

Nexthink Library Pack

Skype for Business Diagnostic

PRODUCT DESCRIPTION :

Skype for Business is increasingly used as a means to increase productivity and as the primary telecommunications software within organizations. However, within an increasingly complex enterprise infrastructure, frequent troubleshooting is needed to resolve Skype for Business issues. Nexthink enables companies to monitor their Skype for Business service based on end-user consumption so organizations can understand if reported problems are isolated or widely spread. Our diagnostic pack provides data assurance so that organizations can provide a reliable and well-performing Skype for Business service for their employees.

FEATURES

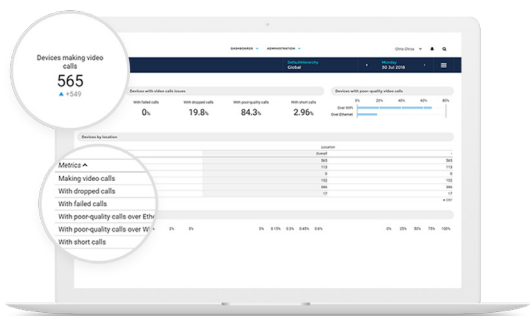
- **Observe actual usage:** Track if solutions are adopted and discover if issues cause behavioral changes.
- **Compare networks:** Evaluate how network mediums such as Wi-Fi and LAN impact service quality.
- **Monitor call quality:** Analyze whether problems are isolated or wide-spread.
- **Measure network quality:** See how latency, jitter or packet loss impacts the end user.

KEY BENEFITS

- Gain visibility of actual usage
- Quantify issues and assess service quality
- Understand context of service problems

LEARN MORE

Skype for Business Diagnostics is available from the Nexthink Library. Nexthink provides digital experience management for your enterprise. We combine data collection and monitoring, analysis and intelligence, with automatic remediation and employee engagement to ensure the continuous optimization of your digital workplace. Learn more and schedule a demo at www.nextthink.com



- **Voice, Video, Screensharing:** Discover why one works, and the other doesn't.
- **Usage context:** Understand overall context of device activity to uncover external factors impacting service quality.

