

BlueJeans Command Center

Meeting analytics and intelligence to maximize workplace efficiency and productivity

BlueJeans Command Center brings real-time and historical meeting analytics across all BlueJeans Meetings, Rooms, and Events throughout the enterprise. With service intelligence and insights available to helpdesk staff, IT administrators, and senior leaders, organizations can quickly bring issues to resolution and make smarter, more informed decisions.

Service intelligence for all your organization's meetings, rooms, and events

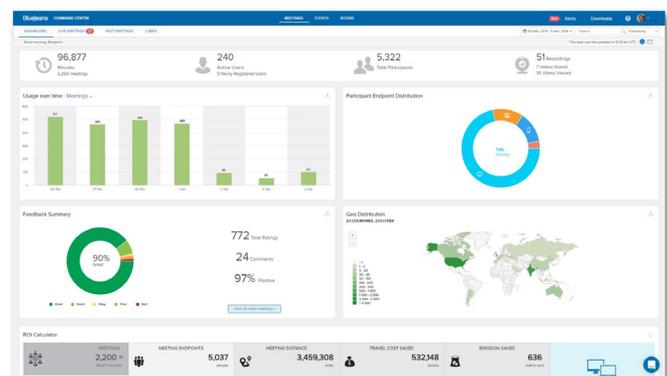
BlueJeans Command Center helps companies consolidate and maintain the manageability and scalability of their meeting solutions infrastructure. With BlueJeans, the intelligence required to monitor, maintain, and improve meetings, rooms, and events across the enterprise is readily available.

Real-time and historical visualization of data

BlueJeans Command Center includes an interactive dashboard reporting on over 70 performance metrics to measure service quality, adoption, utilization, and other key metrics. Also included are tools like an ROI calculator, data visualizations, geographic and endpoint distributions, historical report generation, proactive alert notifications, monthly scheduled reports, APIs, and the ability to export data.

Maximize meeting efficiency and make better decisions faster

BlueJeans Command Center helps IT administrators and helpdesk staff to easily identify and resolve potential issues, improving workplace efficiency and productivity. The Command Center Pro upgrade adds rich features to monitor and manage live meetings in real-time with full quality metrics and moderation controls.



Powered by more than 70 meeting, endpoint, and network metrics, BlueJeans Command Center features an interactive dashboard and detailed drill-down reports.

KEY FEATURES

Command Center basic features

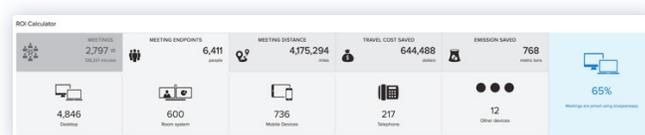
- **Deployment Dashboard**
View status, utilization, concurrent connections, and geographic distribution.
- **Scheduled Monthly Reports**
Receive monthly PDF report on usage and trends automatically in your inbox.
- **Historical Reports**
Performance metrics for every meeting, room, event, endpoint, and participant.
- **Quality Metrics**
Graph quality metrics like bitrate, jitter, and packet loss for every active link.
- **Data Export**
Export data in CSV format for further analysis.
- **API Support**
Easily share data with other Enterprise systems.
- **ROI Calculators**
Measure reductions in carbon emissions and travel expenses.
- **Auto-Refresh Live Stats**
Stay current with automatically updated performance data.

Command Center Pro features

- **Real-Time Metrics**
View metrics of live meetings, rooms and events such as participant details and recording status.
- **Real-Time Alerts**
Get notifications when participants provide feedback so that issues can be resolved quickly.
- **Live Meeting Controls**
Monitor, moderate, and manage important meetings from any location.
- **Quality Alerts**
Receive proactive notifications when meetings experience quality loss.

Command Center use cases

- **Status At-a-Glance**
Dynamic charts and graphs depict user adoption rates, geographical distribution, and resource utilization.
- **Monitor and Secure**
Lock any live meeting and remove any participant to ensure privacy and security.
- **White Glove Service**
Push layouts, mute/unmute audio and video, and monitor QoE (Quality of Experience) metrics for every participant.
- **Resource Planning**
Identify trends to make proactive investments in network resources, user training, and service capacity.
- **Troubleshooting**
Respond to support requests in real time, identify service exceptions, and conduct root cause analysis to identify problematic endpoints, network connections, or locations.
- **Return on Investment**
Quantify reductions in travel and carbon emissions, and track adoption by user and location.



The Alerts management interface shows a table of active alerts:

TYPE	RECIPIENTS	STATUS		
Rating Upto 3	abc@email1.com	ACTIVE	EDIT	DELETE
Rating Upto 2	defg@email2.com	ACTIVE	EDIT	DELETE
Rating Upto 1	hijkl@email3.com	ACTIVE	EDIT	DELETE
Rating Upto 4	lmnop@email4.com	ACTIVE	EDIT	DELETE

A "CREATE NEW ALERT" button is located at the bottom of the interface.