

Poly Lens Premium Features



A key benefit of our support services is that your customers can gain access to Poly Lens premium features at no additional cost.

Educate your customers about the premium features:

1. **Upgraded IT tools**, which come with [Poly+](#). These tools ensure devices are current and operational with status notifications, network tools, and audit logging. They transform IT services from reactive to proactive, enabling faster response time for superior user experiences and greater adoption.
2. **Premium IT software** is available for [Poly+ Enterprise](#) and [Elite](#) customers. In addition to the upgraded IT tools of Poly+, these customers have access to premium IT software that unlocks advanced capabilities to visualize, customize and report on the success of their investment in collaboration technology – now and in the future.

The table below shows the Poly Lens Premium features available for each Poly support service as of 10 March 2023. To learn more about these features visit the [Poly+ Enterprise page on our public website](#) or the [Poly Lens presentation](#) on Highspot. As new features are released the assets will be updated to provide additional information.

Note: Poly Lens Premium features cannot be purchased separately, they are an integral part of the support service levels.

Feature	Description	Elite	Poly+ Enterprise	Poly+
Notification Center	Optimize and save time throughout the day with custom device alerts for status, software availability, and licenses expiration.	•	•	•
Audit Log Event Details	Gain better visibility into Poly Lens Admin portal usage with additional detail on what has changed, when, and by whom.	•	•	•
Network Diagnostics	Get insights on how network performance may be impacting end users meeting experience. Ideal for troubleshooting remote users with less-than-ideal consumer bandwidth.	•	•	•
Room Insights	Highlights key room utilization and meeting behavior data into a curated list of notable insights about how space is being used.	•	•	
Room Analytics	Provides the ability to explore detailed workplace usage in specific rooms down to the hour.	•	•	
Room Dashboard	Customizable, unified view of room utilization trends. Compares activity across sites and rooms all in one place.	•	•	
API Access to Premium Features	Access Poly Lens premium features using APIs to build applications that are customized to your needs. Help build the future of communication one API at a time.	•	•	
Visual Analytics with Power BI	Supercharge UC analytics with greater visualization and more insights in a familiar way. Easily build reports based on device adoption, status, and inventory data or combine with other data sets to create a single pane of glass for UC systems.	•	•	

Questions on support services? Contact the Sr. Product Manager [Ingrid Cheung](#).

Questions on Poly Lens premium features? Contact the Sr. Product Marketing Manager [Marty Sexton](#).