ePlus Automated Virtual Assistant for Collaboration Spaces

Expert service, testing, and reporting 24x7

Thanks to advances in software and video systems, cross-functional teams around the globe work together daily using collaboration spaces, increasing productivity, and accelerating innovation.

But supporting these digital workspaces is a challenge due to incomplete monitoring tools and insight. You need to make sure your collaboration spaces, which includes the video endpoint, the video conferencing platform, and AV hardware and software, are functional at all times.

That can be a tall order. Your tech team is short on time and lacks visibility into meeting experiences. Without the tools and capabilities to monitor and manage this environment, they are often surprised when issues occur and forced to scramble, trying to diagnose and fix problems in crisis mode.

Introducing ePlus® AVA™ for Collaboration Spaces

Our goal is to help you become more proactive, increase productivity, and ensure your video-enabled conference rooms present an exceptional experience for your users.

> ePlus Automated Virtual Assistant (ePlus AVA) for Collaboration Spaces uses robotic process automation to enable automated testing and reporting on the health of Cisco video devices, conference rooms, and workspaces, improving mean time to resolution.

With ePlus AVA, you no longer need to worry about getting surprised. Through regular testing, triage support, and automated ticketing, ePlus AVA helps you identify trouble and correct it—before your users are even aware there is a problem.

e⁺ COLLABORATION

BENEFITS

+ Automated daily testing of video endpoints and video enabled conference rooms

+ Shortened time to r esolve issues

+ Reduced number of meetings starting late

+ Increased worker productivity

+ Automated reporting of workspace and conference room experiences

+ Optimized user experience

+ Increased adoption of your video collaboration platform and return on investment (ROI)

+ Increased visibility for your IT support team

Advisor + Strategist + Designer + Architect + Trainer + Teammate + Problem Solver + Consultant

Capabilities

Automated Testing — To ensure your video facilities and endpoints are operational and functioning properly, ePlus AVA uses synthetic video calls made directly to your devices. The calls are scheduled and automated—once the schedule is set the service takes it from there, testing components of your video conferencing solution. Your network and peripherals are validated, and all tasks and results are logged in your ServiceNow application. Testing can also be done on demand, as needed.

Triage Support and Ticketing — If a problem is found, ePlus AVA can help you fix it fast. Using artificial intelligence, ePlus AVA automatically opens trouble tickets, corrects common problems using runbook scripts, and closes tickets while logging every action taken for analytics reporting and after-action analysis.

Support Team Integration — ePlus AVA's automated services are backed by experts from our 24x7x365 Managed Services Center. If a problem requires engineering expertise or onsite support to fix it, ePlus AVA will create a trouble ticket and engage support personnel. And our team will remain engaged until the problem is resolved.

Self-Service Portal with Analytics — To enhance your service experience, ePlus AVA provides a self-service portal delivered via ServiceNow. Within this portal, you will be able to execute tests on-demand, reboot devices, view, open, and close tickets, reconfigure the testing interval, and review analytics via service dashboards. You can get analytics for your entire environment, broken down by geography, device type and time intervals of your choosing, and stay abreast of the health of your collaboration spaces.

As a Service Delivery Model — ePlus AVA is a cloud-first solution delivered to you as a service. This provides flexibility, and you will be able to consume the services you need without a large capital investment.

WHY ePlus?

+ Cisco Gold Partner
    – Cisco Master Collaboration Authorized
    – Cisco Master Managed Services Authorized
    – Cisco Master Network, Security, and Cloud Authorized
+ 24x7x365 U.S. based Managed UC & Collaboration Services (MSC) with global onsite dispatch
+ In-house collaboration programmability and automation experts
+ In-house AV design, delivery, and support expertise

Learn More

For more information about ePlus AVA for Collaboration Spaces,
visit https://empoweringwork.eplus.com/av/ava/ or email collaboration@eplus.com to sign up for a free demo.

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