

Scheduling & Management Solutions Guide



Conference
solutions
made simple



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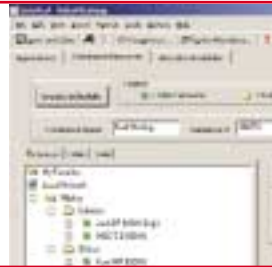


Connect. Any Way You Want.

This guide can help
you determine which
**Polycom Conference
Scheduling and
Management Solutions**
best meet your requirements

Scheduling Solutions

For administrators and end users to simplify and streamline the scheduling of conferences, rooms, resources and catering, from set-up to initiation to running conferences.



- Polycom Conference Suite
- Polycom WebCommander

Management Solutions

For network administrators and operations personnel to monitor, manage and troubleshoot their Polycom MGC™ or multi-vendor video conferencing networks at peak efficiency.



- Polycom Conference Suite
- Polycom Global Management System™
- Polycom WebCommander

Reporting Solutions

For network administrators and users to create need-specific reports, usage statistics, reports for charge-back accounting, lists of users, resources

A screenshot of a reporting application showing a table of data. The table has multiple columns and rows, with a header row in red. The data appears to be a list of users or resources with associated statistics. The interface is clean and professional, with a white background and blue accents.

- Polycom Conference Suite
- Polycom Global Management System
- Polycom MGC Manager

Scheduling Solutions

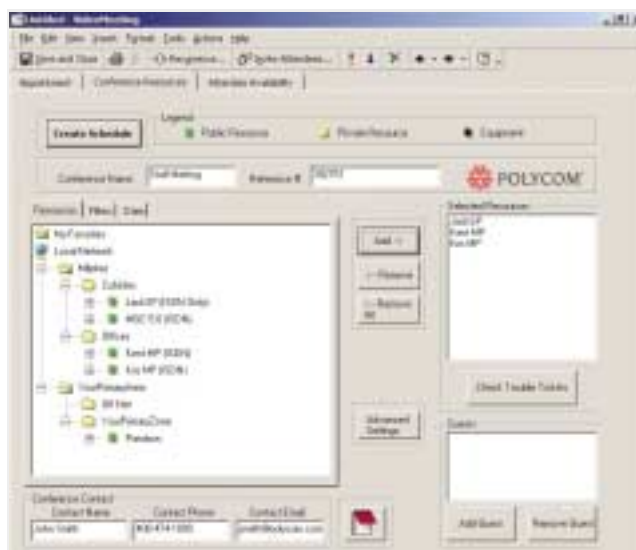
Polycom Conference Suite

Network Aware Scheduler

Network Aware Scheduler, a Polycom Conference Suite module, makes it easy to schedule conferences by giving users the power to book conference rooms and resources, select necessary equipment and reserve network bandwidth. Then, at the appropriate time, Network Aware Scheduler can automatically launch the conference or permit users to use dial-in numbers.

Highlights

- Schedules and launches point-to-point, embedded multipoint and standalone MCU calls
- Schedules through a Web Browser or Microsoft® Outlook®, no new applications to learn
- Send calendar invites directly to Microsoft® Outlook® or IBM® Lotus Notes®
- Patent pending Bandwidth Reservation permits Polycom Conference Suite to control ad-hoc conferences so scheduled events take priority
- Supports equipment from major video equipment manufacturers
- Improves ROI through more efficient use of video communications assets, lower administration support cost and higher call success rates



With Network Aware Scheduler using a Web Browser or Microsoft Outlook, you can invite guests, book rooms, reserve equipment and bandwidth. Also send calendar invites to Lotus Notes users

Polycom WebCommander

Polycom WebCommander gives you control over all aspects of setting up conferences on Polycom MGC MCUs. With Polycom WebCommander, scheduling and launching multipoint conferences, ad hoc meetings or future conferences is an easy, productive way to schedule meetings.

Highlights

- An MGC multipoint scheduling tool that works through a Web Browser or Microsoft Outlook
- Ready for immediate ad hoc meetings or to schedule future conferences
- Supports Polycom VoicePlus, Polycom VideoPlus, Polycom Unified Conferencing
- Multiple MCU support and monitoring screen for Polycom WebOffice™

Find the right conference scheduling solution

	Polycom Conference Suite	Polycom WebCommander
Who Uses This?	Administrators, End Users	Administrators, End Users
Interface Type	Web Browser, Outlook	Web Browser, Outlook
Multivendor Environment	X	
Bandwidth Reservation	X	
Polycom MGC Environment	X	X
Point-to-Point and Embedded Multipoint Reservation	X	
Multipoint Reservation Using an MCU	X	X (Polycom MGC)
Room Reservation and Catering	X	
Integrated Trouble Ticketing	X	

Management Solutions

Polycom Conference Suite

Video Network Management

The Polycom Conference Suite and Video Network Management enable network administrators or operations personnel to manage, monitor, control and troubleshoot video devices, MCUs and conference room equipment from anywhere in the world.

Highlights

- Manages video endpoints from major vendors permitting live troubleshooting and enables placing calls directly from the graphic interface*
- Monitors the entire video network using a “live” graphical diagram
- Performs diagnostics to determine if video network is operating at peak efficiency
- Manages room equipment beyond the video endpoint—secondary cameras, room control panels, Ethernet-connected power switches and external camera sources
- Create, manage and monitor trouble tickets for all equipment in Polycom Conference Suite
- Automated remote alerts to email, pagers or cell phones keep administrators proactive to network issues

* Refer to your Polycom representative for specific device support



With Video Network Management, customized network diagrams let you monitor and control conference networks, equipment and rooms.

Polycom Global Management System

Designed for IT professionals, the Polycom Global Management System is a web-based system management software solution that enables real-time monitoring and remote network management of enterprise-wide Polycom video endpoints and MCUs.

Highlights

- Monitors and manages video devices from a single screen
- Maintains a global video directory for simple dialing
- Updates video endpoint software in groups of devices or individually
- Creates profiles of video endpoints to ensure consistent configurations
- Integrates with Polycom PathNavigator providing simplified user dialing with Polycom OneDial™
- Sets up accounts to track or restrict call usage
- Uses remote alerts to immediately notify administrators of device issues minimizing equipment downtime

Polycom WebCommander

Polycom WebCommander enables users to monitor and control all aspects of running conferences on Polycom MGC MCUs. Polycom WebCommander lets you customize your video meeting environment with graphics, languages, logos and color schemes.

Highlights

- View conference and participant connection status
- Change multipoint video layouts
- Adjust audio volume or mute audio and/or video
- Initiate/terminate conference; connect /disconnect participants
- Extend conference duration
- Real-time updates

Find the right conference management solution

	Polycom Conference Suite	Polycom WebCommander	Polycom Global Management System
Who Uses This?	Administrators, Operations Personnel	Administrators, Defined Users	Administrators
Interface Type	Web Browser, Outlook	Web Browser	Web Browser
Multivendor Environment	X	Polycom MGC only	
Global Directory Services			X
Provisioning			X
Software Downloads			X
Real-Time Network Diagram	X		
Trouble Ticket Processing	X		
Manages Room Equipment	X		
Remote Alerts	X		X

Reporting Solutions

Polycom Conference Suite

The Polycom Conference Suite reporting features are designed for Administrators, IT professionals, Accounting and users, to generate standard and customized reports from Call Detail Records, Scheduling, Diagnostics, Video Utilization and Resource Management.

Highlights

- Over 20 different pre-defined reports available
- Customized reports available with hundreds of different parameters
- Call Detail Records include all parameters necessary for billing
- Diagnostic reports include call failures, video utilization, event logs and trouble tickets
- Resource management reports provide inventory information of video network devices and equipment
- Save reports in a Comma Separated Value (CSV) format for export to Microsoft Excel® or Word



Polycom MGC Manager

The Polycom MGC Manager reporting utility provides detailed Call Records from conferences that run on Polycom MGC MCUs. Records can be retrieved from the Polycom MGC Manager utility screen or by using the Polycom MGC API.

Highlights

- View data on up to 500 of your most recent conferences
- Export your Call reports in the CSV format or Formatted
- Each conference generates a separate record that includes over 50 events

Polycom Global Management System

Designed for Accounting, IT professionals and users, Polycom's Global Management System allows users to generate reports pertaining to Call Detail Records for Polycom endpoint billing.

Highlights

- Call Detail Records include all endpoint parameters necessary for billing
- Account management records passwords that are required for users prior to launching a call from an endpoint
- Save reports in a Comma Separated Value (CSV) format for export to Microsoft Excel or Word

Find the right conference reporting solution

	Polycom Conference Suite	Polycom MGC Manager	Polycom Global Management System
Who Uses This?	Accounting, Defined Users, Administrators	Accounting, IT Professionals, Users	Accounting, Defined Users, Administrators
Interface Type	Web Browser	API, Windows application	Web Browser
Multivendor Environment	Multivendor	Polycom MGC Only	Polycom
Export File	CSV or Word	CSV, Formatted	CSV
Report Type	Customized	Fixed	Fixed

Find the right Solutions

Polycom Scheduling and Management Solutions

Polycom has also produced a **Network Infrastructure Product Guide**. This Guide provides the information you need to help you determine which Polycom Network Infrastructure conferencing solution is right for you. It is available to download at www.polycom.com.

SITUATION	NEEDS	SCHEDULING		MANAGEMENT			REPORTING		
		Polycom Conference Suite	Polycom WebCommander	Polycom Conference Suite	Polycom Global Management System	Polycom WebCommander	Polycom Conference Suite	Global Management System	Polycom MGC Manager
SCENARIO #1 Enterprise with only Polycom endpoints and MCUs	• Outlook scheduling tool for users	X							
	• Room control for executive conference room			X					
	• Management for provisioning at all endpoints				X				
	• CDR Reports						X		
SCENARIO #2 Enterprise with a variety of endpoints and Polycom MGC	• Web scheduling for conferences using unified ad hoc meeting rooms		X						
	• Manage conferences only					X			
	• End point utilization reports							X	
	• Conferences reporting only								X
SCENARIO #3 Enterprise with a variety of endpoints and MCUs	• Schedule point-to-point or multipoint conferences	X							
	• Reserved conferences only, no ad hoc			X					
	• Issue tracking and comprehensive reporting tools						X		
SCENARIO #4 Service Providers	• Schedule own conferences through a Web Browser or Outlook	X							
	• Users only see their own company resources			X					
	• Comprehensive reporting tools for billing						X		