



Creating a successful meeting room experience for the new multi-vendor hybrid office

Looking to create an exceptional workplace experience with Microsoft Teams at the core of your collaboration strategy? Are you rethinking office space to better support hybrid work and balance in-office and remote employees?

Today's meeting spaces must be flexible and intelligent, delivering seamless collaboration in every room—from huddle spaces to boardrooms. Employees expect consistent, high-quality experiences that enable effortless participation, whether they are in the room or joining remotely.

The office is no longer just a workplace – it's a destination for collaboration, creativity, and productivity



OPTIMIZING THE NEW HYBRID OFFICE

VOSS transforms meeting room management with automation, analytics, monitoring, and AI-driven insights. By enabling certified interoperability between Microsoft Teams and Cisco devices, VOSS supports flexible, multi-vendor collaboration environments.

VOSS offers a single point of control over the entire meeting room lifecycle – from deployment to daily operations and ongoing optimization. With VOSS, you can:

- Accelerate Teams Rooms deployment
- Standardize configuration profiles
- Proactively monitor room health and compliance
- Automate room resets to a known-good state
- Track usage, occupancy, and costs

The result is a consistent, high-quality meeting room experience for users – and simplified management for IT.



98% of meetings now have remote participants

It's critical that everybody is engaged and has a good experience, wherever they are based.

Gain visibility and control into the meeting room experience across Microsoft Teams, meeting room devices and users, across your UC network.

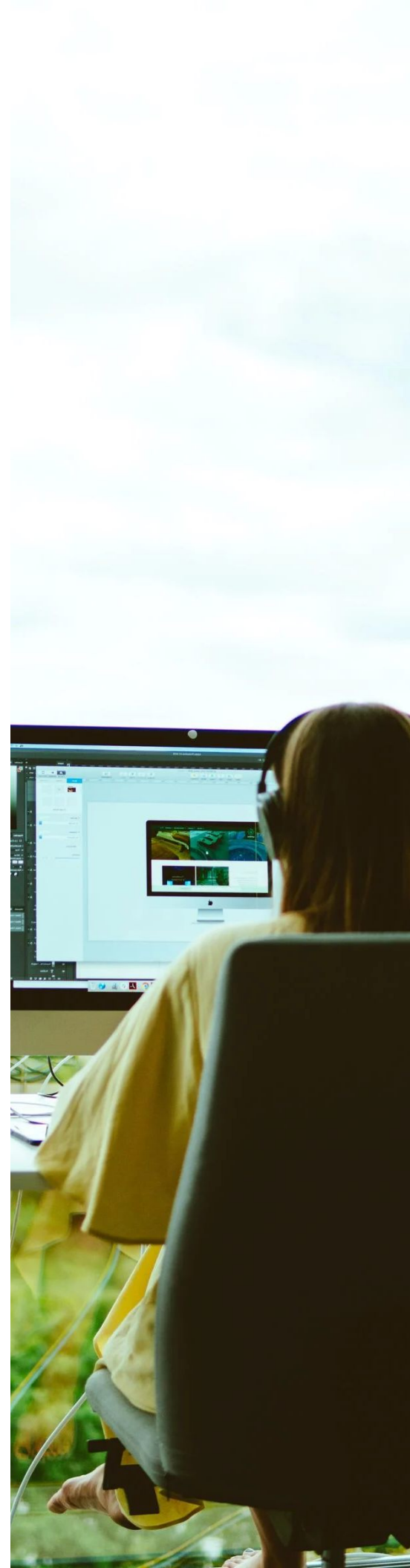
Match meeting room requirements to a certified device from Cisco, then streamline the management with automation and analytics.

Deliver inclusive experiences for both in-meeting and remote participants, with a toolset that quickly identifies and resolves issues.

Proactively monitor usage, occupancy, licensing, and related costs, to track and optimize your investment.

Avoid frustration with a meeting room setup by deploying a standard configuration template at setup and regularly during the working week, and in bulk.

Seamlessly integrate existing users on Cisco Call Manager systems into your Microsoft Teams meeting room experience.



Automation and analytics in action

The following examples are taken from VOSS products to illustrate the end-to-end management of a meeting room experience that runs on Microsoft Teams and is delivered through Cisco devices.

Device inventory and fast setup



Tracking usage and adoption of Microsoft Teams chat, calling and meetings with drill-down available for the detail



Proactive monitoring and alerting with information collected from Microsoft Teams and the device directly

Meeting Room Devices					
Room Name	Vendor	Model	Serial Number	Health	Status
1. Conference Room Meeting Room 1	Logitech	MR	999999999999	OK	Online
2. Board Room Meeting Room 2	poly	polycom30	999999999999	OK	Online
3. Board Room Meeting Room 3	Logitech	MR	999999999999	OK	Online
4. Board Room Meeting Room 4	poly	polycom30	999999999999	OK	Online
5. Board Room Meeting Room 5	poly	polycom30	999999999999	OK	Online
6. Board Room Meeting Room 6	poly	polycom30	999999999999	OK	Online
7. Board Room Meeting Room 7	Logitech	MR	999999999999	OK	Online
8. Board Room Meeting Room 8	poly	polycom30	999999999999	OK	Online
9. Board Room Meeting Room 9	Logitech	MR	999999999999	OK	Online
10. Board Room Meeting Room 10	poly	polycom30	999999999999	OK	Online



A U T O M A T I O N & A N A L Y T I C S

Creating a meeting room experience

Intuitive portal with single view of the entire UC estate

VOSS offers an intuitive web portal that gives visibility and streamlines management of the entire UC estate, including cloud platforms (Microsoft Teams and Cisco Webex), users, telephone numbers, licensing, and meeting room devices. This removes the need for highly skilled technical resources and removes duplication across the various vendor portals – Microsoft TAC, Pro Portal, PowerShell, Cisco Webex Control Hub, and the various device (web) interfaces.

Workflow automation for meeting room administration

VOSS provides workflow automation to streamline and simplify the configuration and ongoing administration of meeting room services, including setup of the resource account with licensing, allocation of a dial in/out contact number from the list of available numbers at a location, followed by configuration of the device and meeting room itself.

Workflows may be initiated from the portal through the API interface and in bulk, with all changes logged for audit purposes.

Standardization with flexibility for tried and tested configurations

Configuration templates are designed to simplify and standardize the setup of meetings rooms, directly into the device. Templates are configured for business needs, and for the various meeting room types; for drop down points, huddles, and larger boardrooms and theaters.

Configuration templates cover the various aspects of meeting room setup, including the many configuration parameters, commands, and activation. They also offer the ability to quickly rollout new device features as and when they are made available.

Monitoring, alerting, and diagnostics on meeting room and peripheral status

Close monitoring and alerting on the meeting room experience for both the Microsoft Teams service, along with status information picked up from each meeting room device, including detail on various peripherals (cameras, speakers, microphones). Alerts are color coded for classification and can be routed into external systems (ServiceNow) for notification. Alerts can also trigger intelligent actions or response procedures, such as resetting a room to a known state.

Creating a meeting room experience

Drill down into detailed device analytics, performance, and compliance

Visualize information in easy-to-understand dashboards, highlighting key information, trends, and points of note, with the option to review information over different time periods. Start at the dashboard and then filter and drill down into the detail for each meeting room, with data ingested from both Microsoft Teams and each meeting room device.

View a wide range of topics that cover the meeting room type, connectivity, hardware, software versioning, telemetry points, peripherals, and logs. Dashboard information may be extracted into reports, which can be scheduled and distributed for review and action.

Correlate with other data and business context to provide meaningful insight.

Proactive testing of Microsoft services and devices with DEM

Schedule and automate the testing of various Microsoft Teams front door services, including calling and meeting, with digital experience monitoring (DEM). Proactively monitor, alert, and take appropriate communication and action based on service status.

Device reset for a better experience at the start of every day

Workflow commands reset meeting rooms quickly and easily into a known configuration, for example, at the start of each day or week, improving meeting room performance (as equipment is in a known state). Room resets may be scheduled as required to remove the need for manual processes.

Choice and flexibility

Automation and insight for a wide range of meeting room devices from Cisco, certified against the Microsoft Teams service, and designed to meet the requirements of various room scenarios. For a wider choice, incorporate other supported devices from Logitech and Polycom.

Track closely user experience and ratings

Track user adoption and experience over time, with the ability to dive into detail around a particular user or meeting room. Gather useful information to improve the meeting room experience, and plan for the future. Topics include direct user feedback, adoption trends, quality and diagnostics around the service, meeting room device, and user setup (device, headset, connectivity).

Hybrid calling made easy on mixed Cisco and Microsoft UC networks

An optional integration of the Cisco (Call Manager) dial plan with the Microsoft Teams service over Microsoft Direct Routing. This provides a more seamless experience for users that are hosted on the Cisco service using Jabber, to call into meetings hosted on Microsoft Teams without incurring (PSTN) telephony charges. Automation streamlines the administration and self-service management of users on both sides of the service – Cisco and Microsoft.

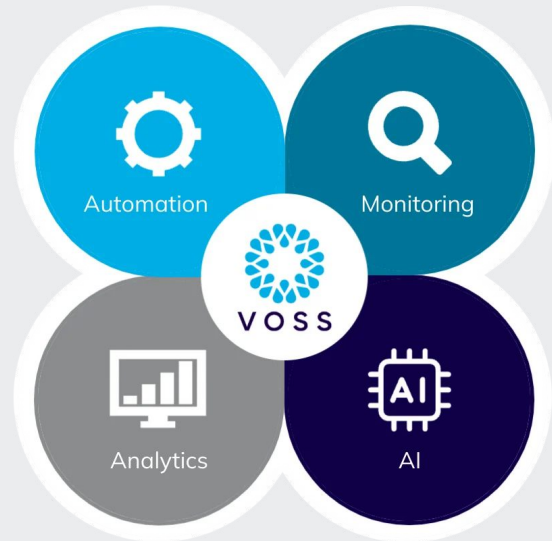


THE VOSS SUITE

At VOSS, we empower our customers to reduce operational costs, improve service reliability, strengthen governance and data protection, and adapt their digital workplace as business models, employee expectations, and organizational requirements evolve.

The VOSS platform is the foundation of our product suite. Each product – from automation to monitoring and analytics – is built on the same consistent framework, providing a common set of tools, data, and integrations across your digital workplace.

The platform unifies four essential capabilities in a single architecture – automation, monitoring, analytics, and AI – offering a unified foundation for managing complex enterprise environments. By integrating with core business systems and collaboration platforms, VOSS enables you to automate operational workflows, enforce governance, and gain real-time visibility into performance and across employees, devices, and infrastructure.



VOSS Discover provides a comprehensive inventory and analysis of your collaboration and digital workplace tools, enabling you to understand your current environment, identify inefficiencies, and plan transformations with precision.



VOSS Migrate automates the extraction, transformation, validation, and loading of users, devices, and collaboration data, reducing the risk, cost, and complexity of any large-scale migration or platform change.

[Find out more](#) about products that solve real-world challenges in your organization.



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