



Video Network Operations Center (VNOC)

Rely on New Era Technology's 24/7 VNOC services to access video conference Help Desk support. New Era's highly-skilled video conference technicians can assist with scheduling, launching, and troubleshooting video calls to ensure the call is successful for all your participants. New Era's VNOC is an all-inclusive video solution providing your organization with ease of use video conferencing along with critical support to provide your end-users peace of mind. This service offers a Virtual Attendant who can assist with administration for the meeting. The virtual attendance primary role is to act as an active, yet unseen, participant.

Video Call Interoperability

Bridge numerous different videoconferencing solutions into one call. This capability allows each solution's workflow to remain the same, with no need for the end-user to learn multiple platforms.

Video Call Meeting Management

With this tool, organizations can initiate a recording and have the ability for presenter and participant moderation. This allows organizations to mute, unmute, assist with the presentation, and assist with Q&A chat inquiries.

Back-End Video Conference Management

Assist with the management of videoconferencing user accounts. This capability helps to configure videoconferencing endpoints, troubleshooting in-call issues, and providing utilization and issue reports.

VNOC Benefits

- Collaborate with anyone, anywhere
- Increase utilization of technology
- Allows organizations to focus on daily business operations
- Event support ensures optimal uptime for successful meetings
- Reduce travel and operational cost

Contact Us Today.

For more information please contact us at solutions@neweratech.com.

