

VQ Conference Manager – Solving Business Problems

Business Problem	Why choose VQ Conference Manager
<p>I need a conferencing platform that will deliver an optimal experience for my users now and as their conferencing needs grow and develop</p>	<p>Out of the box, VQ Conference Manager contains a suite of tooling and functionality that enables customers to deploy both voice and video services and fully exploit their CMS investment. COVID has resulted in video calls becoming a business norm; users expect a WebEx style experience. VQCM enables CMS customers to deliver a “WebEx like” user experience with easy sharing of call details and the meeting join experience.</p> <p>Beyond out of the box, VQ is evolving into a flexible platform for solving specific customers problems. We’re starting by exposing our API’s, enabling customers to meet their own integration needs.</p>
<p>I want to my users to be able to control their own conferencing experience, using tools they are already familiar with</p>	<p>VQ Conference Manager’s architecture is highly scalable and has an ever-growing set of self-service tools which empowers users to control their own unified communications experience . VQCM’s self service applications include, an Outlook Add-in, Outlook plug-in, Jabber add-in and iOS App.</p>
<p>I need a service that securely scales to a large number of users whilst also protecting sensitive data</p>	<p>Some of the VQCM deployments are massive; there a growing number of 24 Node (CMS 2000) systems running VQ Conference Manager in a production environment. These call volumes are huge (e.g., 50,000 to 80,000 calls a day; 6000 participants in call. 70,000 users).</p> <p>VQ Conference Manager allows up to 50 calls to be viewed and managed at the same time from the same page whilst can also supports hundreds of users from the UI. VQCM supports multi-tenancy which enables groups of users to be separated from one-another. Operational teams, can, for example, be assigned to specific Tenants ensuring Opertors only see Calls, Users and Meetings in that Tenant.</p> <p>State of the art SAML 2 authentication helps keep everything secure.</p> <p>Cisco’s CMM only allows a user to manage one call at a time and only 25 users can use CMM concurrently. CMM users see all calls; CMM doesn not support multi-tenancy.</p>

<p>I must have access to comprehensive analytics to understand how my service is performing</p>	<p>VQ Conference Manager ships with integrated Elasticsearch and Kibana Analytics which puts massive amounts of service related data at your fingertips to process and analyze.</p> <p>The Elastic-based Analytics package is part of the VQ Conference Manager virtual machine installation and is pre-installed and ready-to-use. VQ keeps Elastic and Kibana up-to-date as part of regular VQ product updates with administrator friendly 'drag and drop' upgrade processes.</p> <p>The power and flexible nature of Elasticsearch allows data to be collected from many different sources. Current data sources include VQ logging, VQ Call Data records, CMS Alarms, CMS media processing load, CMS syslogs, Expressway syslogs, Expressway Call Data Records and Expressway metric data (license consumption, processor load, memory usage etc.).</p> <p>VQ is an OEM partner of Elasticsearch. Our customers get great support from VQ and if required, questions and issues can be escalated into the engineering support team of Elastic.</p>
<p>Cisco CMS is a complex product and I can imagine that VQCM is equally complex. How can I speed my deployment process so I'm up and running sooner and delivering production services on my CMS investment?</p>	<p>CMS is complex and so is VQCM. We've tried to shield users from as much as the complexity as possible but it's definitely a case of 'simpler' rather than 'simple'.</p> <p>VQ Conference Manager can be installed and configured in a relatively straightforward manner. Customers can be up and running quickly.</p> <p>The challenge that most customers face deploying CMS and VQ is that they haven't done it before. They don't know what they don't know.</p> <p>One option is that new customers work through the documentation which is extensive.</p> <p>As an alternative, we offer two forms of training to help new customers figure out what they want to do, be able to do it and bring a CMS based system into service quickly.</p> <p>We offer instructor led training for Administrators (3 days) and Operators(2 days) that give the students the knowledge and hands-on experience to deploy and operate their VQ/CMS based service. Successful</p>

	<p>attendees of the training courses are awarded a VQ “certified” certificate. This training is delivered remotely via video and contains extensive lab work.</p> <p>The second training option is a less intense package called “Deployment Assist” consisting of a structured set of 12 one hour sessions where support engineers from VQ guide new customers through the things they need to consider, configuration options and system setup to enable them to deploy VQ and get their VQ/CMS service into production.</p>
<p>My organization needs to transition smoothly away from Cisco’s TMS</p>	<p>VQ’s out of the box functionality includes scheduling. VQ Conference Manager scheduling enables calls to be scheduled in either a user’s always-available meeting Space, or in a one-off Space, created especially for the meeting. These one-off Spaces can be based on pre-defined Space templates, which exist only for the scheduled duration of the call and have their own PIN.</p> <p>Plus, VQ’s multi-tenancy allows different groups of users to be ring-fenced from one-another. This might include different business units or hosted customers.</p> <p>We see a growing number of users transitioning off TMS. The recent introduction of an API for VQ is enabling customers with custom scheduling applications (for example, conference room booking tools).</p> <p>One-Button-To-Push is a popular TMS feature which VQ has historically not offered. This is about to change and expect to see OBTP functionality available on VQCM around the 3.8 release.</p>
<p>I need to move from a ‘manual everything’ way of working to one based on software working with software.</p>	<p>CMS is a rich and complex platform. Manually configuring CMS is time consuming and error-prone. Using automation tooling such as Ansible enables automated, quick and predictable configuration of CMS. VQ’s integrated support for Ansible and certificate management significantly reduces the effort to deploy and maintain CMS clusters.</p> <p>VQ’s API allows other software systems and tools to integrate with VQ and automate tasks and processes. A popular example is replacing TMS and its scheduling API with VQ’s in scenarios where a customer has their own room booking system.</p>