

VSM

for Contact Centers

Unrivalled insights for
flawless communication

VSM – Powered by Virsaе always-on performance analytics platform, delivers end-to-end service management for on-premises, cloud, and hybrid delivered contact centers.

VSM's cloud-native subscription based service makes setup quick and easy, and instantly adds value to multi-vendor services including Avaya, Cisco, Genesys Cloud, and Microsoft Teams.



Deliver a top-notch experience, every time.

Designed for optimizing customer and agent experience, VSM collects data from multi-vendor platforms and enabling technologies, in the cloud, across the enterprise, and courtesy of VSM Everywhere (VSM-E), in 'unmanaged' remote and work from home (WFH) environments, keeping the technology that underpins interactions running flawlessly.

Combining big data, machine learning, AI-powered diagnostics and automation, VSM delivers the insight to optimize experience, resolve technology issues faster, manage costs through improved productivity and efficiency, and drive revenue.

Delivering on expectations



Deliver experiences customers expect

Understand the entire end-to-end customer journey to optimize experience.

- Assure seamless voice and video quality
- Identify components impacting experience
- Resolve technology issues faster
- Identify root causes to stop them happening again



Keep workers happy and productive

Track and manage user experience and wellbeing, wherever your people work.

- Identify and manage harmful audio levels
- Minimize agent frustration and lost time
- Reduce agent churn
- Improve CSAT and NPS



Manage smarter with data-driven insights

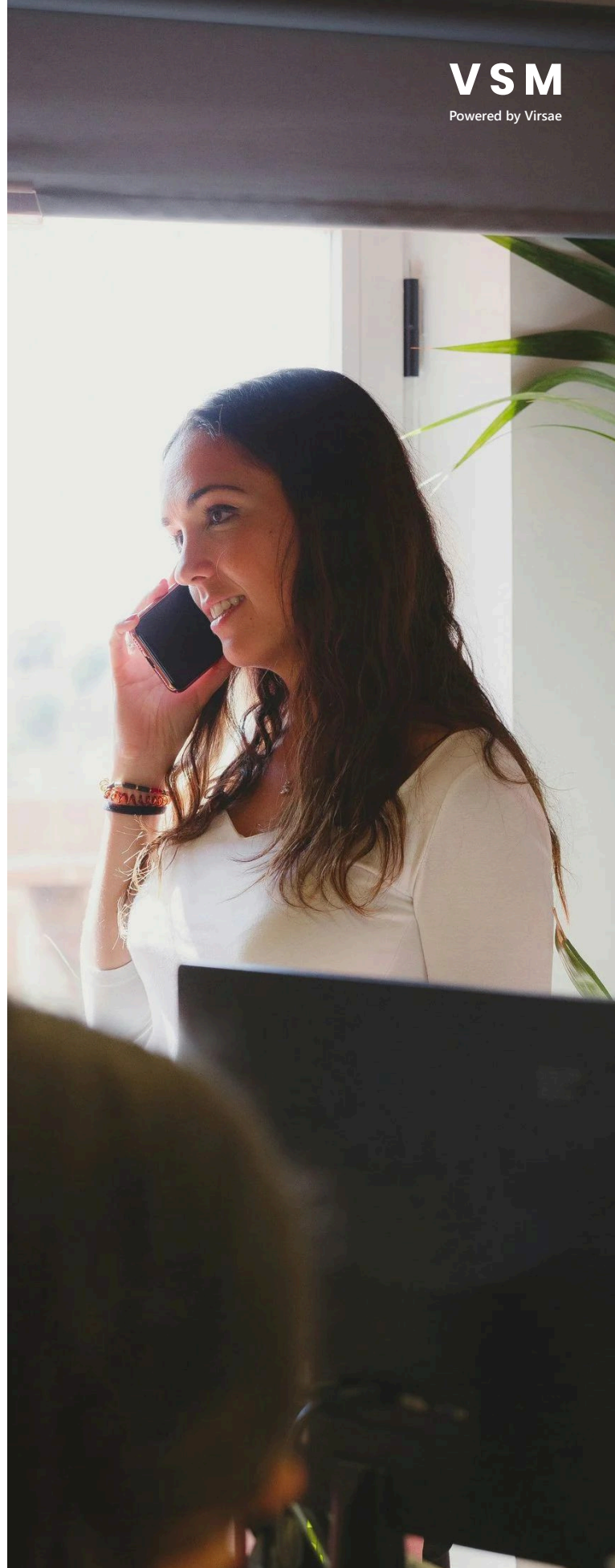
Diagnose and act decisively with intuitive dashboards.

- Get to the bottom of incidents before users complain
- Fix bottlenecks slowing down your network
- Assess unused resources to improve your bottom line
- Bolster security and compliance



VSM benefits

- **Cost reduction** - Gain unique insights into resource utilization, allowing you to shed unused capacity and save costs.
- **Risk mitigation** - Proactively detect and act on trends early, preventing business disruption.
- **Operational efficiency** - See the location, utilization, and performance of your contact center assets to understand how they are being used, and how to increase adoption to deliver maximum business benefits.
- **Brand reputation** - Optimize customer experience and enhance employee wellbeing wherever your people work.



Built for contact center application monitoring

VSM works across all your contact center applications including multimedia routing, compliance recording, CTI, and automated self-service platforms.

Inside VSM for contact centers

Identify moving parts in your contact center and understand critical interdependencies.

- Enable your agents to deliver the best quality interactions, from on-premises, hybrid, or remote WFH environments
- Make quick decisions with an intuitive UI that presents complex call flow as simple visuals
- Highlight flaws in call flow logic and apply quick remedies
- Shine a spotlight on configuration details, and export data to third party applications for filtering and processing



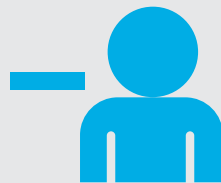
Know your customers' true experience

Zero in on caller experience with cradle-to-grave visibility of the entire customer journey.

360-degree view - Automate customer journey active testing to track customer interactions all the way from the carrier network to in-office, or remote WFH agents.

Reporting - Report contact center health, performance and vital status, including integrations and active users.

Recording - Avoid breaches in compliance. Manage voice and screen recording platforms and rest easy knowing that recorded calls are always on hand. VSM automatically raises an alarm when calls aren't recorded.



AVOID BEING CAUGHT SHORTHANDED

How much more will your platform take?

Contact center capacity - Capacity management puts you on the front foot, so you avoid bottlenecks between your agents and your customers.

License capacity - Purchase additional agent licenses before you run out. Agent licensing capacity reports track resources consumed by logged-in agents.

Keep critical services up, always

Real-time insights to find, fix, and mitigate issues before they cause unnecessary frustration or business impact.

Self-service platforms

Monitor integrations to mission critical applications, so when things go wrong - a database query fails to return data, or the database is slow to respond - the right people know about it.

Proactive automation

Elevate the capability of your service desk team to that of experienced engineers.

Convert events and notifications into actionable insights - right data, right time, right person

Use VSM as a destination for syslog files to consolidate data from different applications, servers and generic devices in a central repository. Analyze the contents for specific service management data

Work with a live picture of integration performance and faults

Send alerts from Linux, Windows, VMWare ESXi or VSphere platform/host and other back-end devices to be managed by VSM's customizable workflow

Configure components for connectivity tests and set parameters for response times

Optimize hybrid work performance

Track and manage performance wherever your people work with full stack analytics to optimize networks, connectivity, voice and video settings, and working environments.

Maintain high quality connections - Use real-time insights into local network and technology performance, including workstation, ISP, Wi-Fi, and wireless headset link quality (Bluetooth or DECT).

Eliminate crosstalk collision - Troubleshoot connection and device usage issues to eliminate cross or over-talking from jittery calls, causing customer frustration and extended call times.

Manage compliance and employee wellbeing - Measure and report background noise to identify the office or home environments with noise levels that may impact customer experience and agent wellbeing.

Discover and test new capabilities with confidence

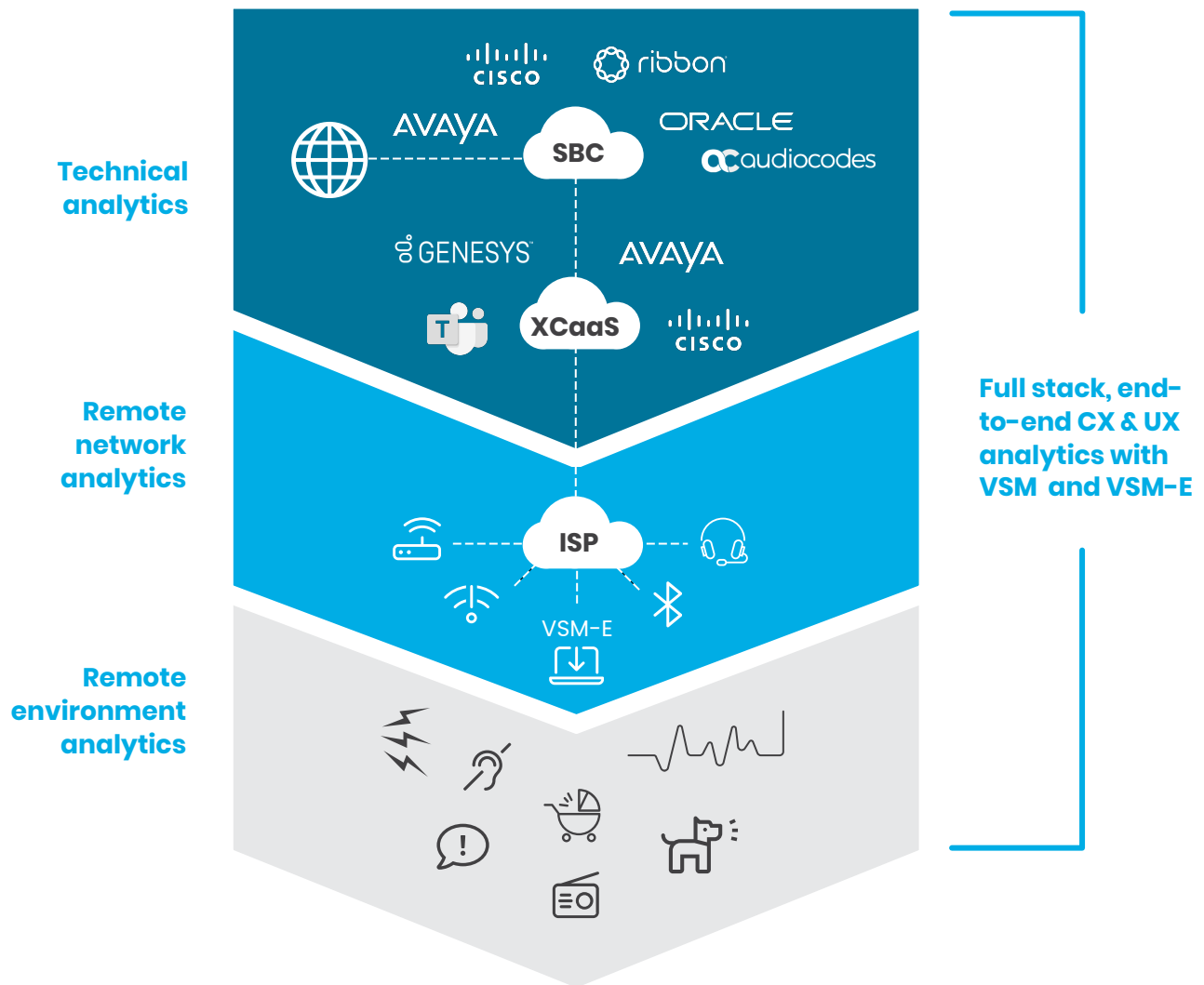
Network readiness assessments - For site provisioning, voice and IVR.

Cloud migration assurance - Contact center cloud migration assurance to accelerate, derisk and transform the experience.



Accelerate speed to value

Data-driven decision making - Measure employee uptake of new capabilities for digital transformation, operational and financial efficiency programs. Leverage AI and machine learning to address new challenges across health & safety, security and compliance.



VSM solution components

VSM for Contact Center

Securely hosted in Microsoft Azure and delivered to users via an API or web browser.

VSM collectors

Virtual and on-premises, retrieve data from solution components wherever they are deployed.

VSM web portal

Provides support teams and management with real-time data, AI-driven analytics, and historic reporting.

VSM-E

A software agent deployed on user workstations. For ease of deployment, VSM-E is delivered as an MSI and runs as a service. The software agent feeds information specific to the workstation and the environment in which it operates back to the VSM platform, via a virtual collector.

Now there's nothing standing in the way of flawless enterprise communication

VOSS empowers the world's largest organizations to master enterprise communications, managing over 10 million users and devices globally. From frictionless onboarding and automated admin to actionable analytics and performance optimization, our solutions cover the entire digital workspace lifecycle.

Simplify operations, boost security, and scale with confidence using VOSS. Leverage cutting-edge automation, intelligent segmentation, and real-time insights to eliminate inefficiencies and supercharge your team's productivity.

Ready to transform your digital workplace? [Contact us](#) today!



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