to connect customers via using mobile and web clients?
- Do you need to maximize limited resources?

### Why Choose Vyopta?

Vyopta uniquely integrates video technology into organizations' business processes and workflows, resulting in intelligent, automated, scalable video solutions – that are easy to use, and measurable – for day-to-day video communications and specialized applications.

Vyopta has redefined the video customer engagement experience – intuitive for the 'self service' user, streamlined and cost effective for the provider, scalable and closed loop for IT.

Polycom and Vyopta have teamed up to deliver initial applications for telehealth and manufacturing. Vyopta solutions are easily adaptable. New customer engagement applications can be easily added by creating workflows that are specific to the service being offered.

### Key Differentiators

Vyopta's intelligent video customer engagement application uniquely 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.

### Learn More

To learn more about Vyopta visit us at [www.vyopta.com](http://www.vyopta.com)

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