

The Cisco Live! logo, featuring the word "CISCO" in a dark blue, sans-serif font, followed by "Live!" in a dark blue, cursive script font.

CISCO *Live!*

The text "Let's go" in a large, dark blue, sans-serif font, positioned to the left of a bright, multi-colored sunburst graphic that radiates across the right side of the image.

Let's go

#CiscoLiveAPJC



The bridge to possible

Control Hub for collaboration management and analytics

Justin Kelly – Technical Solutions Architect
BRKCOL-2689

CISCO *Live!*

#CiscoLiveAPJC

Cisco Webex App

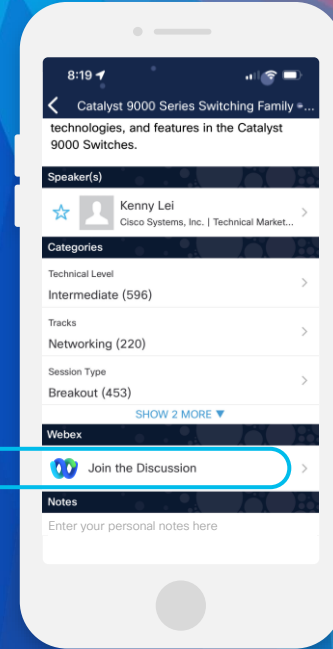
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until December 22, 2023.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2689>



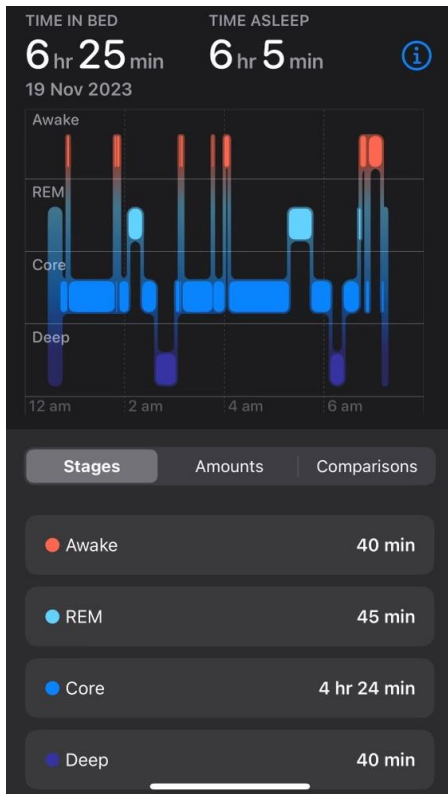


Sleep Fuel Score

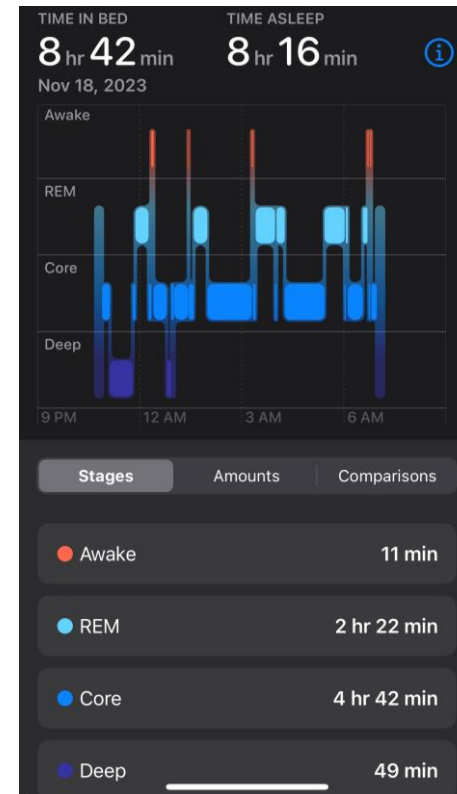
▲ Sleep Quantity

Sleep Stages

- ▼ • Awake
- ▲ • REM
- ▲ • NREM
- ▲ • Deep



Struggle to remember things and feel overwhelmed

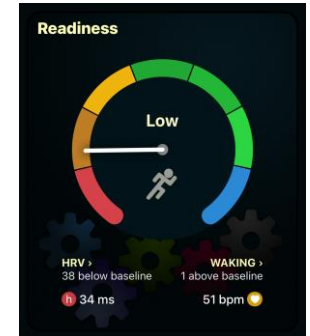


Productive, energetic and attempting personal best @ gym



Body “Battery” Score

- ▲ Resting Heart Rate
- ▼ Heart Rate Variability



Agenda

- Management Fundamentals
- Webex Calling
- Devices and Workspaces
- Integrated Monitoring

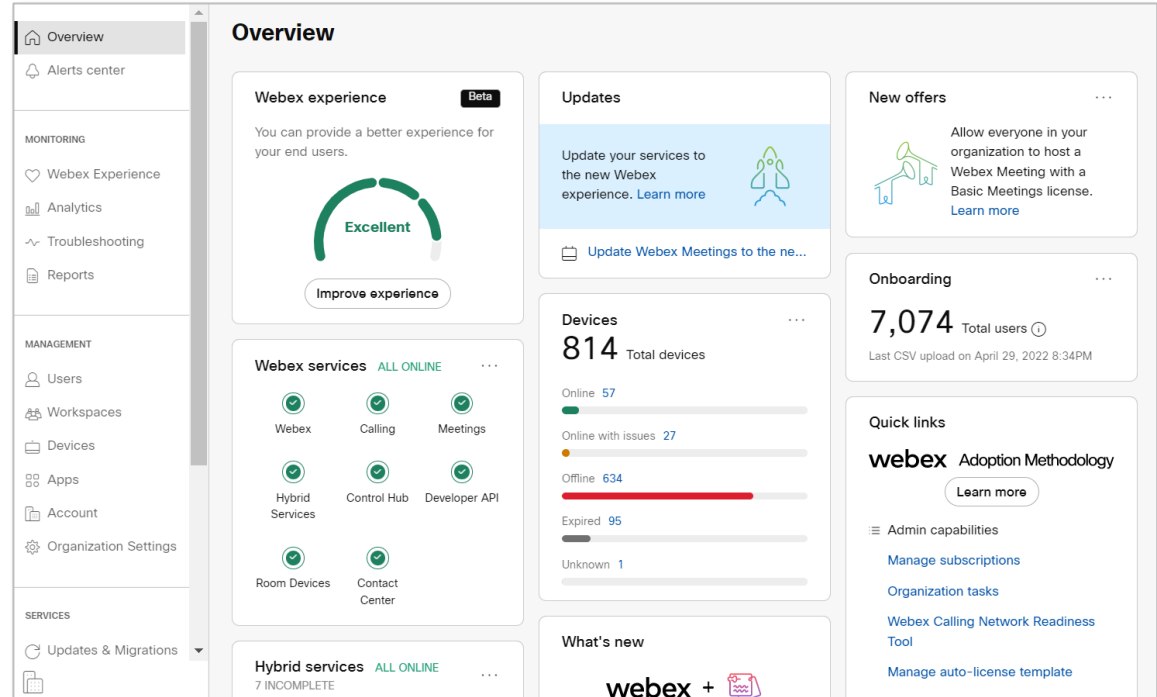
Webex Control Hub

<https://admin.webex.com>

Webex Control Hub is the management interface.

A single pane of glass to manage every aspect of the service starting from users, licensing, general settings, on-premises integrations, analytics, reporting and more.

Within Webex Control Hub, Webex site(s) are displayed under Services/Meetings and can be managed from there.



Management Fundamentals



Domains

webex Control Hub

Search

Organization Settings

Settings Templates Beta

Domains

Add, verify, or claim domains for added security in your organization. Add them manually or with Azure AD. Azure AD already verified the domains. [Learn more about the add, verify, and claim domain process.](#)

Domain	Status
moderncomms090877...	claimed

[Add manually](#) [Add with Azure AD](#)

Self-Registration

Allow users to self-register and/or allow non-admin users to invite other users. When disabled, new users will be prevented from self-registering for an account. Existing users will also be prevented from inviting users that do not already have an account and have email addresses with your domain. This feature is applicable only when you have claimed one or more of your domains, and it applies to users with email addresses from those domains. Before using this feature, make sure you have claimed one or more of your domains.

Permissions requested

Review for your organization

Cisco Webex Identity Integration

This app would like to:

- Sign in and read user profile
- Read all groups
- Read all company places
- Read all users' full profiles
- Read all audit log data
- Manage apps that this app creates or owns
- Read all group memberships
- Read domains

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service and privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

[Cancel](#) [Accept](#)

Custom DNS record

TXt value

cisco-ci-domain-verification=2984fb731994dfa18f3453801ebd0376835aeb236e1...

Azure AD Wizard (Users + Groups)

The screenshot shows the Cisco Webex Control Hub interface. The left sidebar contains a navigation menu with sections: Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, and Organization Settings), and SERVICES (Updates & Migrations, Justin CiscoLive Lab). The 'Organization Settings' option is highlighted with a blue box. The main content area is titled 'Organization Settings' and has tabs for 'Settings' and 'Templates'. It is divided into three sections: 'Directory Synchronization', 'User Security', and 'Microsoft Azure AD integration'. The 'Directory Synchronization' section shows it is 'Disabled'. The 'User Security' section has a toggle for 'Force authentication when users change passwords' which is currently off. The 'Microsoft Azure AD integration' section includes a description and a 'Set up' button, which is pointed to by a large red arrow. A permissions request overlay from Microsoft is on the right, titled 'Permissions requested' for 'Cisco Webex Identity Integration'. It lists permissions such as 'Sign in and read user profile', 'Read all groups', 'Read all company places', 'Read all users' full profiles', 'Read all audit log data', 'Manage apps that this app creates or owns', 'Read all group memberships', and 'Read domains'. It also includes a 'Cancel' button and an 'Accept' button.

Organization Settings

Directory Synchronization

New users will be automatically added from your directory when it synchronizes. Updates can be made directly in Cisco Directory Connector.

[Download Directory Synchronization](#)
[How to Turn On Directory Synchronization](#)
[Troubleshoot Cisco Directory Connector](#)

Directory Synchronization

- Disabled

User Security

When enabled, users who change their passwords will have to sign in to Webex again after the new passwords are detected by Directory Connector.

☐ Force authentication when users change passwords

Microsoft Azure AD integration

Integrate Azure AD to provision users and groups. Azure synchronizes periodically. [More on Azure AD setup](#)

Set up

Permissions requested

Review for your organization

Cisco Webex Identity Integration

This app would like to:

- ✓ Sign in and read user profile
- ✓ Read all groups
- ✓ Read all company places
- ✓ Read all users' full profiles
- ✓ Read all audit log data
- ✓ Manage apps that this app creates or owns
- ✓ Read all group memberships
- ✓ Read domains

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service and privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel **Accept**

Groups – Example Deployment



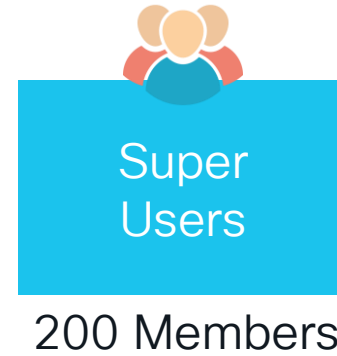
↓

Messaging+
Free Meetings



↓

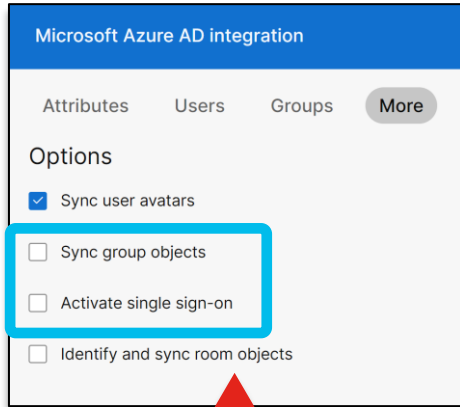
Messaging+
Full Meetings+
Webex Calling



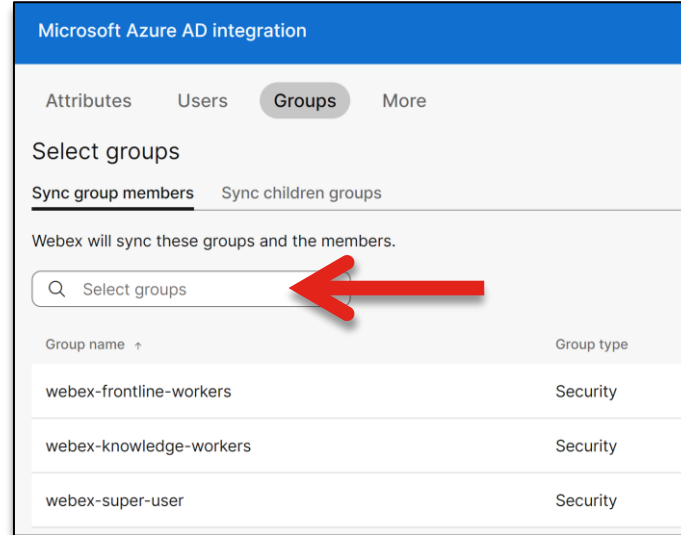
↓

Messaging+
Full Meetings+
Webex Calling+
Translation

Enable SSO and Import Azure AD Groups



Import Groups
and Activate SSO
via single click!



On-premise Directory Connector

Cisco Directory Connector

Welcome, [User] | Sign Out

Dashboard Configuration

Actions Help

Launch Event Viewer

Cloud Organization: [Organization] Active Directory Domain [Domain]

General Object Selection Policy Schedule User Attribute Mapping Notification Avatar

Object Type : LDAP Filters :

☒ Users ☐ Identify Room

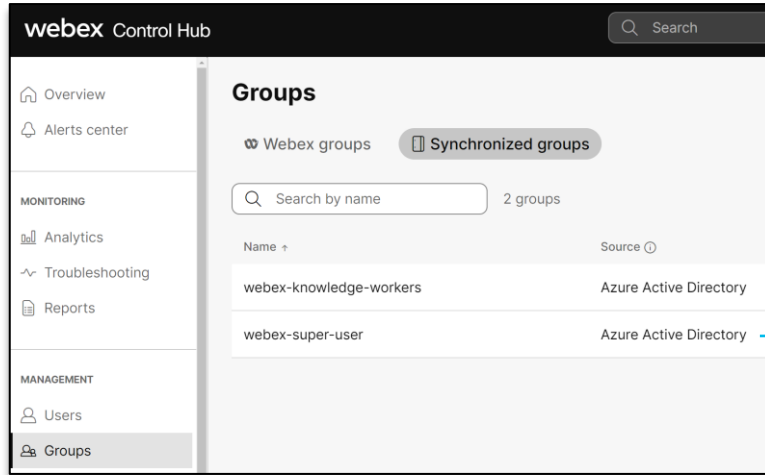
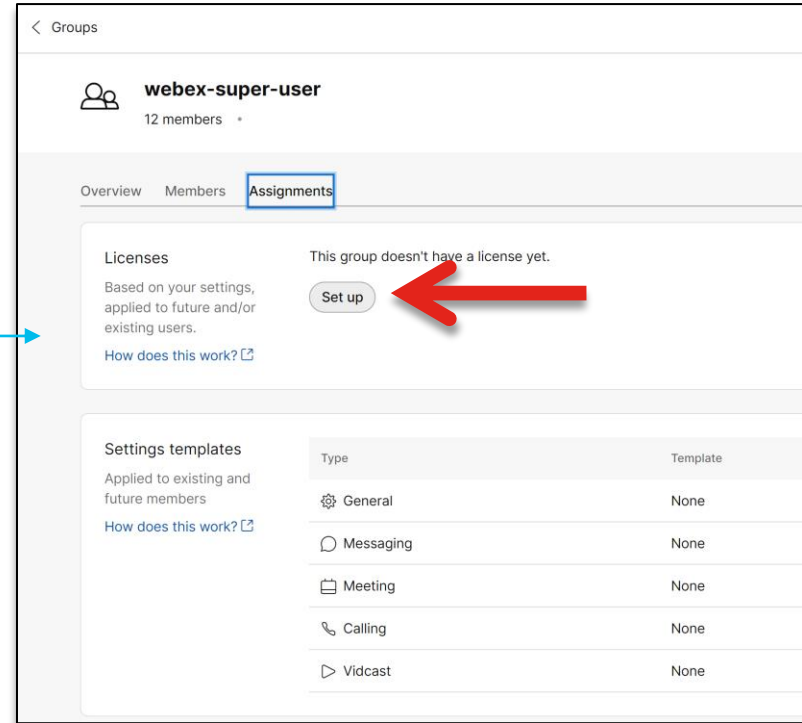
☒ Groups ☒ Security ☒ Distribution

On Premises Base DNs to Synchronize

OU=Groups,OU=MOE,
OU=People,OU=MOE,

Select

Applying License Templates to your Group



License Assignment

Group licenses assignment

Group licenses assignment

Select the licenses you want to assign to your users.

Messaging

2

Meeting

5

Calling

1

Hybrid Services

1

^ Subscription: Basic Messaging

☒ Basic Messaging

^ Subscription: Enterprise Trial - 01/27/2022

☒ Advanced Messaging

15 of 30 assigned

CISCO *Live!*

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BRKCOL-2689

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License Assignment

MANAGEMENT

Users

Groups

Workspaces

Devices

Apps

Account

Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Vidcast



Knowledge Workers
16 members • Synced from On-premise Active Directory

Overview

Members

Assignments

Licenses
Based on your settings, applied to future and/or existing users.
[How does this work?](#)

Messaging

Meeting

Calling

Hybrid Services

Basic Messaging
Advanced Messaging

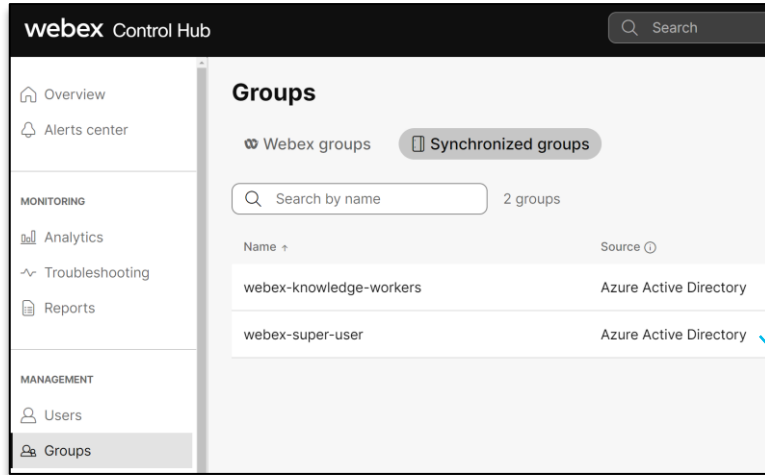
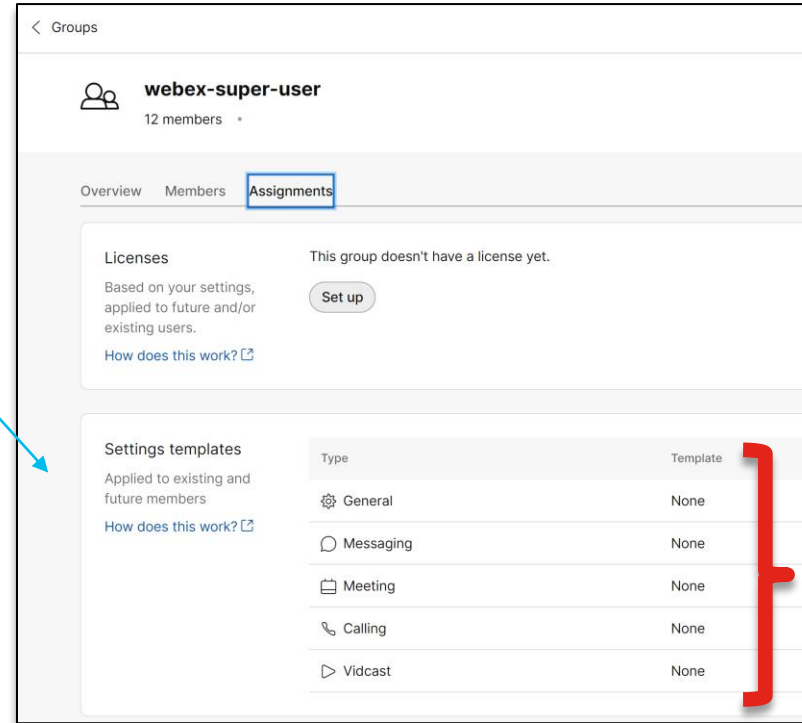
Basic Space Meetings
Advanced Space Meetings
Real-Time Translations
Webex Assistant for Meetings
Webex Meetings Suite
webex.com Host Account

Call on Webex (1:1 call, non-PSTN)

Microsoft Exchange/Office 365

Edit

Applying Settings Templates to Groups/Locations



Example - Settings Template



1000 Members



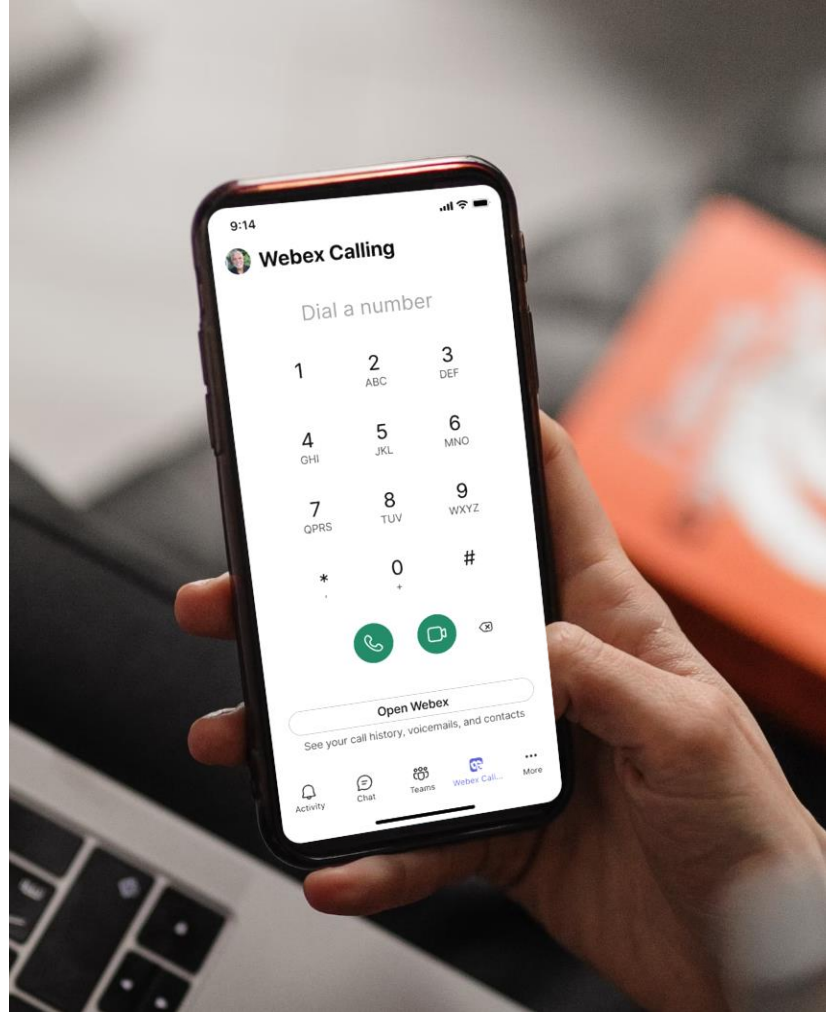
 webex-frontline-workers		Overview	Members	<u>Assignments</u>
Type	Template			
 General	None			
 Messaging	Restricted Messaging			
 Meeting	Restricted External Meetings			
 Calling	MS Teams Integration			
 Vidcast	None			

hierarchy of setting assignments:

Organization Setting < Group level setting via templates < User overrides

Webex Calling

Ian is the new sales manager at the company.
We want to get him up and running as quickly as possible!



Locations



Brisbane Sales Office



North Sydney Office



Melbourne Head Office

North Sydney Office

Location ID: 71b09813-b72d-4253-a474-eebe3cade8ee

2 users • 0 workspaces

Overview

Floors

Calling

Calling connection

PSTN connection ⓘ

Cloud Connected PSTN [Manage](#)

Main number ⓘ

+61292755011

Emergency calling

Callback number ⓘ

Location main number: +61292755011

Emergency call notification ⓘ

Off

Dialing

Internal dialing ⓘ

External dialing ⓘ

Call handling

Outgoing call permissions

Music on hold or park ⓘ

Call intercept ⓘ

Call Recording ⓘ

Disabled

Organization's default Dubber

Location Calling Settings

PSTN Settings

Main Number

Dialing Restrictions

Call Recording

Handset Defaults

Delegated Location Admins

- Offload management activities to partners or site-based contacts

The screenshot displays the Cisco Meraki dashboard for a location named 'Brisbane Sales Office'. The page is divided into several sections:

- Location info:** Address (340 Adelaide St, Brisbane City QLD 4000, Australia), Timezone (Australia/Brisbane), and Email language (English - Australian English).
- Workspaces summary:** A summary of workspaces, floors, total capacity, and devices. Below this is a table of workspace types and their counts.
- Admins:** A section for managing location admins. It includes a search bar and a table of admins. A red arrow points to the 'Add' button.
- Users settings template:** A table showing the settings template for users, with columns for Type and Template.
- Notes:** A section for adding notes about the location.

workspaces	floors	total capacity	devices
0	0	0	1

Type	Count
Meeting Room	0
Open Space	0
Huddle	0
Focus	0
Desk	0
Other	0

Type	Template
General	None
Messaging	None
Meeting	None
Calling	None

First / Last name	Email
Tim Bowden	tibowden@MODERN...

User Settings (Calling)

The screenshot shows the Cisco Webex Control Hub interface. The left sidebar contains navigation links for Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Justin CiscoLive Lab). The main content area is titled 'Users' and shows the profile for 'Ian Hawkins'. The 'Calling' tab is selected, displaying the following settings:

- Calling template applied:** None
- Numbers:**
 - Directory numbers: A table with columns 'Type', 'Number', and 'Extension'. It shows one entry: 'Primary' with number '+61792755032' and a copy icon.
 - Caller ID: User's phone number : +61792755032
 - Emergency callback number: User's phone number : +61792755032
- Business texting:** User is not eligible for texting capabilities. [Learn more.](#)
- Voicemail, fax, announcement:** Voicemail is Enabled.

Numbers
Business Texting
Voicemail
Music on Hold
Call Handling
Between-user Permissions
In-call Features (e.g. Video)
MS Teams Integration
Reception Client
Call Recording

Sync numbers directly from Azure AD!

Microsoft Azure AD integration

Attributes Users Groups More

Attributes

[Learn more](#) about attribute mapping.

Azure AD Attribute name	Webex cloud directory attribute name
userPrincipalName	userName
displayName	displayName
givenName	name.givenName
surname	name.familyName
jobTitle	title
objectId	externalId
telephoneNumber	phoneNumbers[type eq "work"].value
mobile	phoneNumbers[type eq "mobile"].value
	phoneNumbers[type eq "fax"].value
	addresses[type eq "work"].streetAddress
	addresses[type eq "work"].postalCode
	addresses[type eq "work"].country

Cancel Save



- Overview
- Alerts center
- MONITORING
- Analytics
- Troubleshooting
- Reports
- MANAGEMENT
- Users**
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Organization Settings
- SERVICES
- Updates & Migrations
- Justin CiscoLive Lab

< Users



Ian Hawkins

Verified • ianhawki@MODERNCOMMS090877.onmicrosoft.com • Member of webex-knowledge-workers • Member of Brisbane

Actions

Summary **Profile** General Meetings Calling Messaging Hybrid Services Devices Vidcast

Identity

First name	ian
Last name	Hawkins
Display name	Ian Hawkins
Primary email *	ianhawki@MODERNCOMMS090877.onr
Alternative emails ⓘ	+ Add email
Title	Manager of Excellence
Department	Enter a department

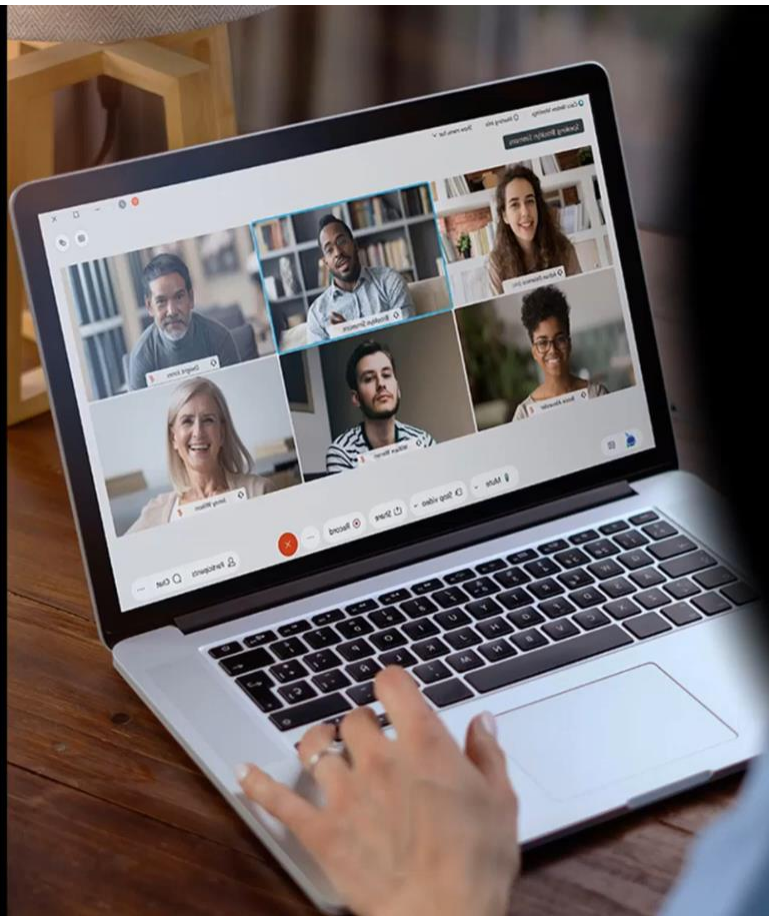
Phone

Work phone	+61792755032
Mobile phone	61400000005
Alternate phone 1	Enter a number



Managing Personal Devices (Including Headsets)





Headset and Camera Manageability in Control Hub

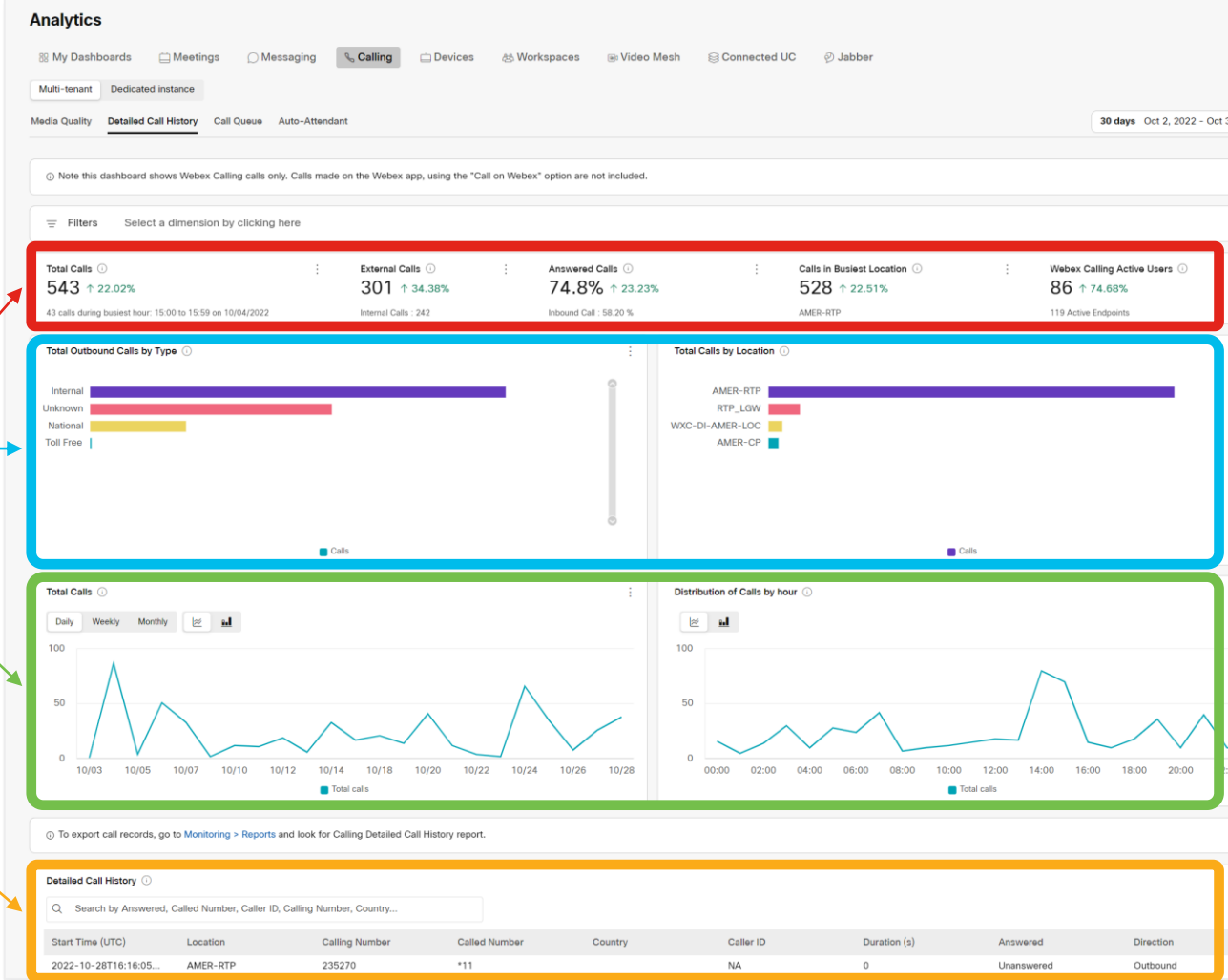
“We have users connecting from potentially all over the world. I only rarely hear a problem or two here and there but have no idea who or where might really be having a problem.”



Webex Calling

Multi-tenant Call History

- Internal vs external calls
- Which locations made the most calls?
- What time of day/week/month do the calls occur?
- Table: Drill down on individual calls
- More details available within “calling detailed call history” report

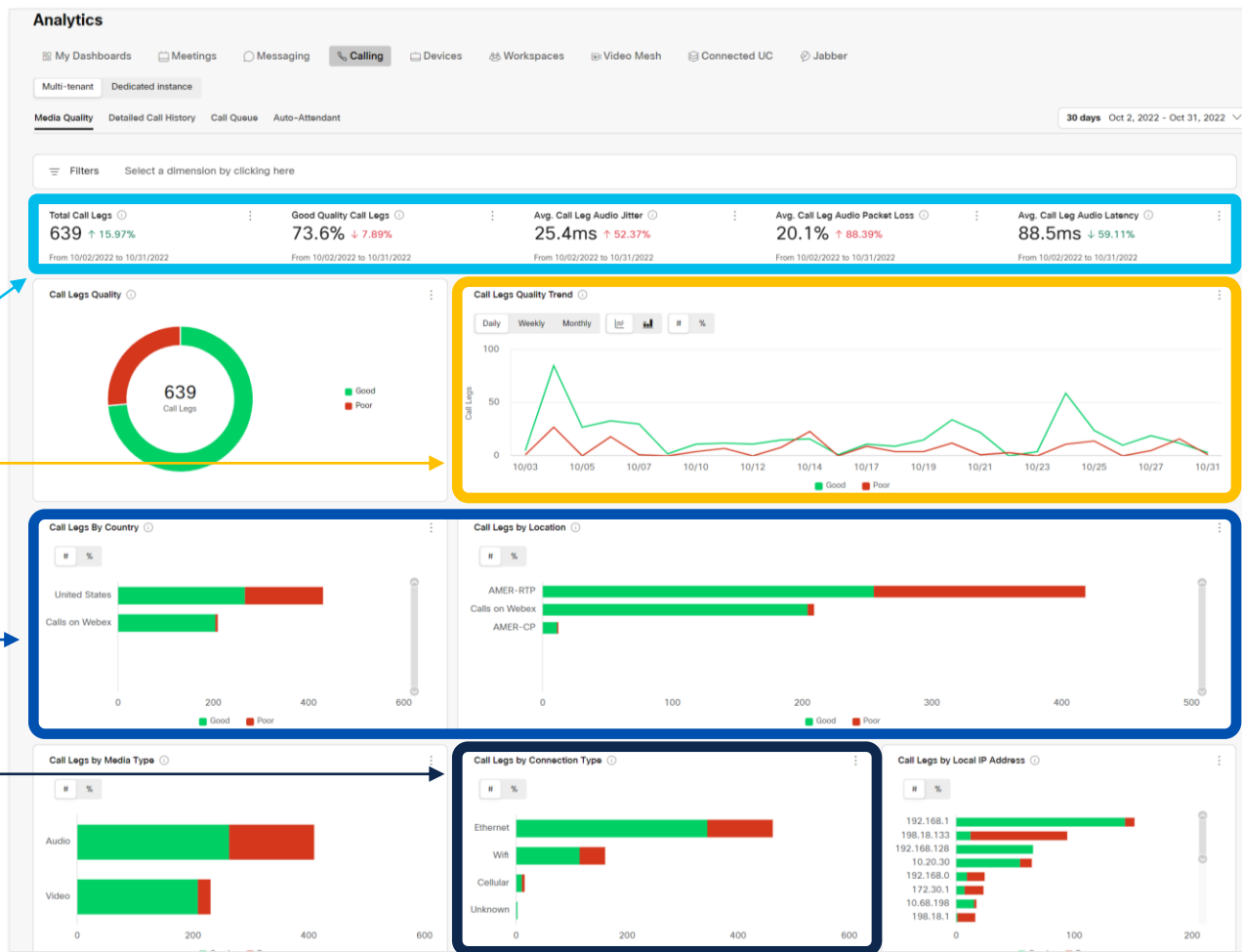


Webex Calling

Multi-tenant

Media Quality

- Measure latency/jitter and packet loss
- Daily / weekly / monthly quality trends
- Which locations experienced the worst call quality?
- Connection types: Wired / wireless / cellular

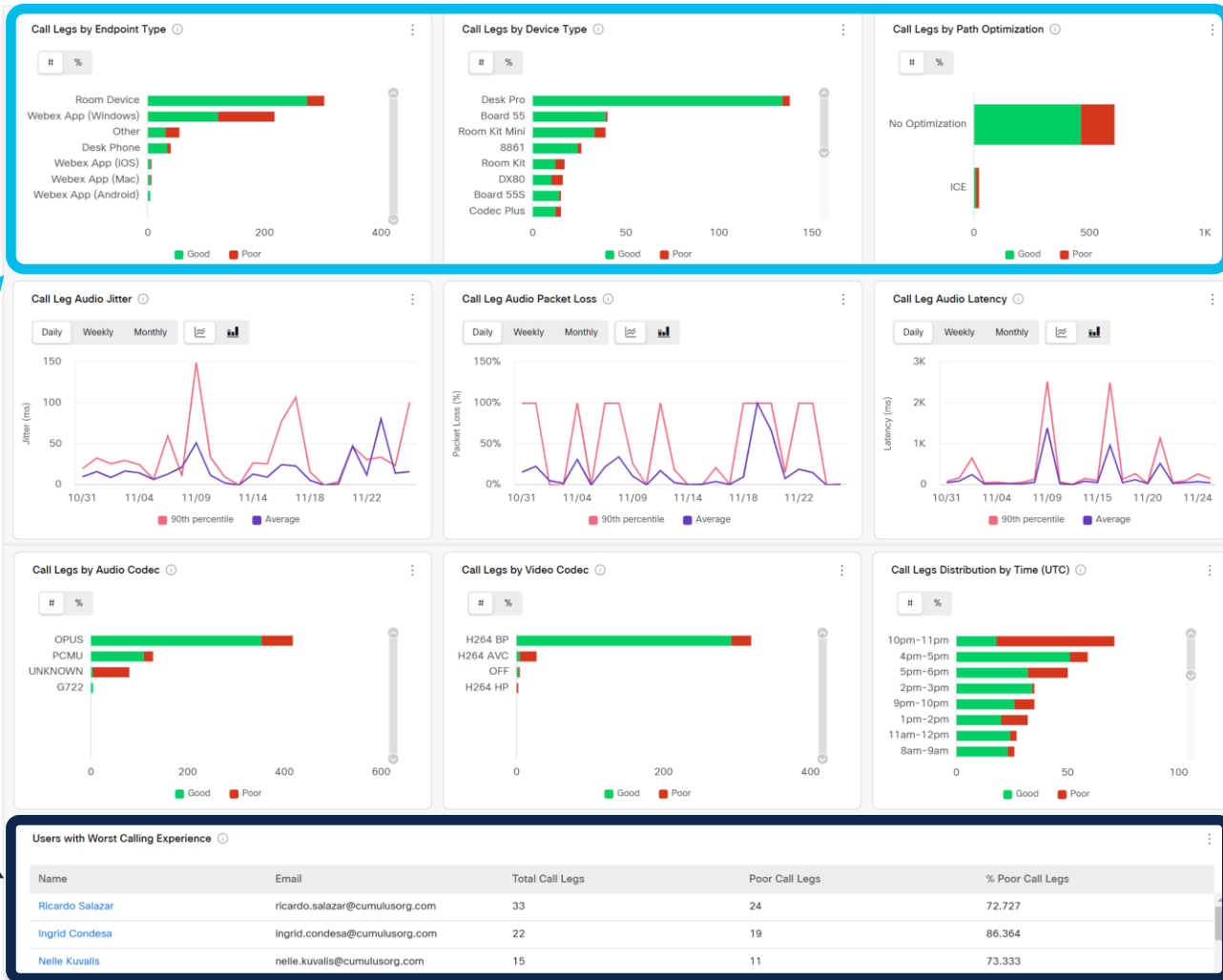


Webex Calling

Multi-tenant

Media Quality (cont.)

- Poor quality call count based on device type & path optimisation
- Average vs 90th percentile quality metrics
- Which codecs performed poorly and when did it occur?
- Drill down to individuals with poor quality calls



MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Vidcast

Contact Center

Cumulus Organization

2 insights found Click here for more details.

ICE

Path Optimization by ICE unsuccessful due to stun server access - see Webex Calling port access guide. [Learn more](#)

Network

No media scenario detected. Hover on the hop diagram to see details.

Hop Detail

Kasey King
+16693282319
User



Elsie Stehr
+16693282321
User

Kasey King	Metric	Elsie Stehr
Webex App (Windows)	Endpoint	Webex App (Windows)
-/43.10.0.27753	Hardware/Version	-/43.10.0.27753
AMER-CP	Location	AMER-CP
-	MAC address	-
198.18.133.36	Local IP	198.18.133.36
64.100.12.5	Public IP	64.100.12.5
Durham, NC, US	Geolocation	Durham, NC, US
cisco systems inc.	ISP	cisco systems inc.
Ethernet	Connection	Ethernet
-	Audio Codec	-
kasey.king@cumulusorg.com	Email ID	elsie.stehr@cumulusorg.com
SSE1755049900911231888165922@10.250.174.46	Call ID	BW175505043091123147644027@10.21.0.214

Call Details

Calling Date: 11/10/2023
 Calling Time: 01:55 am - 01:58 am (3 minutes 24 seconds)
 (GMT +08:00) Australia/Perth
 Session Type: Webex Call
 Participants: 2
 Caller Name: Kasey King
 Caller Number: +16693282319
 Audio: VoIP
 Video: No
 Path Optimization: No Optimization
 Calling Type: Internal
 Call Ended by: Kasey King
 Dialed Digits: 207731

Chart Legend

Signal Quality ⓘ

Good
 Poor
 Not Available

Cisco Calling Options

further reading...
Enabling the right Cloud Calling
Platform with Webex [BRKCOL-2691]

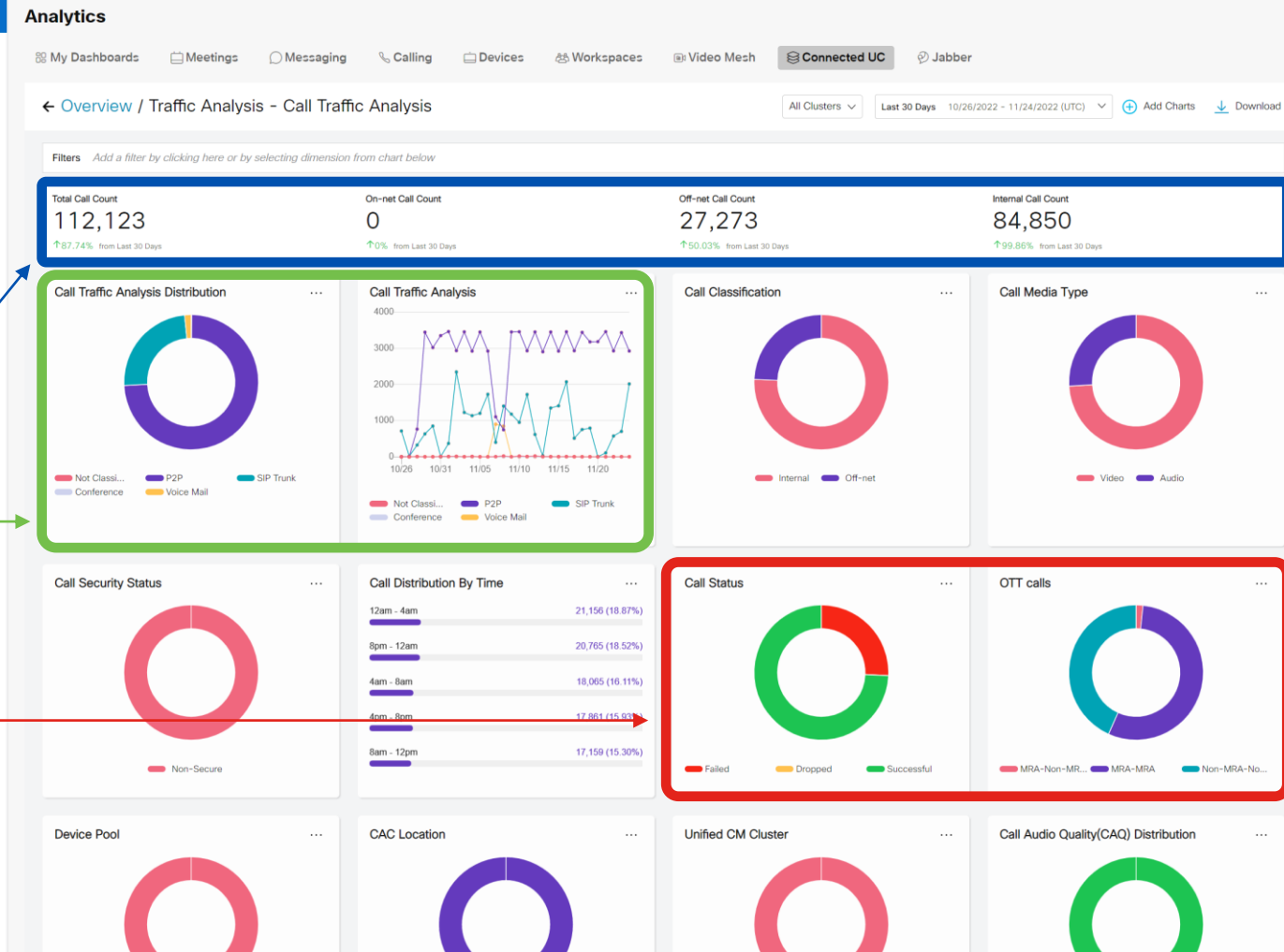


UCM

On-prem or DI

Traffic Analysis

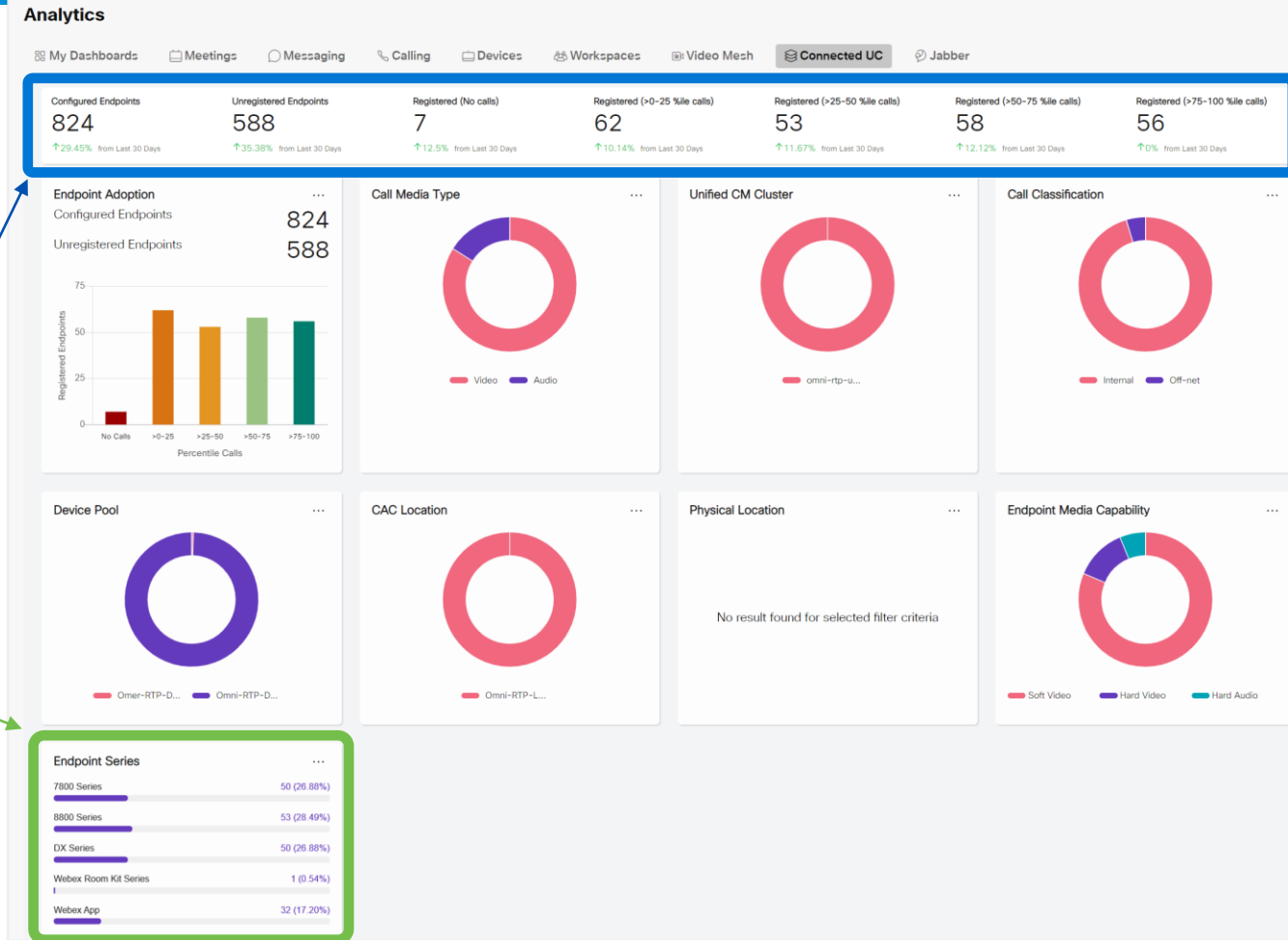
- Total calls, on-net vs off-net calls, internal vs external
- Call-type analysis
- Failed and successful calls
- Mobile and remote user utilisation



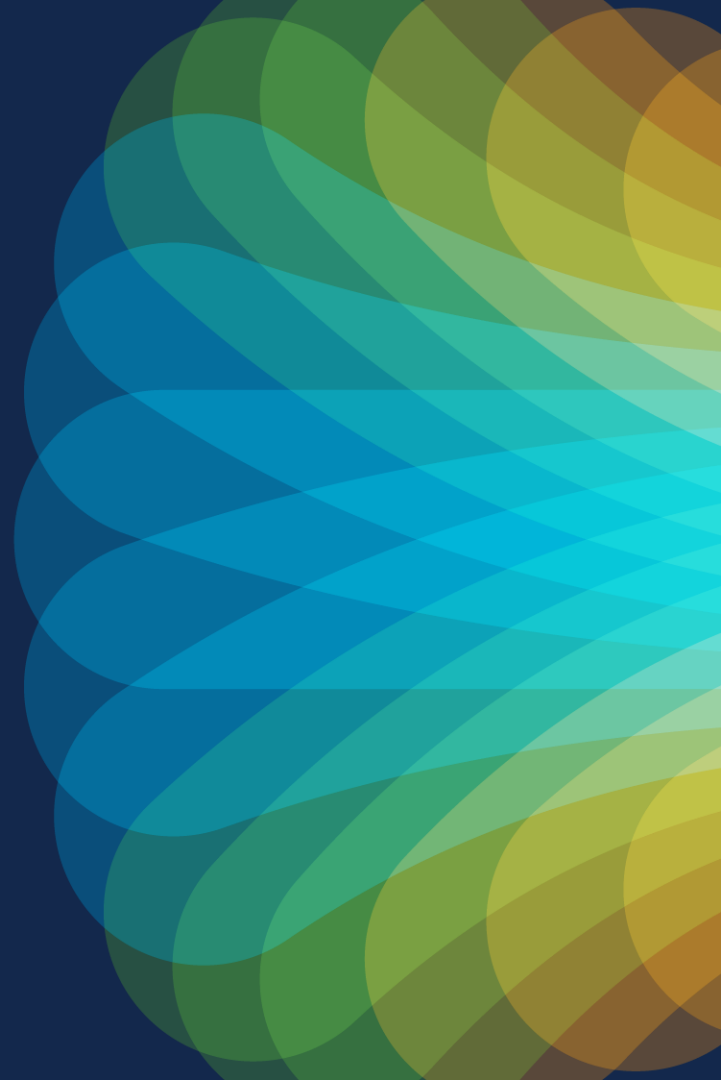
UCM

On-prem or DI Asset Usage

- Endpoint adoption
- Quickly compare configured vs registered vs idle phones
- Breakdown of different device types in the environment
- Useful for licensing optimisation!



Devices and Workspaces



You could manually configure all of your Room OS devices using GUI or xAPI...

Or.....

Devices Templates

MANAGEMENT

- Users
- Groups
- Workspaces
- Devices**
- Apps
- Account
- Settings

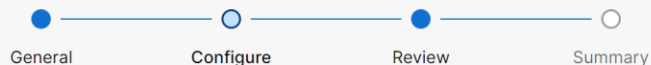
Devices

Devices Templates Settings Software My alerts Resources

Search 3 templates

Template	Number of configurations ⓘ	Last edited	
Baseline	6	10/31/2022	
Executive Rooms	9	10/31/2022	
Ideation Spaces	7	10/31/2022	

Create template



1019 configurations ⓘ

Select device type

Search

Apps

Apps

Audio

Default Volume

Device type	Configuration value	Factory de...	Cle...
A: Cisco Board 55...	70	Default ⓘ Value: 70	
B: Cisco Codec Pr...	50	Default ⓘ Value: 50	

Ethernet

Previous

Next

1019 Device
Configurations available
via Cloud xAPI !

Reports

MANAGEMENT

Users

Groups

Workspaces

Devices

Apps

Account

Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Vidcast

Connected UC

Hybrid

Devices

Templates

Settings

Software

Find devices by status, type, and more

10 Devices

Online 1

Expired 0

Offline 0

8 devices selected

Type	Product	Status
☒ Rooms & Desks	Cisco Webex Codec Plus	Online
☒ Rooms & Desks	Cisco Webex Room Kit Mini	Online
☒ Rooms & Desks	Cisco Webex Room Kit Mini	Online
☒ Rooms & Desks	Cisco Webex Desk Pro	Online
☒ Rooms & Desks	Cisco Webex Board Pro 55	Online
☒ Rooms & Desks	Cisco Webex Desk Mini	Online
☒ Accessories	Cisco Webex Room Naviga...	Online
☒ Accessories	Cisco Webex Room Naviga...	Online
☐ Accessories	Cisco Webex Desk Camera	Online

8 devices selected

6 device types

☐ Cisco Webex Room Navigator	2	
☐ Cisco Webex Room Kit Mini	2	
☐ Cisco Webex Codec Plus	1	
☐ Cisco Webex Desk Pro	1	
☐ Cisco Webex Board Pro 55	1	
☐ Cisco Webex Desk Mini	1	

Actions

Select an action for all devices selected.

Export CSV

Delete

Configurations

☐ All configurations

Edit >

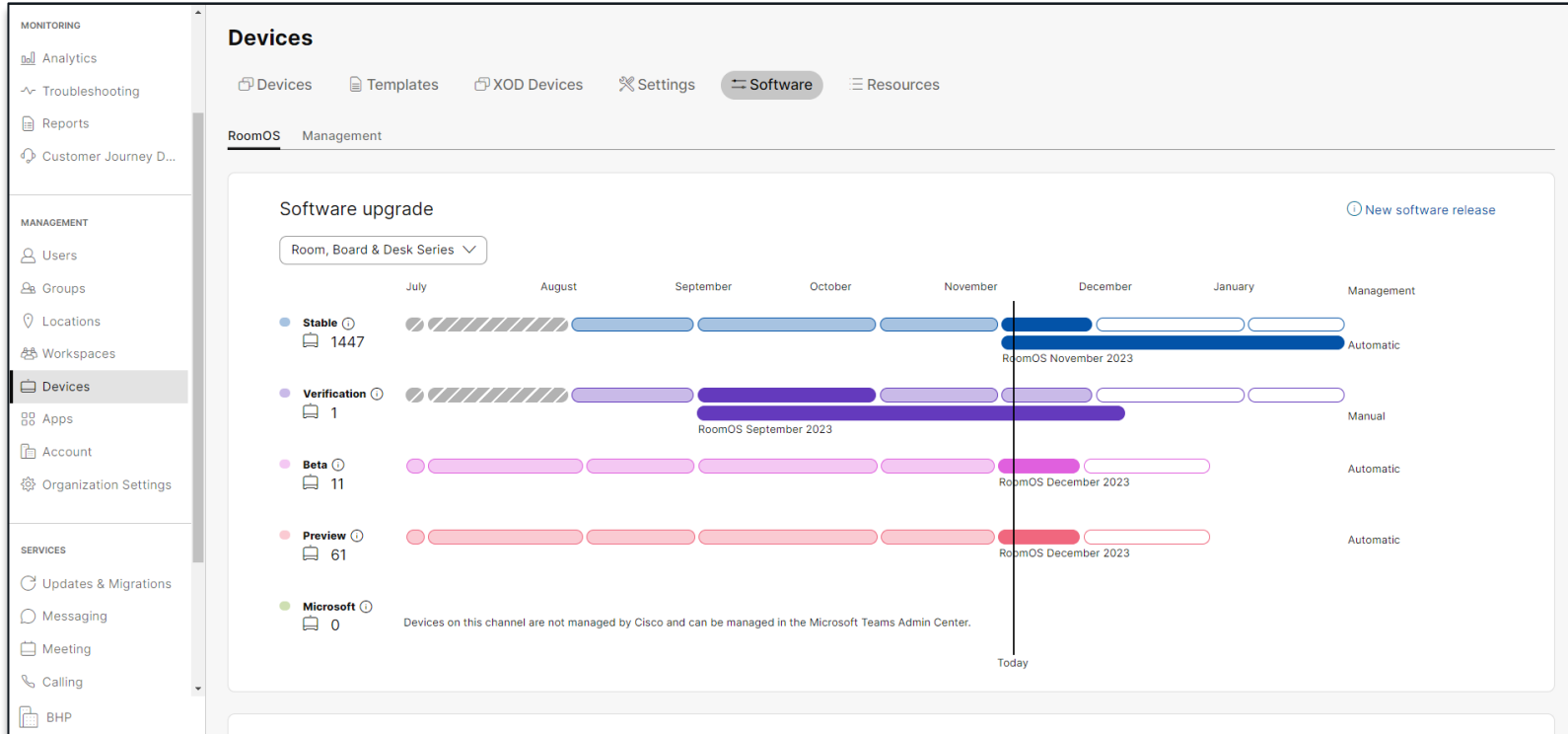
☐ Configuration templates

Apply >

☐ Digital signage

Edit >

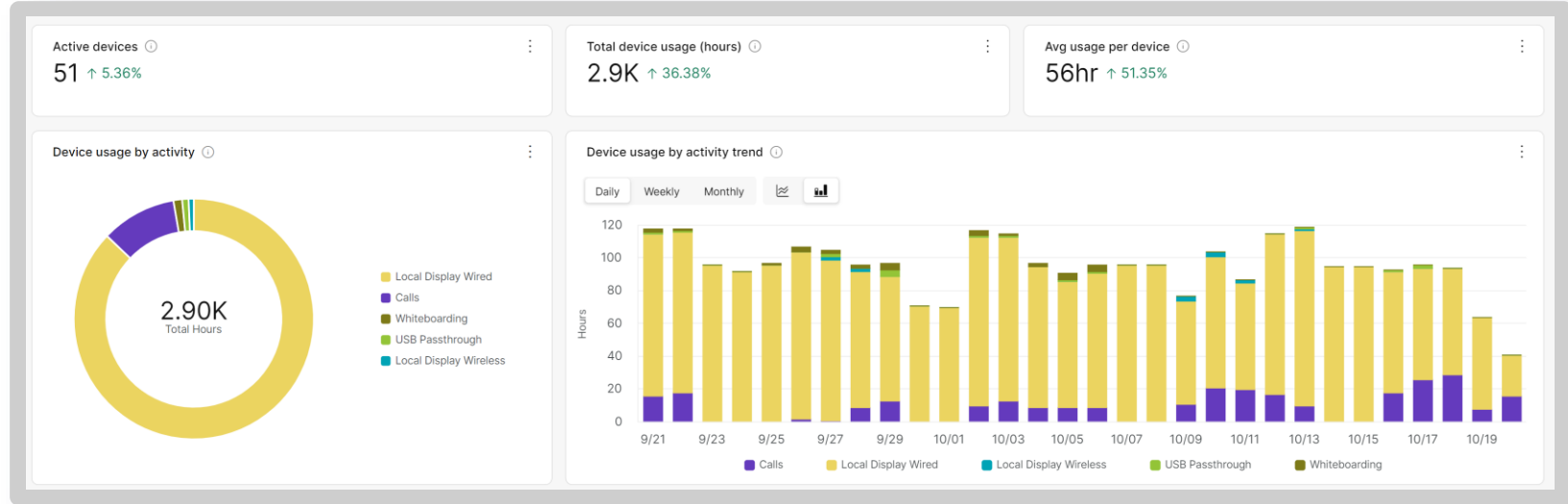
Software Release Pinning



Case Study: Understanding and Optimising the adoption of a customer's VC Device fleet

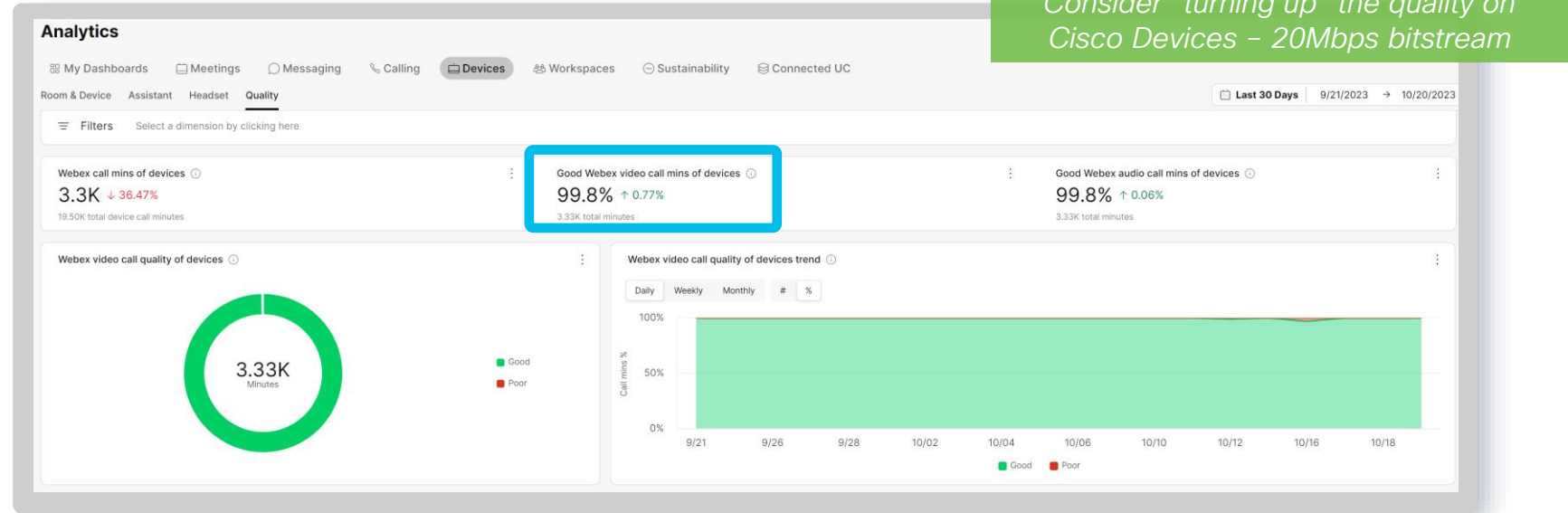


Devices Activity Utilisation



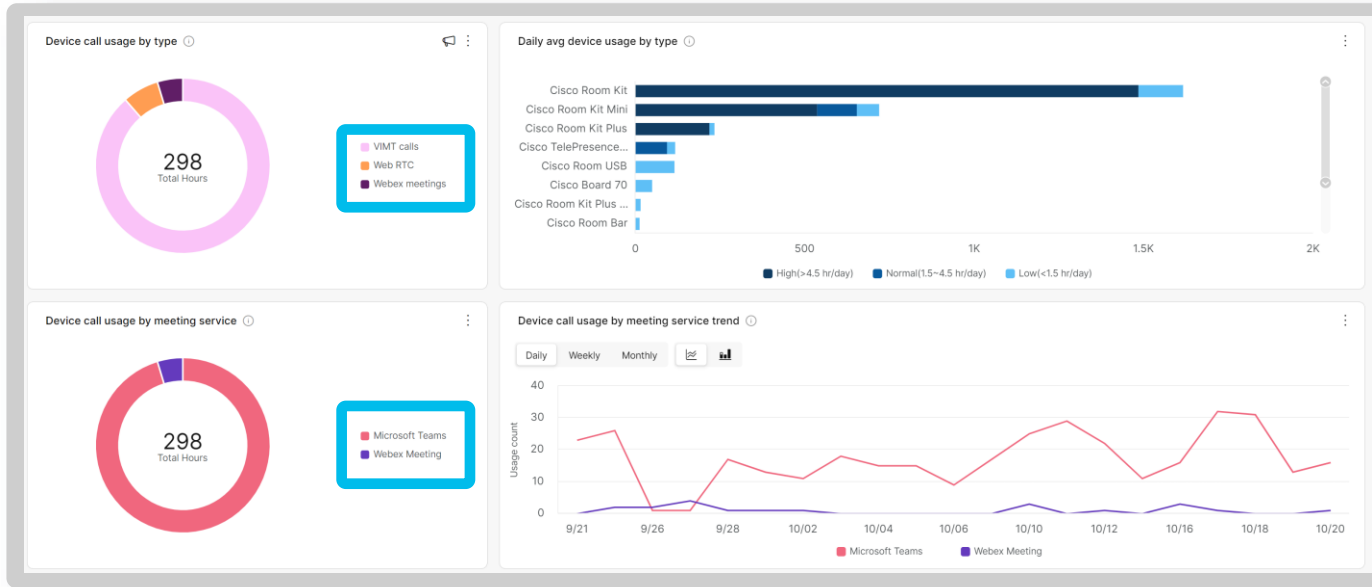
- Local (Wired) Sharing via HDMI is the most common activity performed on the devices.
 - This could be due to Room PC's or devices permanently plugged in
- Calling (e.g. Webex or Teams Meetings) is the second most common activity

Call Quality and Performance



- Call Quality for Cisco Devices is rated as excellent – 99.8% of calls performed with optimal network conditions.

Meeting Platform Utilisation



- Microsoft Teams is the most prominent meeting platform, and the most prominent call type is “VIMT” (aka CVI) which provides the best quality experience.
- Room Kit, Room Kit Mini, and Room Kit Plus are the device types which account for the highest amount of usage.

Devices making the **highest** number of calls (Top 10)

Device details ⓘ

Q Search by Assigned To, Device ID, Device Type, Status...

Assigned To	Device Type	Tag	IP Address	Status	Hours Used	Calls
RES-CO-ENG-Conf Room 1	Cisco Room Kit		10.25.80.93	CONNECTED	31	31
RES-CO-ENG-Conf Room 2	Cisco TelePresence MX700 SpeakerTrack		10.25.80.85	CONNECTED	93	25
RES-CO-ENG-Conf Room 3	Cisco Room Kit		10.25.80.72	CONNECTED	25	24
RES-CO-ENG-Conf Room 4	Cisco Room Kit		10.25.80.116	CONNECTED	534	22
RES-CO-ENG-Conf Room 5	Cisco TelePresence MX700 SpeakerTrack		10.25.80.79	CONNECTED	24	21
RES-CO-ENG-Conf Room 6	Cisco Room Kit		10.25.80.69	CONNECTED	661	19
RES-CO-ENG-Conf Room 7	Cisco Room Kit Plus		10.26.72.176	CONNECTED_WITH_IS...	15	15
RES-CO-ENG-Conf Room 8	Cisco Room Kit Mini		10.25.181.47	CONNECTED	24	13
RES-CO-ENG-Conf Room 9	Cisco Room Kit		10.25.80.78	CONNECTED	289	10

- Try to promote more rooms like this

Devices making the **least** number of calls (Top 10)

Device details ⓘ

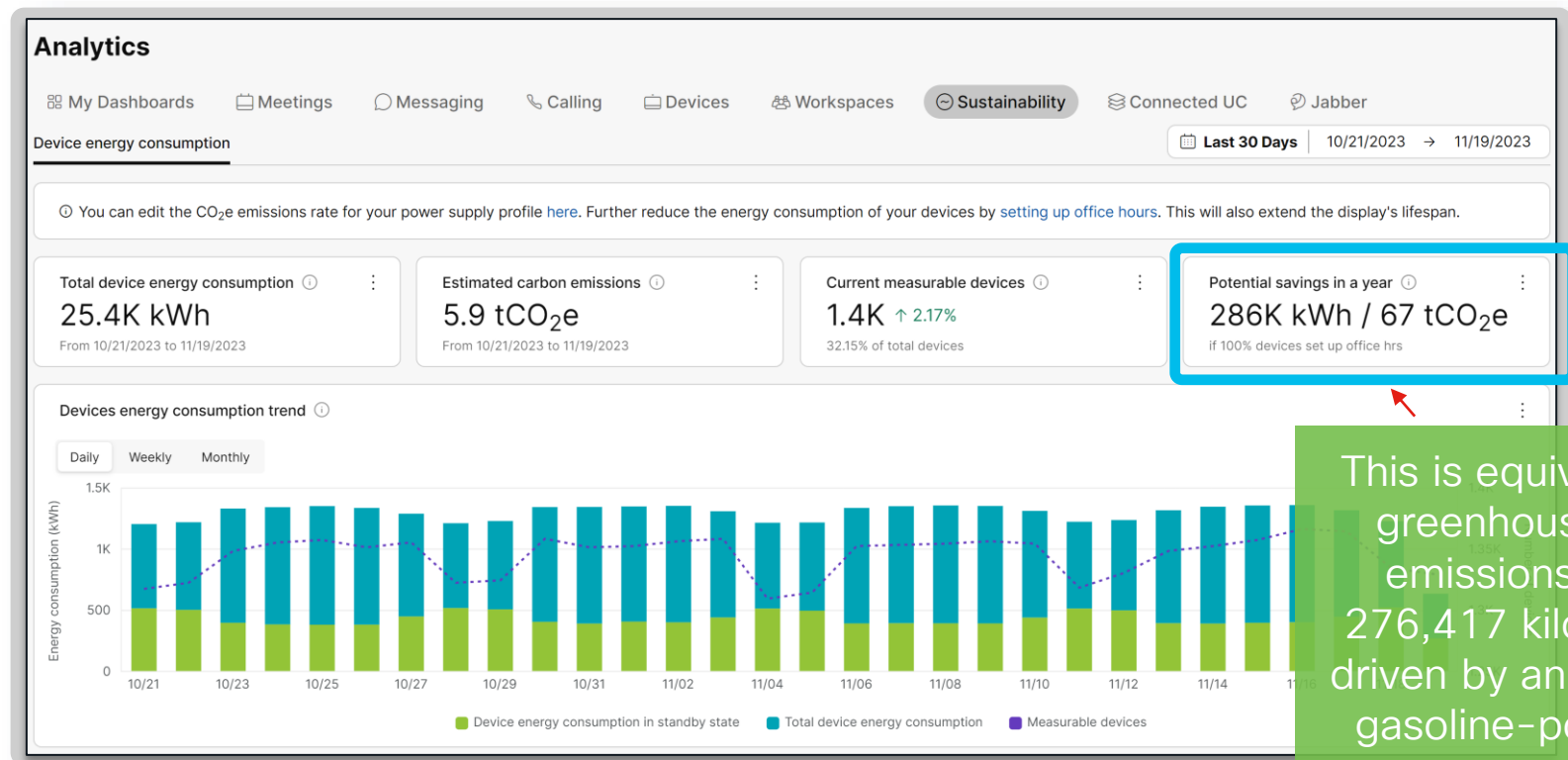
Q Search by Assigned To, Device ID, Device Type, Status...

Assigned To	Device Type	Tag	IP Address	Status	Hours Used	↑	Calls
Mark Walters	Cisco Room Kit Mini	□	172.20.10.4	DISCONNECTED	0		0
RES-001	Cisco Room USB	□	10.25.80.66	CONNECTED	0		0
RES-002	Cisco Room Kit Mini	□	10.25.80.104	CONNECTED	0		0
RES-003	Cisco Room Kit Mini	□	10.25.80.128	CONNECTED	0		0
RES-004	Cisco TelePresence SX20	□	10.25.80.73	CONNECTED_WITH_IS...	0		0
RES-005	Cisco TelePresence SX20	□	10.192.26.130	CONNECTED_WITH_IS...	1		0
RES-006	Cisco Room Kit Mini	□	10.30.65.6	CONNECTED_WITH_IS...	1		0
RES-007	Cisco Room USB	□	10.25.80.108	CONNECTED	1		0
RES-008	Cisco Room Kit Mini	□	10.25.80.97	CONNECTED	1		0

- Investigate these devices – possibly repurpose or relocate equipment. Additional training may be required.

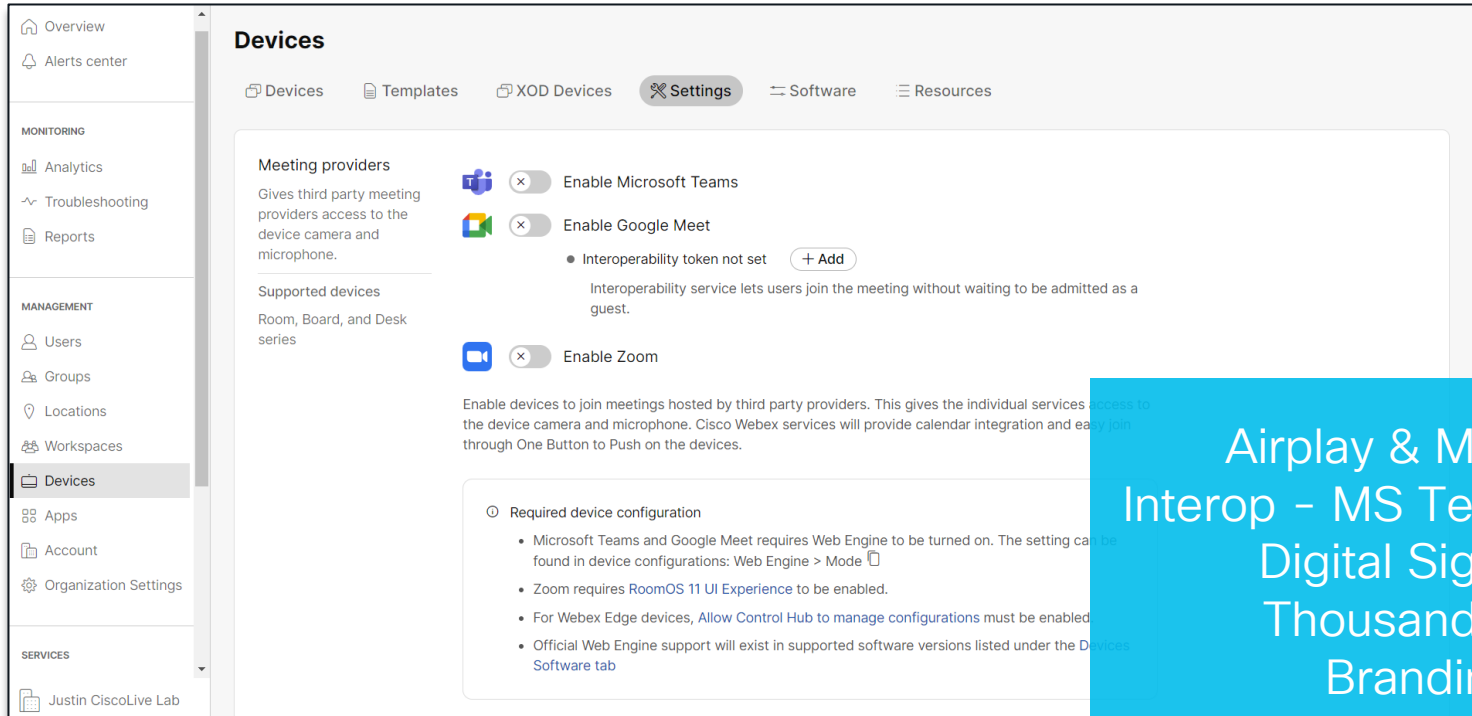
Sustainability

Potential Energy Savings per year by using “Office Hours” auto-standby feature.



This is equivalent to greenhouse gas emissions from 276,417 kilometers driven by an average gasoline-powered passenger vehicle

Optimise your investment in Room OS



Airplay & Miracast
Interop - MS Teams Button
Digital Signage
ThousandEyes
Branding
Workspace Metrics

Workspace Metrics

further reading...
Enabling Intelligent Workspaces
for Hybrid Working [BRKCOL-2265]

Valuable Insights for
Facilities Teams including:

- Average/Maximum Occupancy
- Ghost Bookings
- Temperature
- Humidity
- Air Quality

Workspace Metrics
Provides workspace utilization and environmental metrics data from device sensors.

☒ Allow Control Hub to capture workspace metrics from device sensors

environmental insights that allow for data-driven decision making for better end-user experiences.

☐ Allow capturing workspace Utilization data

☐ Allow capturing workspace Environmental data

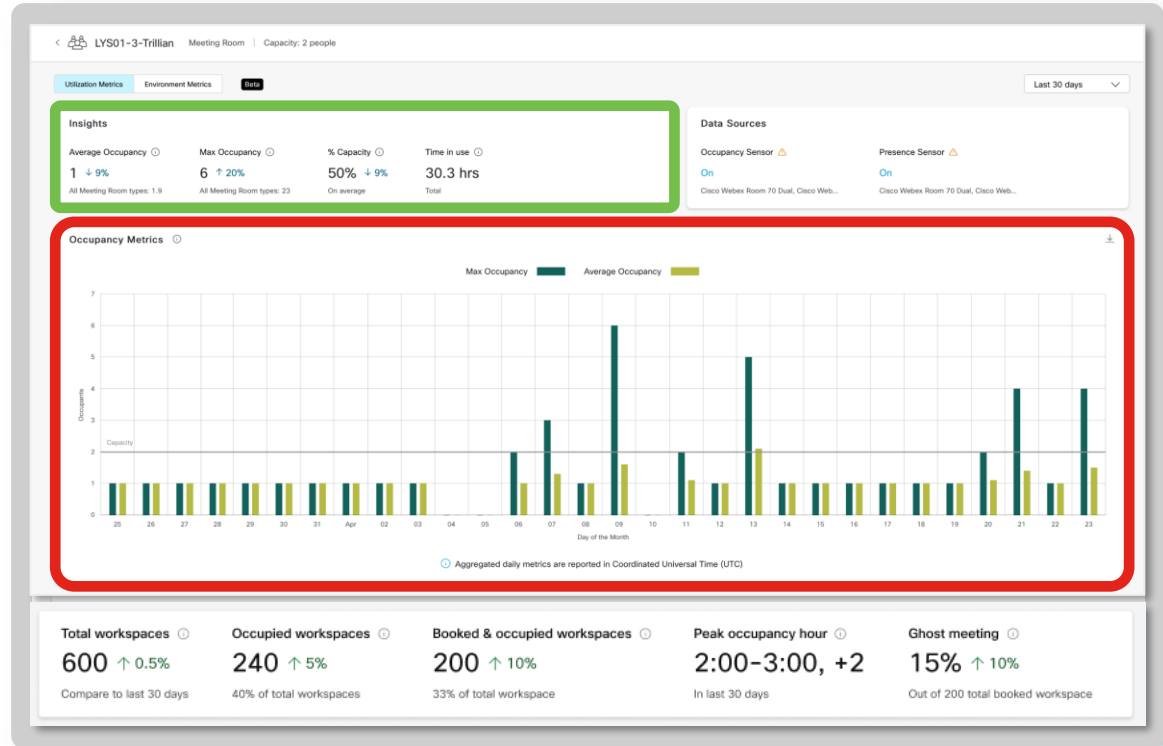
Supported devices
See device list:

☒ Enable sensor data configurations on all supported devices

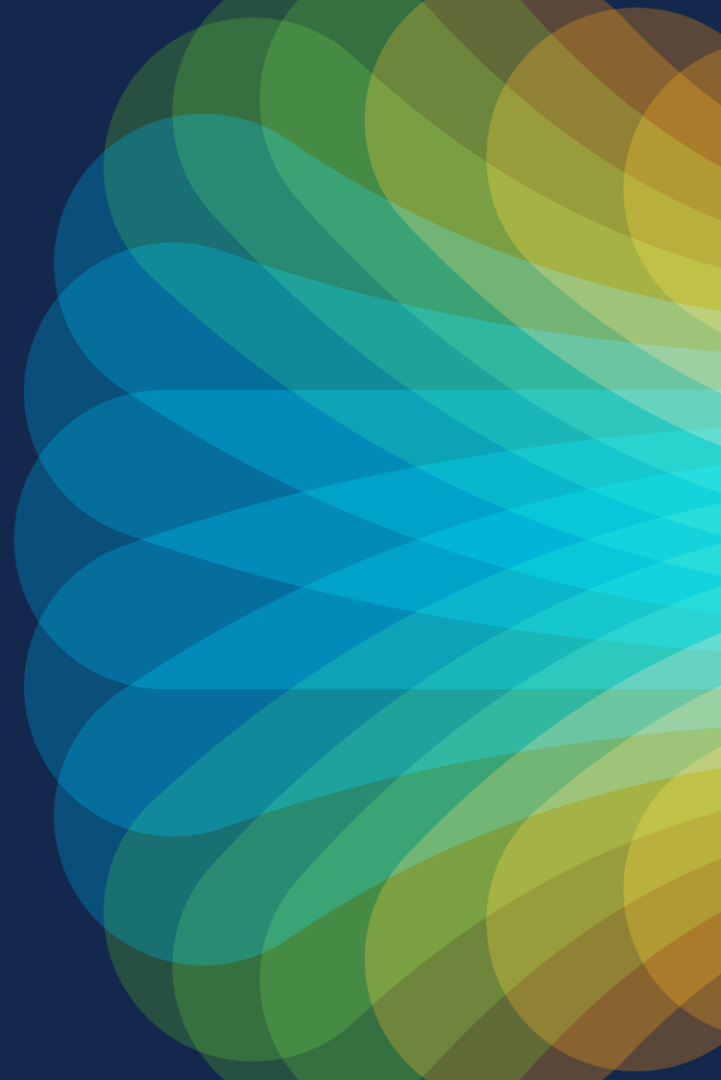
More on Room Analytics xAPI

- ☐ Enable Ambient Noise Estimation
- ☐ Enable People Presence Detector
- ☐ Enable People Count Out of Cell

Data privacy protection
This data may be processed by Cisco for historical analytical reports, which will be accessible by organization and partner administrators. This data is stored in compliance with the Cisco Webex Platform data locality standards, and depends on the location of your organization. The stored data is anonymous.



Integrated Monitoring





BEFORE

Bad Meetings/
Calls are
Expected



NOW

Bad Meetings/
Calls are
Catastrophic!

Return to Partner Hub

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Sustainability

Connected UC

Engagement

Participants

VoIP Quality

Video Quality

Join Meeting Time

Audio

webex....

Last 30 Days

9/21/2023

→

10/20/2023

View by participants

View by minutes

Australia has the most participants with poor video quality (1.48K; 7.5%)

View all Insights

The quality of video minutes is trending down by 1.15% compared to the last 30 days

Australia has the most participants with poor video quality (1.48K; 7.5%)

- 84.12% used Windows
- 66.82% connected with Wifi

Participants with good video quality

Participants avg video packet loss

Participants avg video latency

Participants avg video jitter

92.5%

0.5%

90.5ms

69ms

Filters

Select a dimension by clicking here

Participants by video quality

Participants by video quality trend

20.57K

Participants

Good

Poor

Daily

Weekly

Monthly

#

%

Participants %

Good

Poor

UDP %

View by participants View by minutes

Participants by video quality map ⓘ



■ >6% Poor Quality

Quality = Poor X

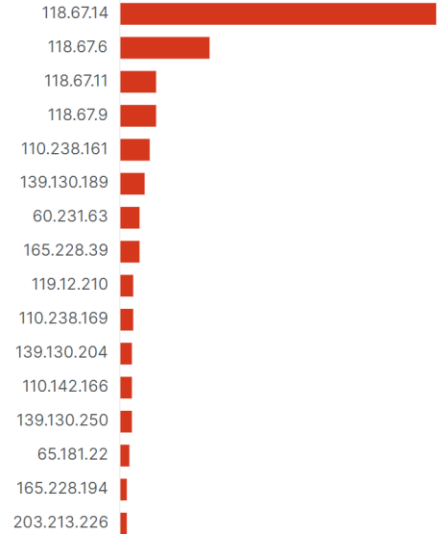
Region = APAC X



Public IP address by video participants ▼ ⓘ

#

%



0 100 200

■ Poor

Quality = Poor X

+1

Proactive Quality Alerts

The screenshot displays the Cisco Alerts center interface. On the left is a navigation sidebar with sections: Overview (with 'Alerts center' highlighted), MONITORING (Webex Experience, Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Cumulus Organization). The main panel is titled 'Alerts center' and has tabs for Alerts, Requests, and Manage. Below the tabs are filters for 'My alerts' and 'All alerts', a search bar, and status filters (All, Unresolved, All, High, Medium, Low). A 'Filter' button and '151 alerts' count are also present, along with an 'Export' button. The alert list table has columns for Severity, Alerts, Action, and Date. The table contains 10 rows of alerts, including 'Temp. in test starting', 'Neighbor CDP alert', 'Missing center device issue', and 'Missing Center device offline'.

Severity	Alerts	Action	Date
High	Temp. in test starting - Audio Packet Loss was 27%, which exceeded the threshold of ...	View diagnostics	Today, 1:44 AM
High	Temp. in test starting - Audio Packet Loss was 12%, which exceeded the threshold of ...	View diagnostics	Yesterday, 9:28 AM
High	Neighbor CDP alert - Audio Packet Loss was 7% which exceeded the threshold of 1% ...	View diagnostics	Yesterday, 8:40 AM
Low	Missing center device issue - Issues detected: missingTopology	View device	Yesterday, 6:01 AM
High	Neighbor CDP alert - Video Packet Loss was 7% which exceeded the threshold of 1% ...	View diagnostics	Yesterday, 3:50 AM
Low	Missing Center device offline / online - Device is now online	View device	10/03/22, 7:36 PM
Low	Missing Center device offline / online - Device is now offline	View device	10/03/22, 6:32 PM
Low	Missing Center device offline / online - Device is now online	View device	10/03/22, 3:59 PM
High	RTT - Missing Quality Alerts - Video Packet Loss was 12%, which exceeded the th...	View diagnostics	10/03/22, 1:57 PM

Proactive Alerts: Configuration

- Monitor specific users, devices or everyone!
- Rules based on packet loss, latency, jitter and cpu
- Alert sensitivity based on accumulated or consecutive time
- Notify via Email, Webex Space or Webhook

The screenshot shows the configuration interface for Proactive Alerts, divided into three main sections highlighted with colored boxes and arrows:

- Target (Blue box):** Contains options to monitor specific users or devices. It includes a radio button for "User email(s)" (selected) and "Device name(s)". Below is a text input field "Enter user emails separated by commas" with a "Clear All" link. A status "0/30 Items" and a "Monitor all participants" checkbox are also present.
- Rules (Green box):** Describes the conditions for triggering an alert: "Reaching one of these thresholds during a meeting will trigger an alert". It features a table with thresholds for Audio, Video, and Hardware categories.

Category	Threshold	Value	Unit	Duration
Audio	Latency	800	ms	Accumulated: 8 min
	Packet Loss	8	%	Consecutive: 3 min
	Jitter	800	ms	
Video	Packet Loss	8	%	Accumulated: 8 min
	Jitter	800	ms	Consecutive: 3 min
	Latency	800	ms	
Hardware	CPU	90	%	Accumulated: 8 min
				Consecutive: 3 min
- Delivery channel (Red box):** Specifies how alerts are sent. It includes a radio button for "Email" (selected), a text input field "Enter user emails separated by commas" with a "Clear All" link, and a status "0/30 Items". Other options include "Webex space" (with a "Create Webex space name, e.g. 'Live r'" button) and "Webhook" (with a note: "In order to enable this option, you must specify a Webhook callback URL in Organization settings").



Control Hub Troubleshooting

Troubleshooting

Meetings & Calls Live Meetings User Centric Status Logs

Search: juskelly@cisco.com

7 days Nov 23, 2022 - Nov 29, 2022 (GMT +08:00) Australia/Perth

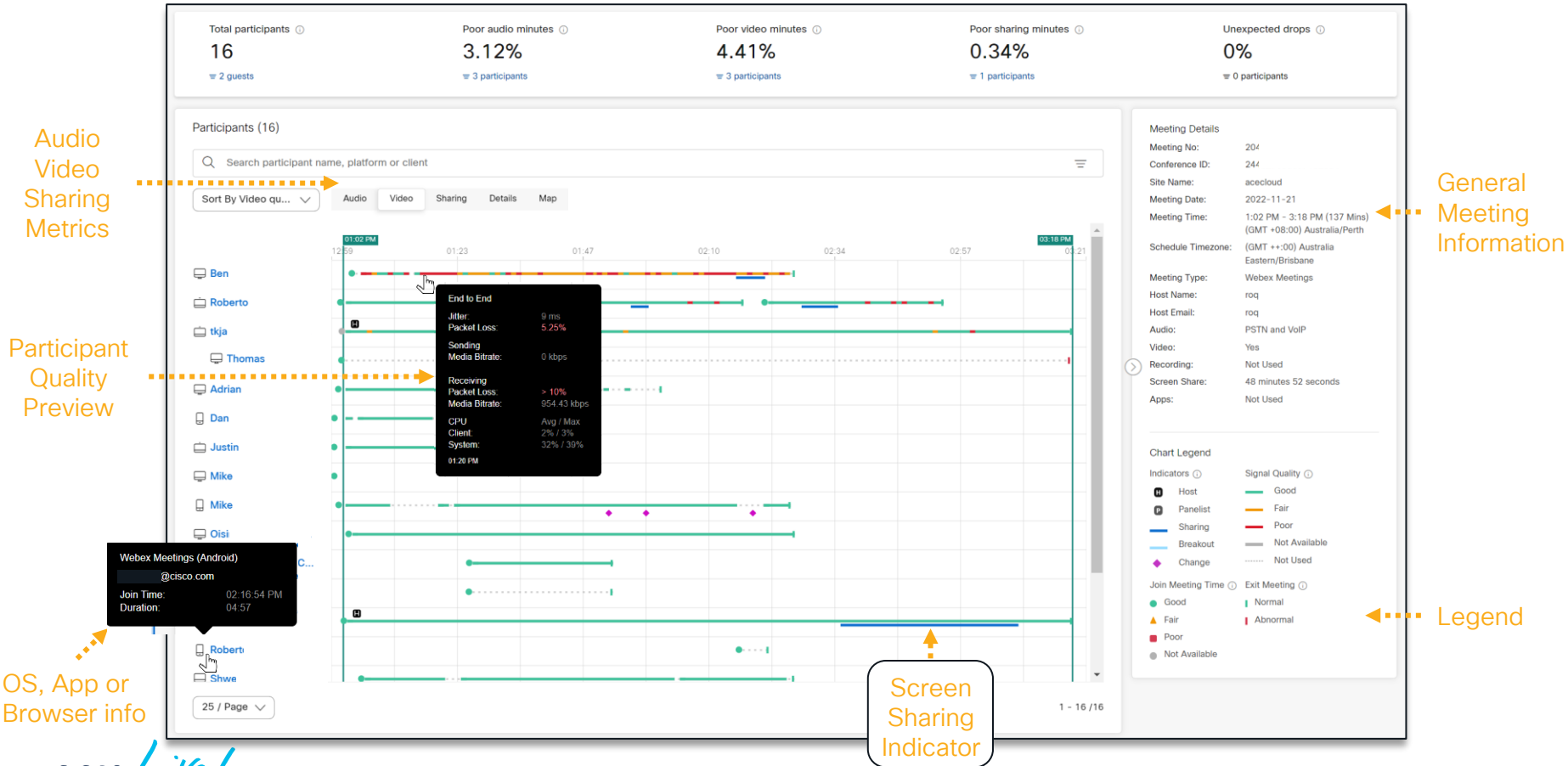
10 Records (7 meetings & 3 calls)

Quality	Servi...	Start Time	Meeting / Call...	Name	Host / Caller	Partic...	Duration	Site / L...	Conference / Call ID
None	📞	2022-11-29 02:12:3...	N/A	Jeremy	→ Jerem...	jwil	3	39:37	N/A 911417b3
None	📅	2022-11-29 01:01:1...	2049	Rob	Personal Ro...	roq	12	1:11:11	aceclo... 24535172i
None	📅	2022-11-28 01:42:3...	2049	Rob	Personal Ro...	roq	18	1:24:24	aceclo... 24525023i

- **Past/Current Meetings** – Search by Email, Conference ID, Meeting # or Device Name
- **Live Meetings** – All current meetings
- **Webex Calling** – Search for Webex Calling users or device Name
- Can search back **21 days** both “Ended” and “In-Progress”

VERIFY THIS

Webex Meeting Troubleshooting: Details



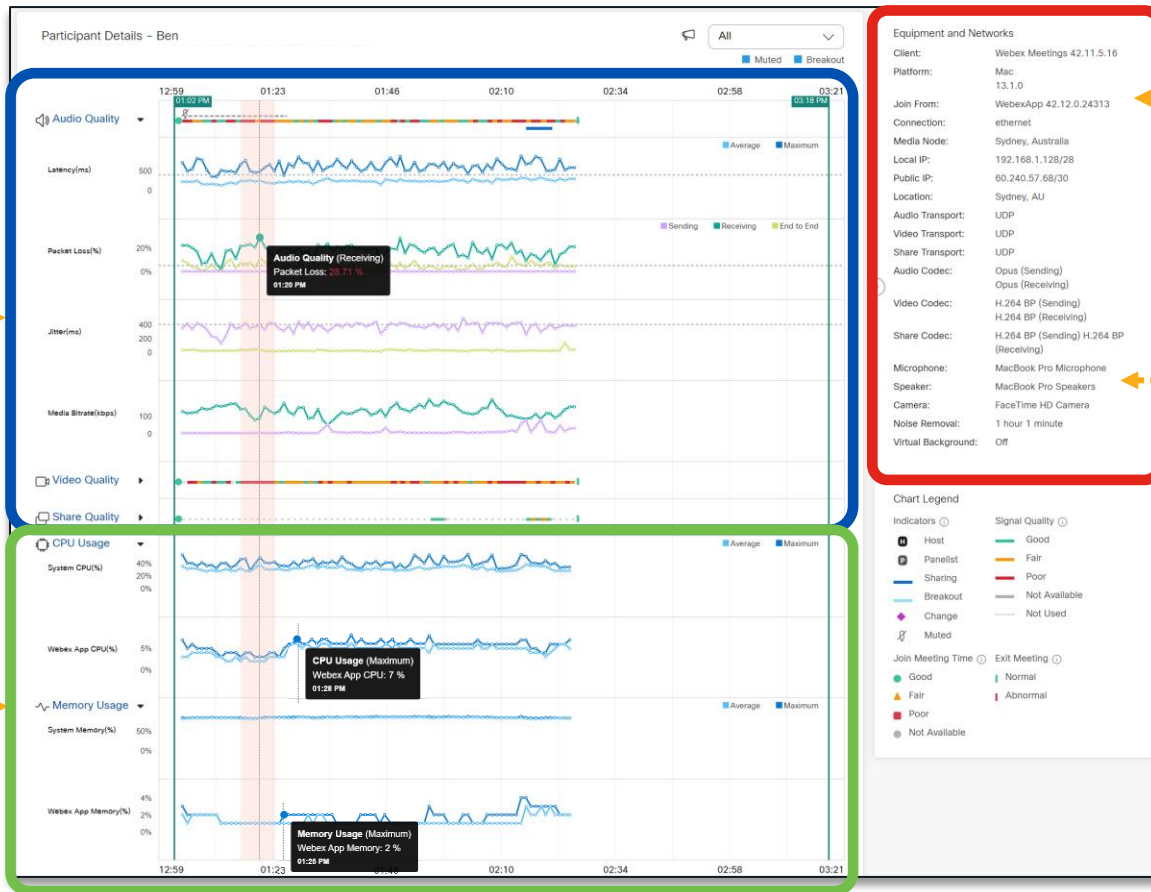
Webex Meeting Troubleshooting: Drill Down

Was it a network issue?

Was it an end-user PC issue?

Network and OS Details

Was it a headset issue?



Device Centric Troubleshooting

webex Control Hub

Search

Return to Partner Hub

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Vidcast

DEPARTMENT OF EDUCATION OF WA

Troubleshooting

Meetings & Calls

Live Meetings

Status

Admin Activities

Connected UC

Logs

Watermark Analysis

Device = Director General Office - Lisa Rodgers

4 Calls

Last 7 Days

10/14/2023 → 10/20/2023

(GMT +08:00) Australia/Perth

Director General Of...

Status: Online

Product Name: Cisco Room Bar

Device Platform: CISCO

Location: N/A

Details

Wired Network Connectivity: E4-62:C4:AD:69:24 (MAC Address)

Rooms & Desks Type: 10.25.80.119 (IP Address)

RoomOS October 2023 RoomOS Release: RoomOS 11.9.1.11 718c82a6f42 (Software Version)

FOC2652NNDF (Serial Number)

director_general_office_-_lisa_rogers@educationwa.r... (SIP Address)

Stable (Software Channel)

Meetings with poor quality

Calls on Webex with poor quality

Webex callings with poor quality

WebRTC with poor quality

All meetings & calls

Overall	Quality	Service	Start Time	Meeting / Caller number	Name	Host / Caller	Participants	Duration	Site / Location	Conference / Call ID
Good	Good		2023-10-18 02:00:23 PM	N/A	Director General Office - ...	director_gen...	13	58:03	N/A	9c71fe11-2257-9fe7-32f9-c...
Good	Good		2023-10-18 01:02:59 PM	N/A	Director General Office - ...	director_gen...	5	39:52	N/A	ebac7a5b-a800-2d2e-6afb-...
Good	Good		2023-10-17 12:35:22 PM	N/A	WebRTC Call	N/A	1	1:38:15	N/A	f9e9dbf4-8172-454a-99d8-...
Good	Good		2023-10-17 09:30:14 AM	N/A	Director General Office - ...	director_gen...	2	46:06	N/A	c0fce24d-32e7-7733-1a56-...

CISCO Live!

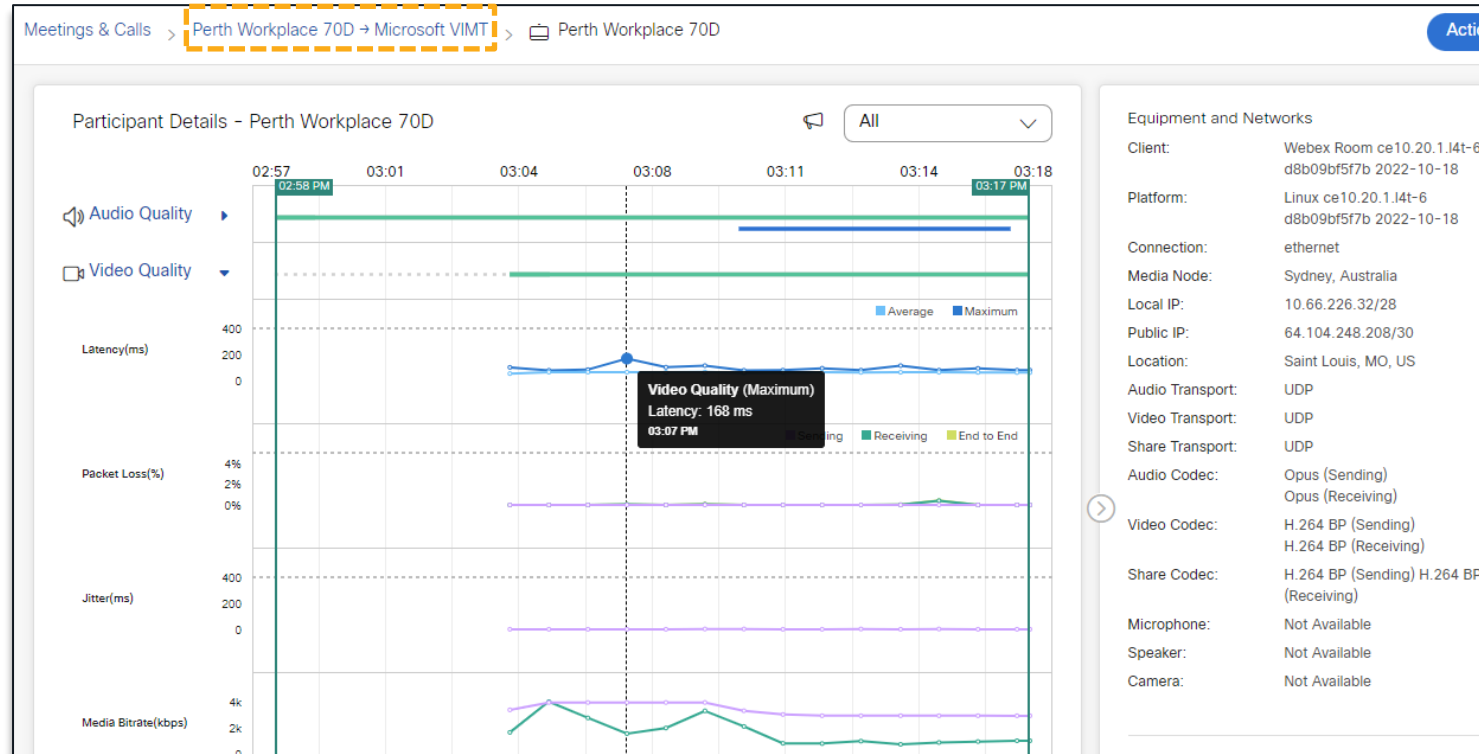
#CiscoLiveAPJC BRKCOL-2689

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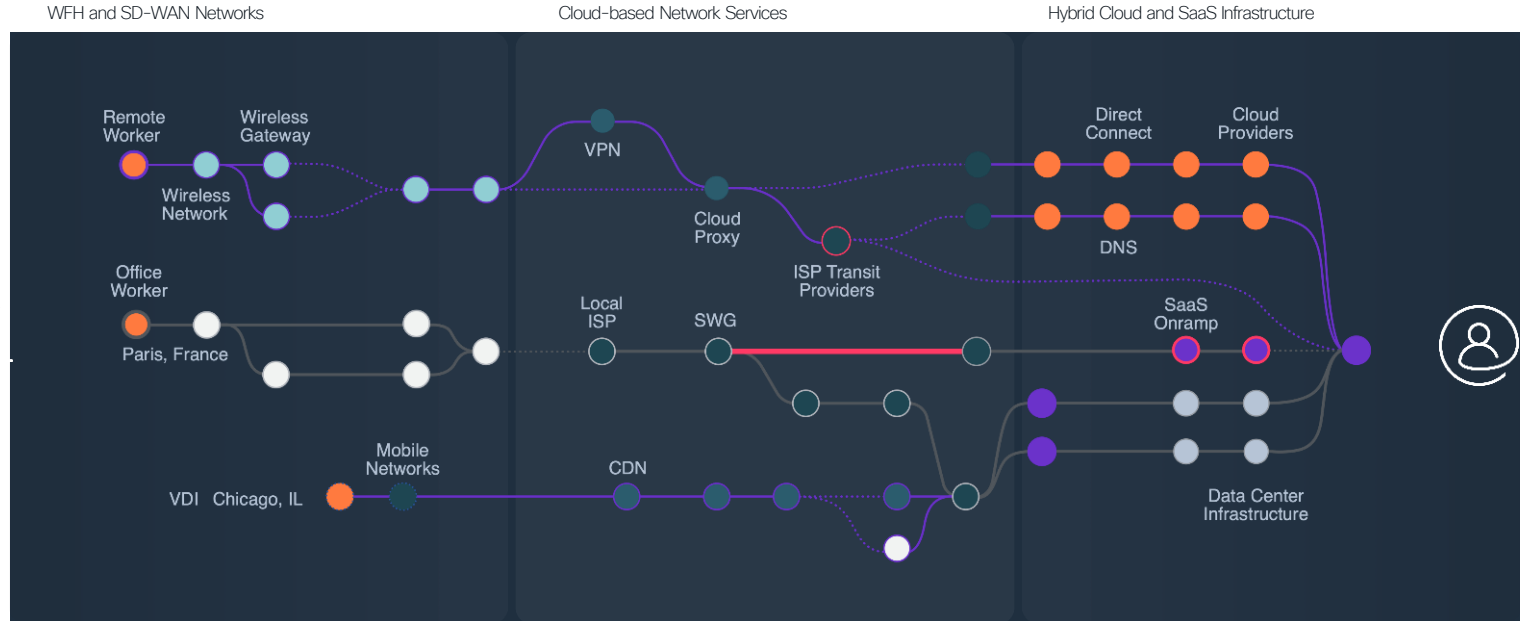
Device troubleshooting for Microsoft CVI

- Search by device name
- Stats per device realtime or historic
- Cloud registered or Webex Edge for Devices



Webex and ThousandEyes Integration

The issue could be anywhere!



Webex Control Hub

Dashboards - ThousandEyes

admin.webex.com/support/live-meeting

Incognito

webex Control Hub

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Cumulus Organization

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1

6

Live Meetings Map

Network Performance

IP by Network Performance

SiteName = All Sites

Email/Meeting #/Conf ID/Device Name

2 meetings

(GMT -04:00) America/New_Y...

Quality	Service	Start Time	Conference ID	Meeting Number	Host Name	Meeting Name	Participa...	Duration	Status
Poor		2022-07-05 07:24:05 AM	231610992555993461	25903155265	isom.adams@...	Isom Adams's Personal Room	7	48:18	In Progress

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BRKCOL-2689

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76°F Sunny

8:12 AM 7/5/2022

Webex Control Hub

Dashboards - ThousandEyes

admin.webex.com/support/live-meeting

Incognito

2

webex Control Hub

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Live Meetings

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Connected UC

Logs

Packet Loss

Latency

IP by Network Performance

72.49.7.216/30

173.39.243.144/30

92.109.77.40/30

72.49.7.208/30

0

5

SiteName = All Sites

Email/Meeting #/Conf ID/Device Name

2 meetings

(GMT -04:00) America/New_Y...

Quality	Service	Start Time	Conference ID	Meeting Number	Host Name	Meeting Name	Participa...	Duration	Status
Poor		2022-07-05 07:24:05 AM	231610992555993461	25903155265	isom.adams@...	Isom Adams's Personal Room	7	48:18	In Progress
Good		2022-07-05 07:21:16 AM	2022-07-05 07:24:05 AM 87272579866	25906281381	alice.adams@c...	Alice Adams's Personal Room	2	51:08	In Progress

https://admin.webex.com/#

76°F Sunny

8:12 AM

7/5/2022

Webex Control Hub

admin.webex.com/diagnostic/meeting/23161099255593461/live

webex Control Hub

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Live Meetings > Isom Adams's Personal Room In Progress

Total participants 7
6 guests

Poor audio minutes 9.35%
2 participants

Poor video minutes 16.04%
2 participants

Poor sharing minutes 0%
0 participants

Unexpected drops 0%
0 participants

Participants (7)

Search participant name, platform or client

Sort By A-Z

Audio Video Sharing Details Map

165702179563228

1657021796639836

1657021797670728

1657021798632288

Euan Moss Penthou...

Isom Adams

Jeremy Laurenson

07:23 07:31 07:39 07:48 07:56 08:05 08:13

07:24 AM

08:12 AM

End to End

Jitter: 28 ms

Packet Loss: > 10%

Sending

Packet Loss: 0%

Jitter: 11 ms

Media Bitrate: 2.28 kbps

Receiving

Packet Loss: > 10%

Jitter: 68.21 kbps

Media Bitrate: 68.21 kbps

Latency

Average: 128 ms

Maximum: 218 ms

CPU

Avg / Max

System: 3% / 7%

07:48 AM

Meeting Details

Meeting No: 25903155265

Conference ID: 23161099255593461

Site Name: cumulusorg

Meeting Date: 2022-07-05

Meeting Time: 7:24 AM - 8:12 AM (49 Mins)
(GMT -04:00)
America/New_York

Meeting Type: Webex Meetings

Host Name: isom.adams@cumulusorg.com

Host Email: isom.adams@cumulusorg.com

Audio: VoIP

Video: Yes

Recording: Not Used

Screen Share: Not Used

Apps: Not Used

Chart Legend

Indicators Host Panelist Sharing Breakout Change

Signal Quality Good Fair Poor Not Available Not Used

Join Meeting Time Good Fair Abnormal

Exit Meeting Time Normal Abnormal

76°F Sunny

8:12 AM 7/5/2022

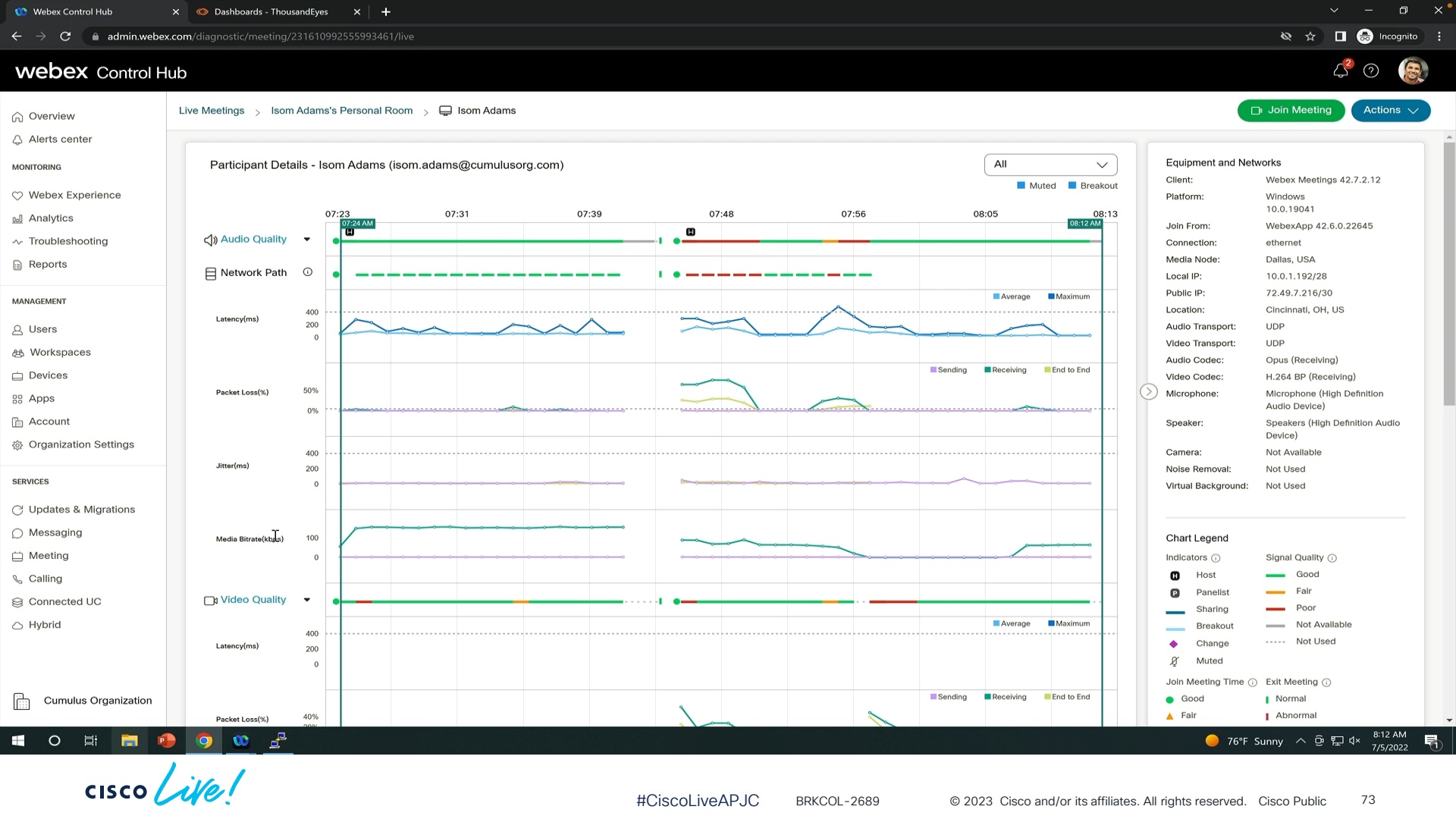
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Webex Control Hub

Dashboards - ThousandEyes

admin.webex.com/diagnostic/meeting/23161099255593461/live

webex Control Hub

Join Meeting

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Hybrid

Cumulus Organization

Live Meetings > Isom Adams's Personal Room > Isom Adams

Participant Details - Isom Adams (isom.adams@cumulusorg.com)

All

Audio Quality

Network Path

Latency(ms)

Packet Loss(%)

Jitter(ms)

Media Bitrate(kbps)

Video Quality

Latency(ms)

Packet Loss(%)

07:23

07:31

07:39

07:48

07:56

08:05

08:13

07:24 AM

08:12 AM

Network Path 07:53 - 07:54

Private Network

Cincinnati Bell...

Private Network

Webex Comm...

1 Unknown No...

Webex Comm...

Name	IP Address	Prefix	Latency	Network	Location
66.163.37.58	66.163.37.58	66.163.32.0/19	14 ms (+0ms)	Webex Communicati...	San Jose, CA, ...
iad02-wxbb-crt02-t...	173.243.4.58	173.243.0.0/20	26 ms (+12ms)	Webex Communicati...	Chicago, IL, US
iad02-wxbb-pe01-b...	64.68.117.186	64.68.96.0/19	29 ms (+3ms)	Webex Communicati...	San Jose, CA, ...

ThousandEyes

Equipment and Networks

Client: Webex Meetings 42.7.2.12

Platform: Windows 10.0.19041

Join From: WebexApp 42.6.0.22645

Connection: ethernet

Media Node: Dallas, USA

Local IP: 10.0.1.192/28

72.49.7.216/30

Cincinnati, OH, US

transport: UDP

transport: UDP

codec: Opus (Receiving)

codec: H.264 BP (Receiving)

one: Microphone (High Definition Audio Device)

Speakers (High Definition Audio Device)

Not Available

removal: Not Used

background: Not Used

Chart Legend

Indicators

Host

Panelist

Sharing

Breakout

Change

Muted

Join Meeting Time

Exit Meeting

Signal Quality

Good

Fair

Poor

Not Available

Not Used

Good

Normal

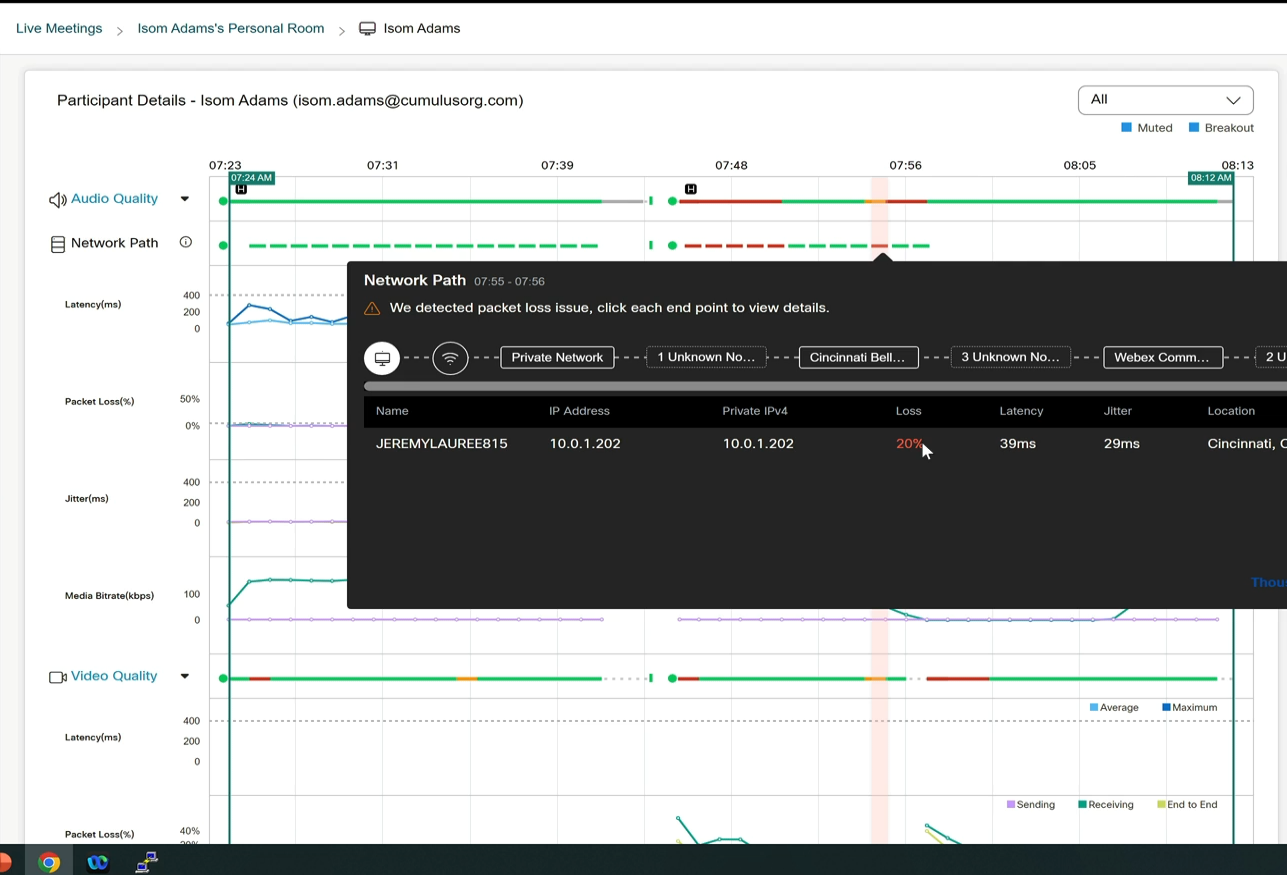
Fair

Abnormal

76°F Sunny

8:13 AM 7/5/2022

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 - Hybrid
- Cumulus Organization



Network Path 07:55 - 07:56

⚠ We detected packet loss issue, click each end point to view details.

Private Network 1 Unknown No... Cincinnati Bell... 3 Unknown No... Webex Comm... 2 Unknown No...

Name	IP Address	Private IPv4	Loss	Latency	Jitter	Location
JEREMYLAUREE815	10.0.1.202	10.0.1.202	20%	39ms	29ms	Cincinnati, Ohio, US

ThousandEyes

Equipment and Networks

Client: Webex Meetings 42.7.2.12

Platform: Windows 10.0.19041

Join From: WebexApp 42.6.0.22645

Connection: ethernet

Media Node: Dallas, USA

Local IP: 10.0.1.192/28

72.49.7.216/30

Cincinnati, OH, US

UDP

UDP

Opus (Receiving)

H.264 BP (Receiving)

Microphone (High Definition Audio Device)

Speakers (High Definition Audio Device)

Not Available

Not Used

Not Used

Indicators

Signal Quality

Host

Panelist

Sharing

Breakout

Change

Muted

Join Meeting Time

Exit Meeting

Good

Fair

Poor

Not Available

Not Used

Abnormal

Troubleshooting with Meraki Integration

The screenshot displays the webex Control Hub interface with the following components:

- Header:** "webex Control Hub" logo and navigation icons (notifications, help, profile).
- Breadcrumbs:** Meetings > Monthly Briefing Sync Prepare > David Smith > Meraki Wireless Network.
- Left Sidebar:**
 - Overview
 - Alerts center
 - MONITORING
 - Analytics
 - Troubleshooting**
 - Reports
 - MANAGEMENT
 - Users
 - Groups
 - Locations
 - Workspaces
 - Devices
 - Apps
 - Account
 - Organization settings
 - SERVICES
- Main Content Area:**
 - Summary Cards:**
 - Access point connection issue: 1 out of 4
 - Poor signal quality: 12%
 - Average wireless latency: < 200 ms
 - Poor data rate: 5%
 - Meraki Connection Digest:** Powered by Meraki. A red "Failure connection" banner states: "Client: WEBEX-TESTPC-01 had a failed connection to SSID: CXTO-DMZ on AP: RTP10-DMZ G58 AP1 during authentication because the client did not provide credentials." Links for "Check Meraki" and "Copy URL" are provided.
 - Client connection diagram:** Shows a flow from "PATTIF-WIN10" (client) to "RTP10-DMZ" (AP) to "DMZ Rack G58 Switch" (network). The connection to the AP is highlighted with a red dashed circle and a Wi-Fi icon.
 - Access point details:**

Access point:	RTP10-DMZ G58 AP1
Status:	Fail
MR46:	a8:46:9d:1d:81:3c
SSID:	CXTO-DMZ
LAN IP:	10.15.0.7 (via DHCP)
DNS:	Warning
DHCP:	Normal
ARP:	Normal
 - Quality by time:** A section at the bottom for further analysis.

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Did you know?

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a technical expert!

Visit Meet the Expert in The HUB
to meet, greet, whiteboard & gain
insights about your unique questions
with the best of the best.



Meet the Expert Opening Hours:

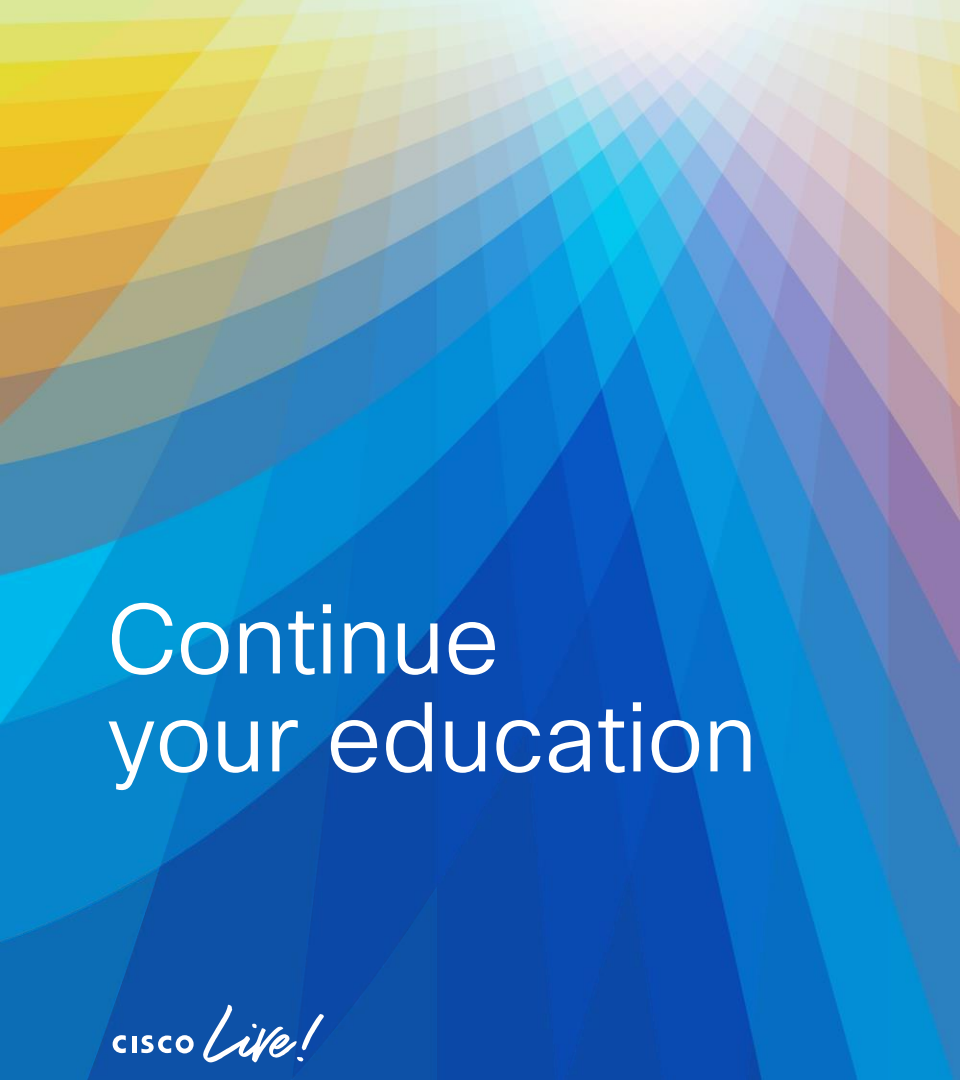
Tuesday	3:00pm – 7:00pm
Wednesday	11:15am – 7:00pm
Thursday	9:30am – 4:00pm
Friday	10:30am – 1:30pm

Session Surveys

We would love to know your feedback on this session!

- Complete a minimum of four session surveys and the overall event surveys to claim a Cisco Live T-Shirt





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The bridge to possible

Thank you

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The background features a vibrant, multi-colored abstract design. On the left, there are horizontal, wavy bands of color in shades of red, orange, yellow, and green. On the right, a bright white light source emits a series of colorful rays in shades of blue, green, and yellow, creating a sunburst effect.

cisco *Live!*

Let's go

#CiscoLiveAPJC