Let's go

The bridge to possible

Control Hub for collaboration management and analytics

Justin Kelly – Technical Solutions Architect

BRKCOL-2689

Cisco Webex App

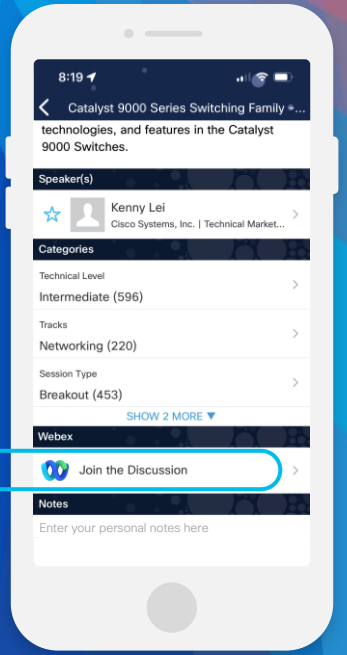
Questions?

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

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Sleep Fuel Score

- ↑ Sleep Quantity

Sleep Stages

- ↓ • Awake
- ↑ • REM
- ↑ • NREM
- ↑ • Deep

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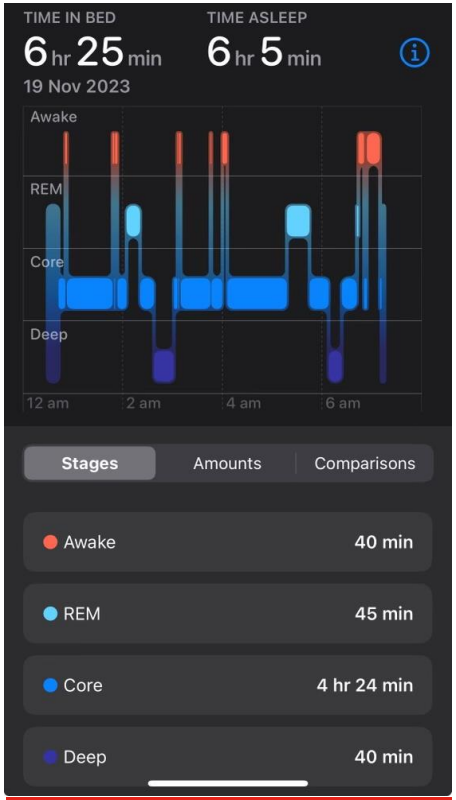
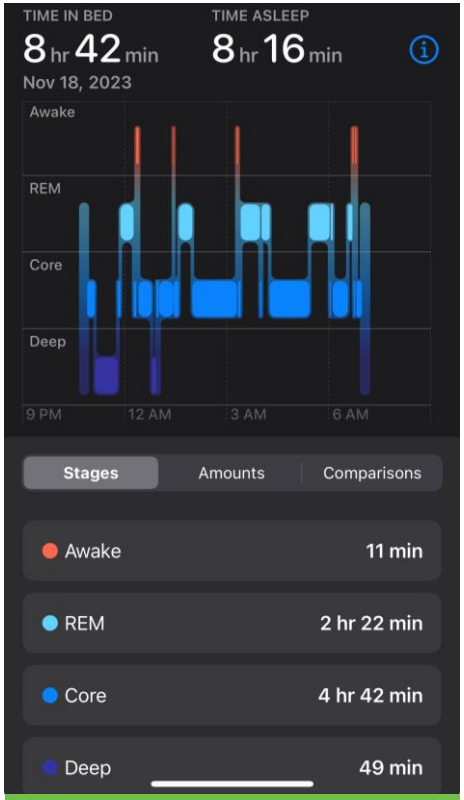


Struggle to remember things and feel overwhelmed



Productive, energetic and attempting personal best @ gym

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Body “Battery” Score

- ▲ Resting Heart Rate
- ▼ Heart Rate Variability

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Agenda

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

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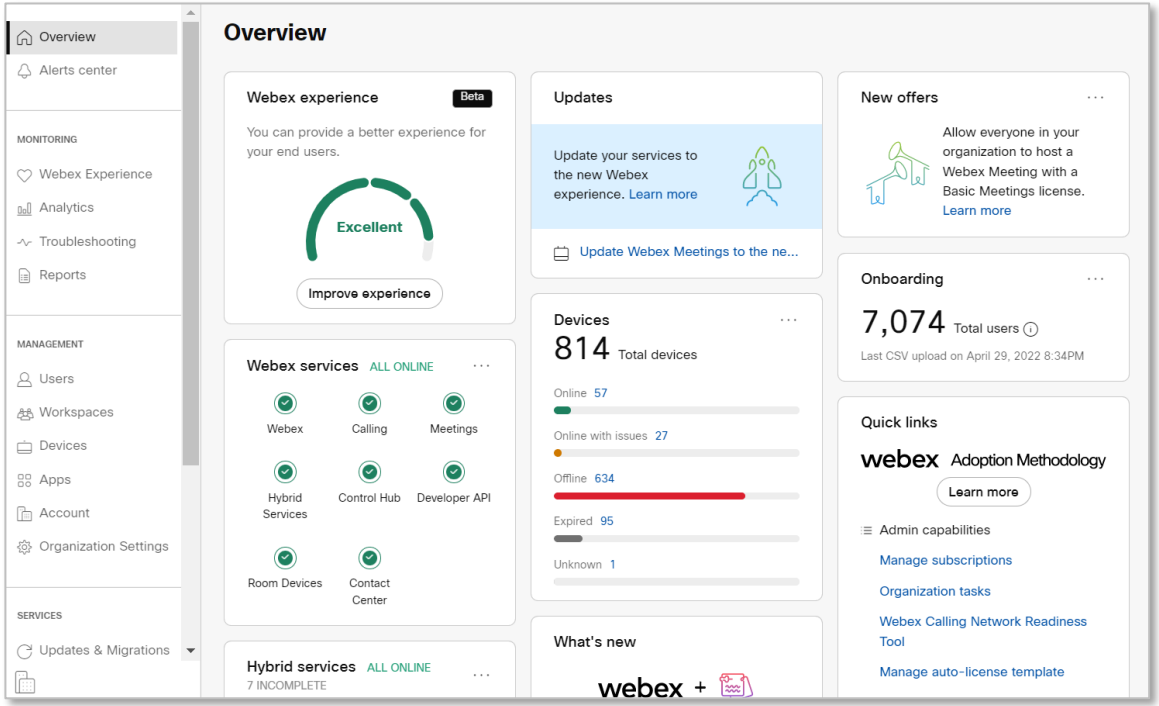
Webex Control Hub

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.



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Management Fundamentals

Domains

Users & Groups

Locations

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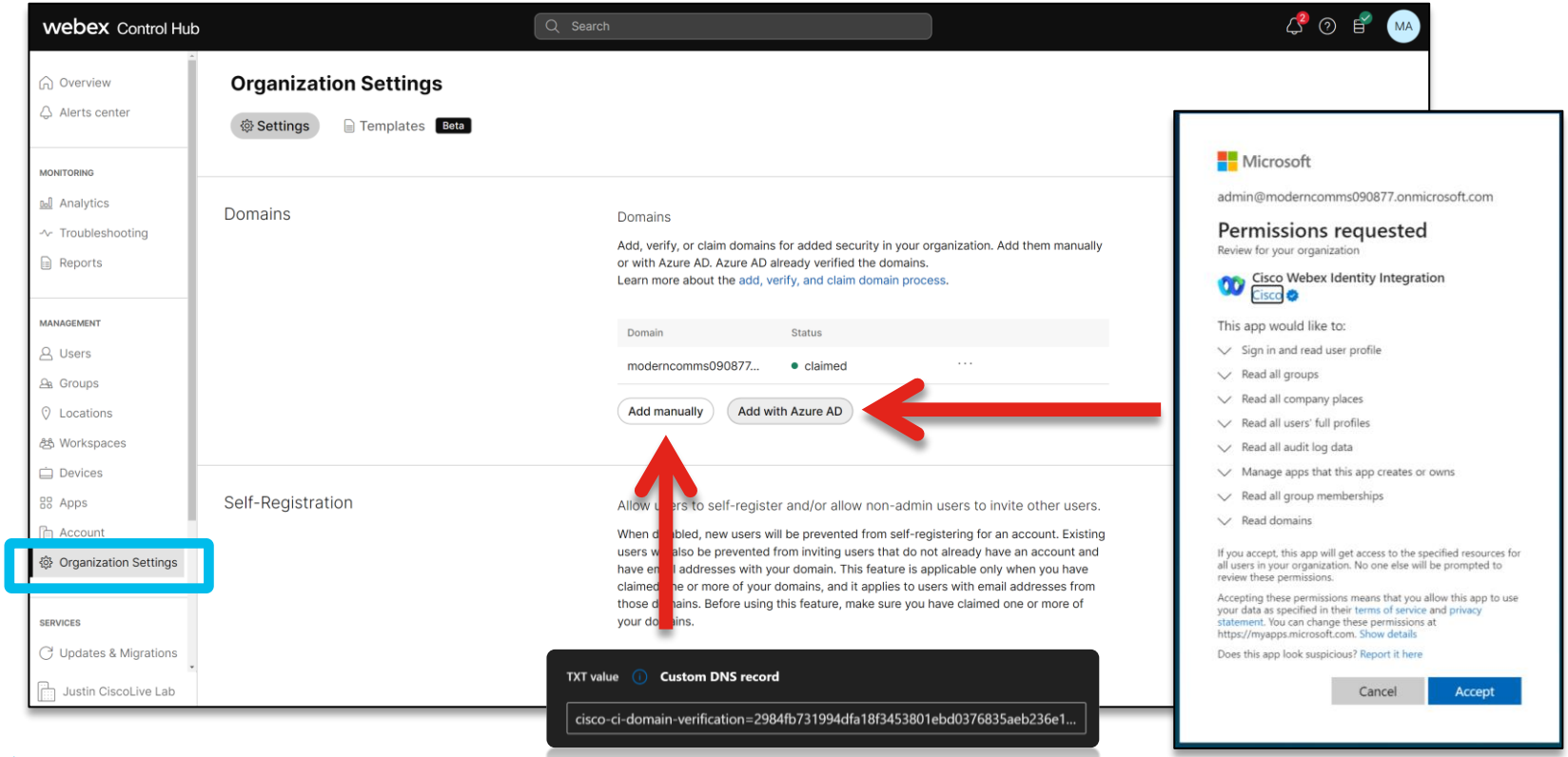
Domains



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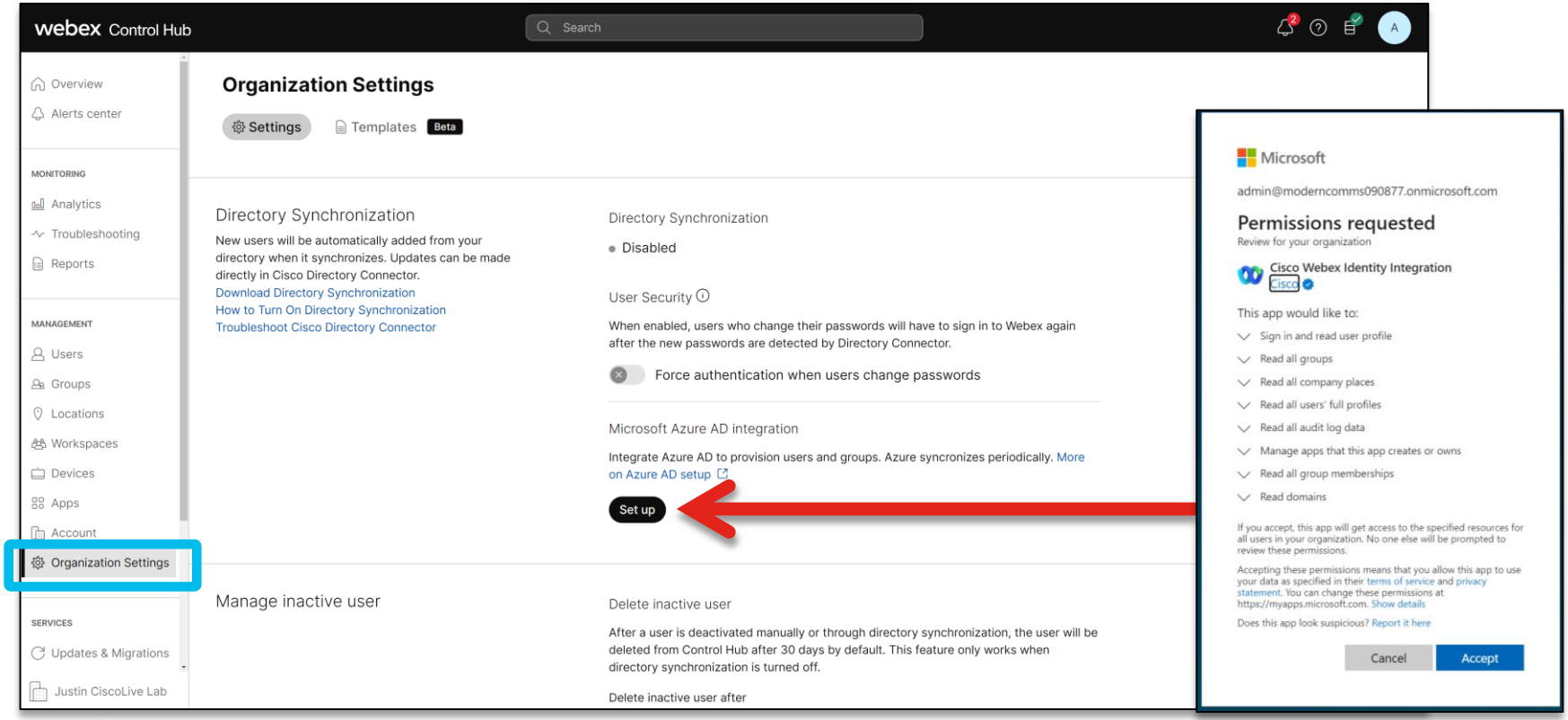
Azure AD Wizard (Users + Groups)



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Groups – Example Deployment

Frontline Workers

1000 Members

Messaging+
Free Meetings

Knowledge Workers

200 Members

Messaging+
Full Meetings+
Webex Calling

Super Users

200 Members

Messaging+
Full Meetings+
Webex Calling+
Translation

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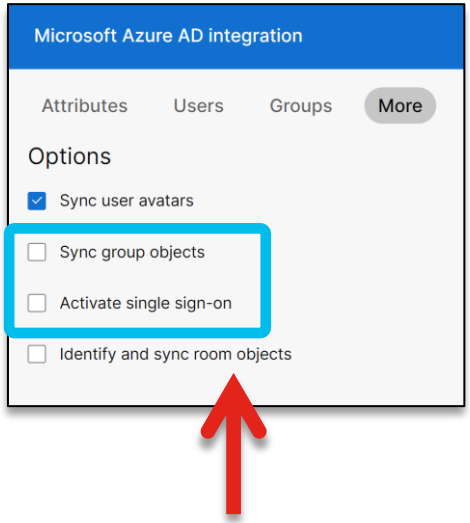
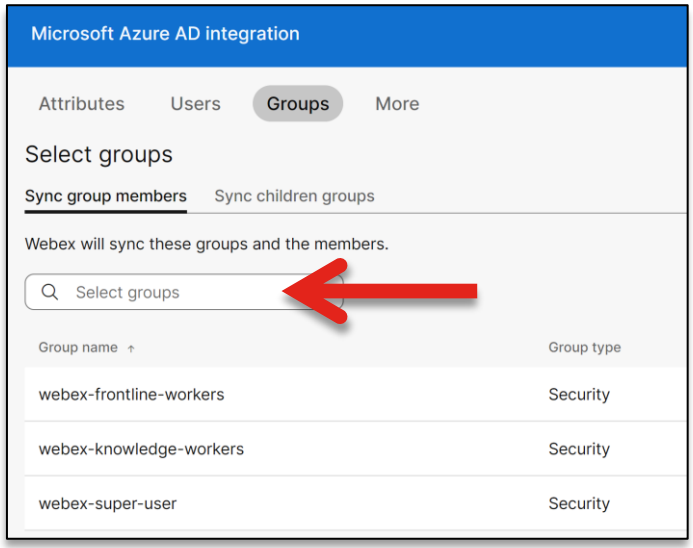
Enable SSO and Import Azure AD Groups



Import Groups and Activate SSO via single click!



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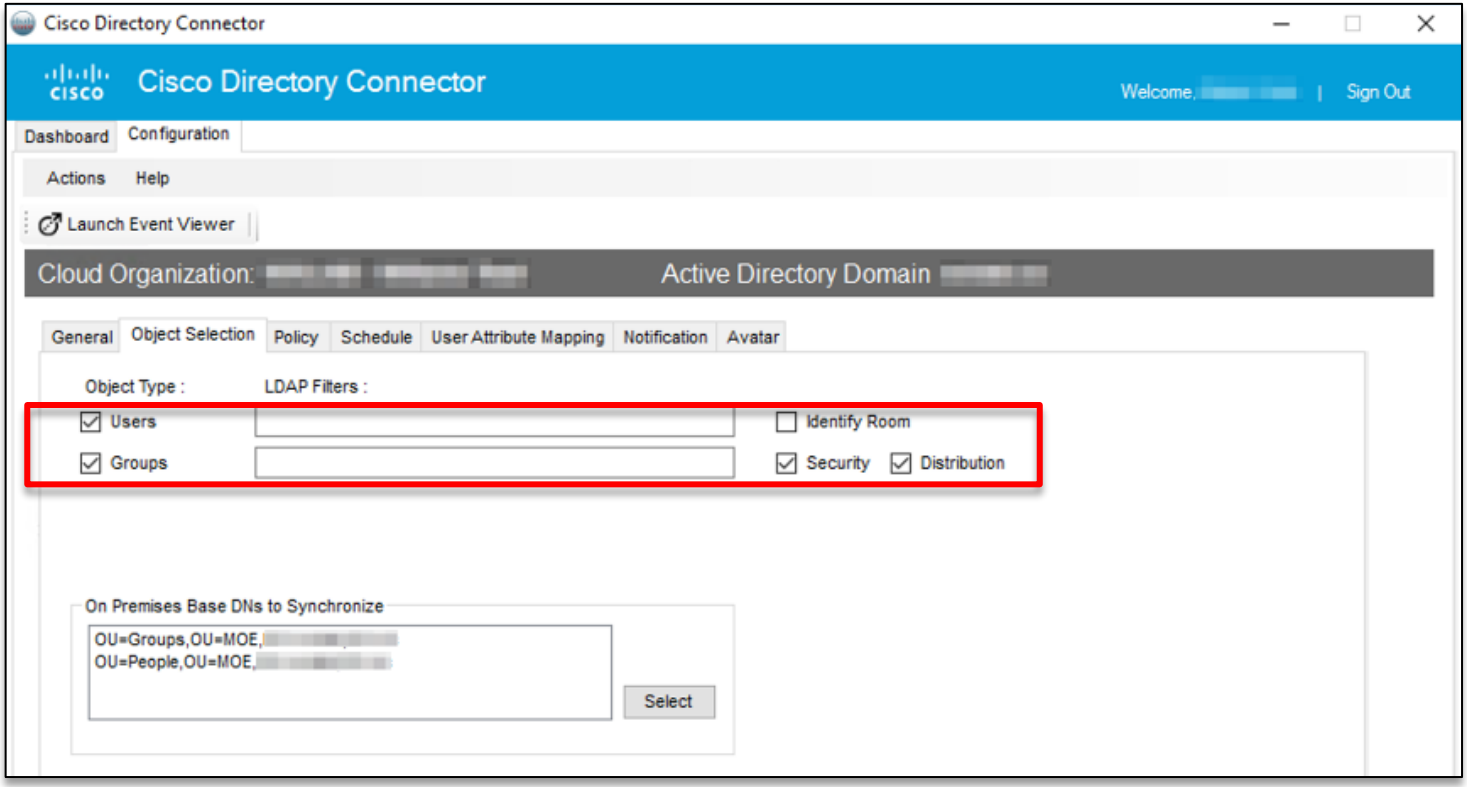
On-premise Directory Connector



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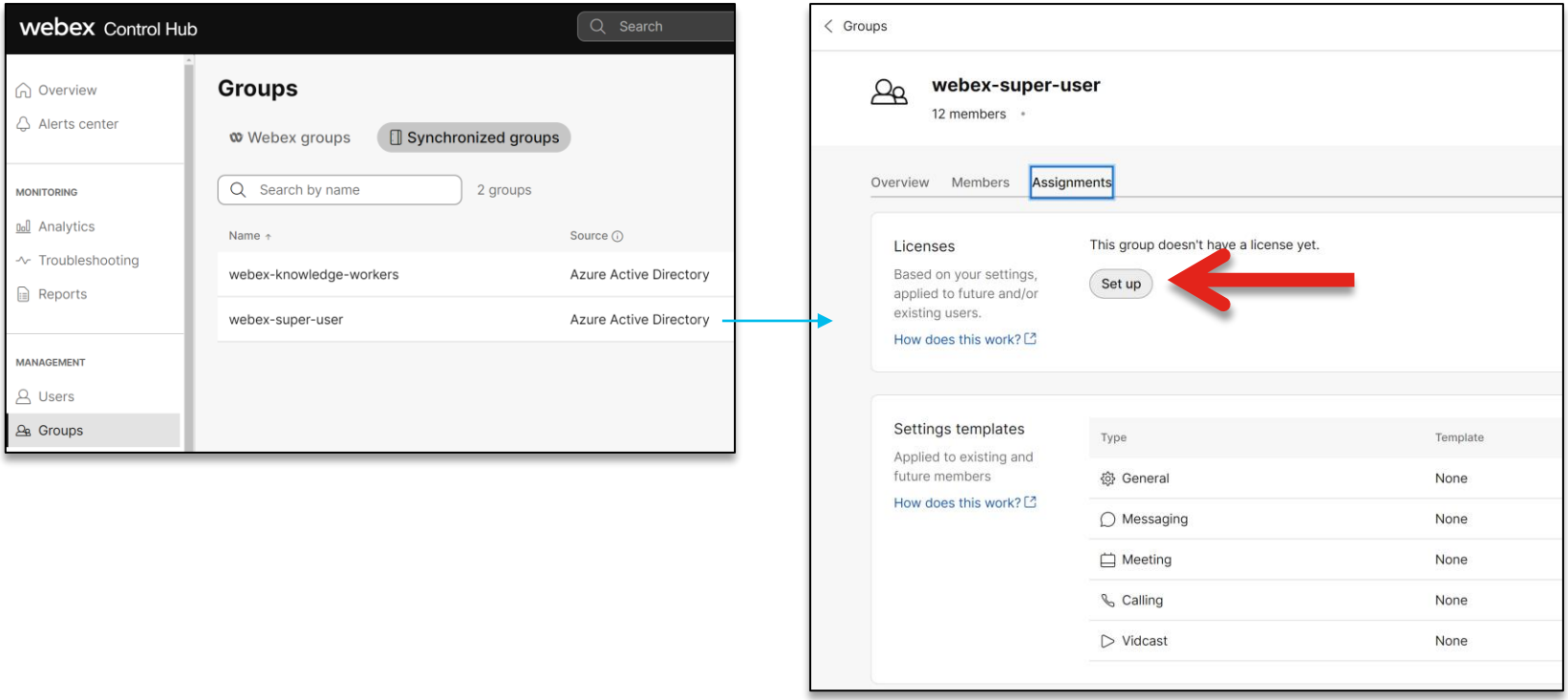
Applying License Templates to your Group



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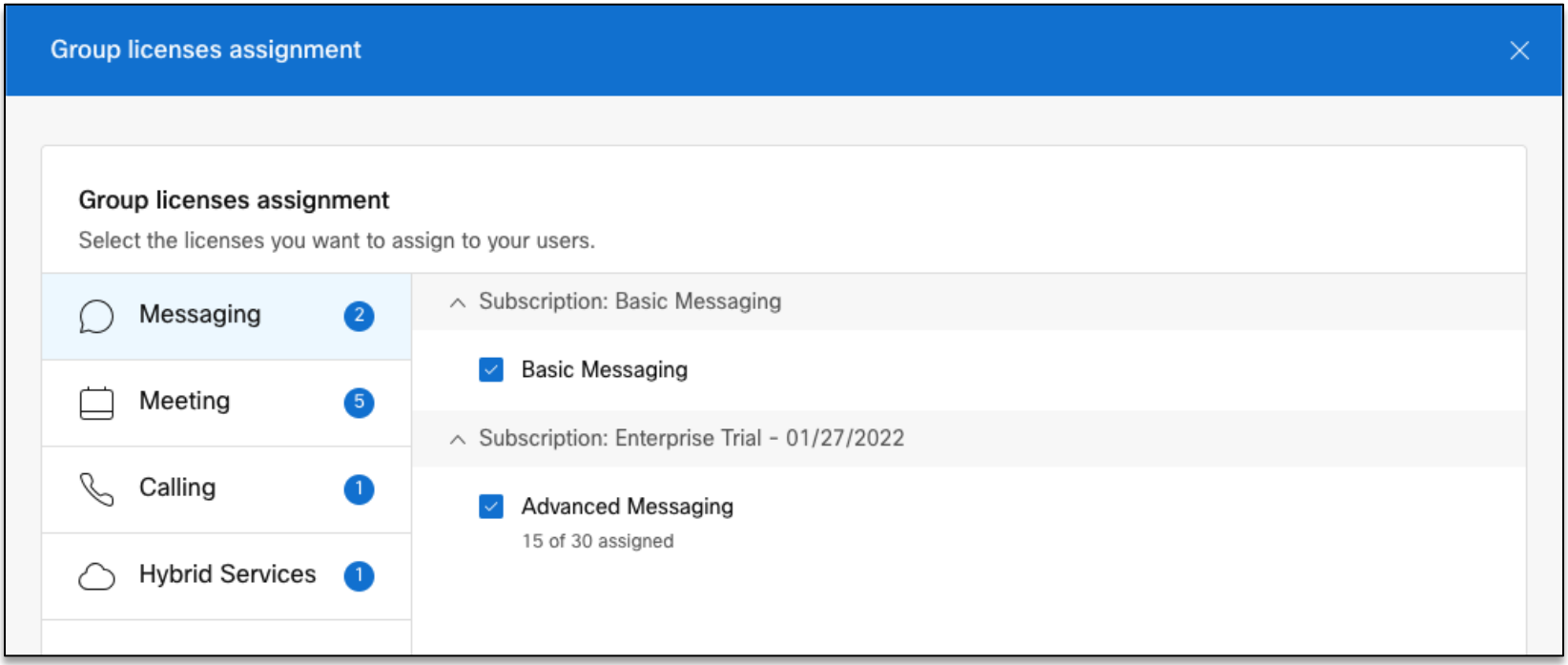
License Assignment



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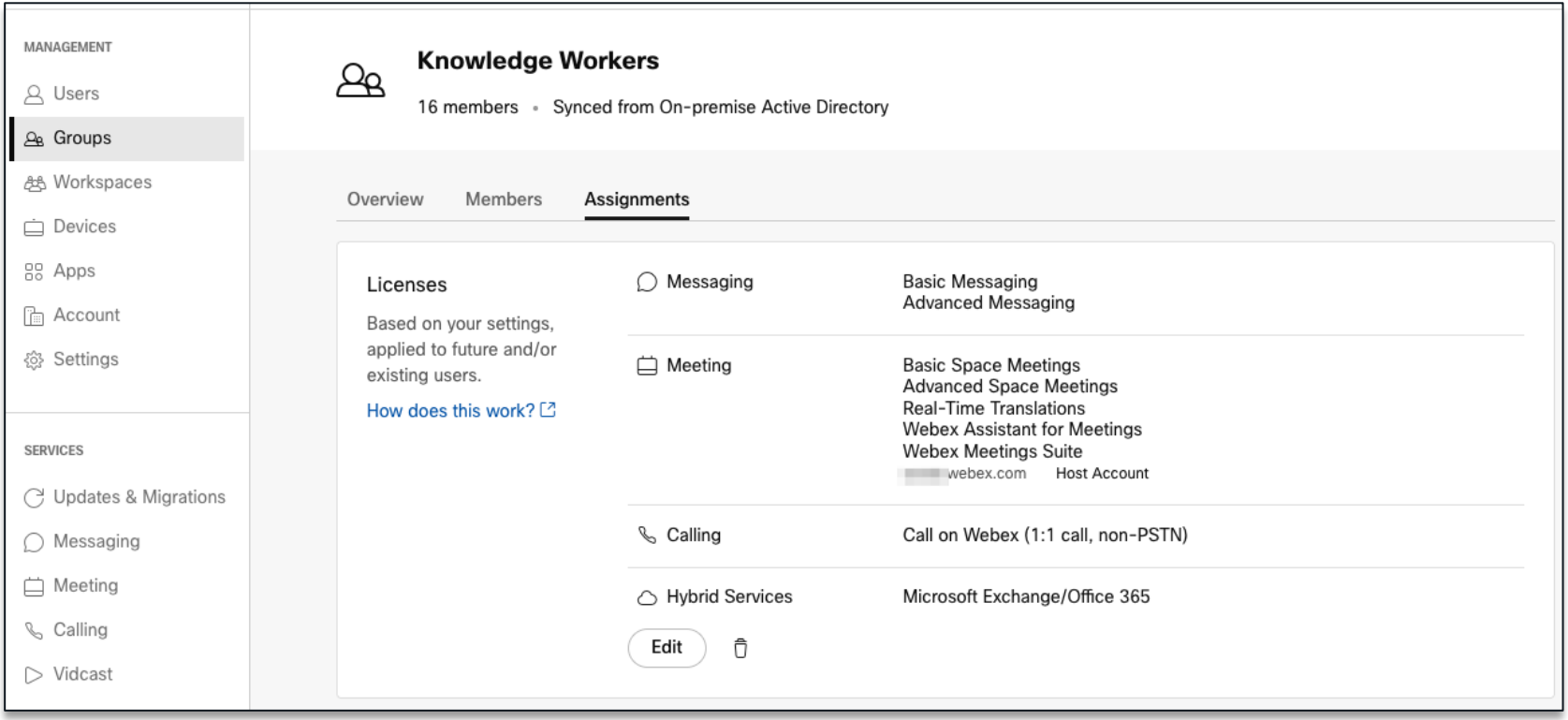
License Assignment



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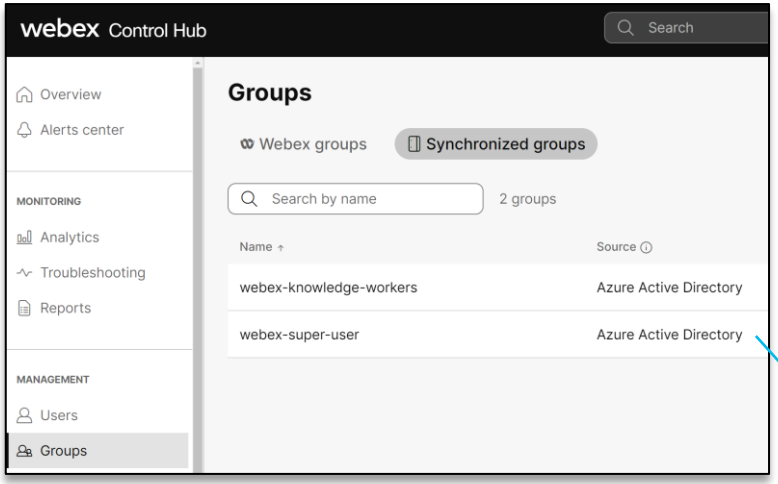
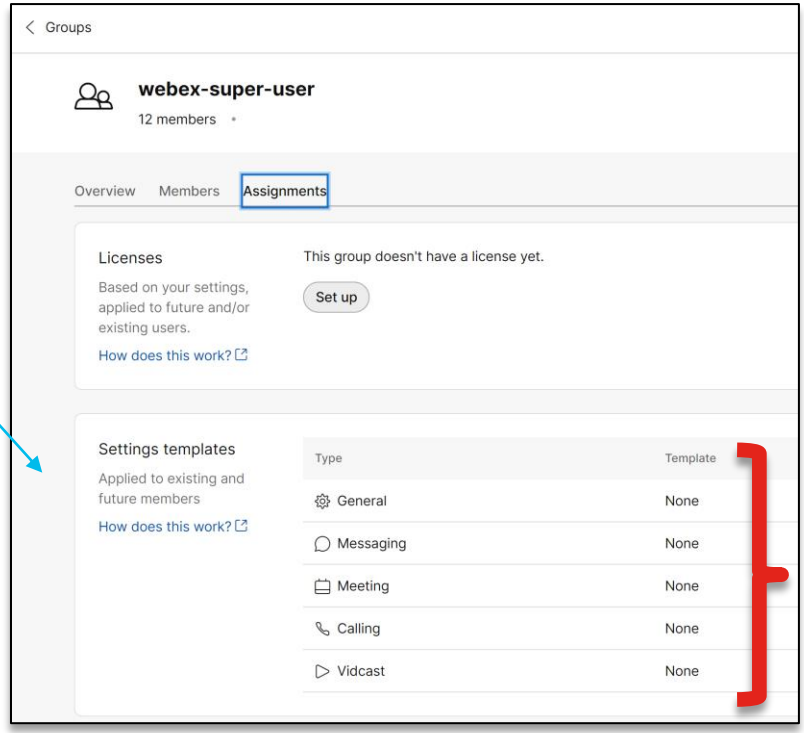
Applying Settings Templates to Groups/Locations





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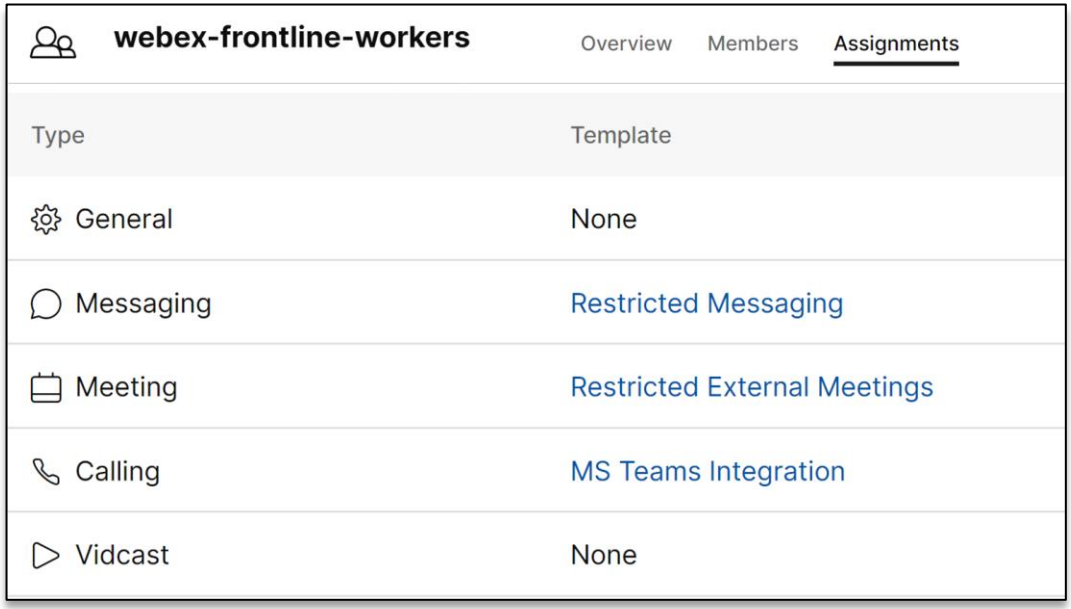
Example – Settings Template

Frontline Workers AD Group

1000 Members



hierarchy of setting assignments:
Organization Setting < Group level setting via templates < User overrides

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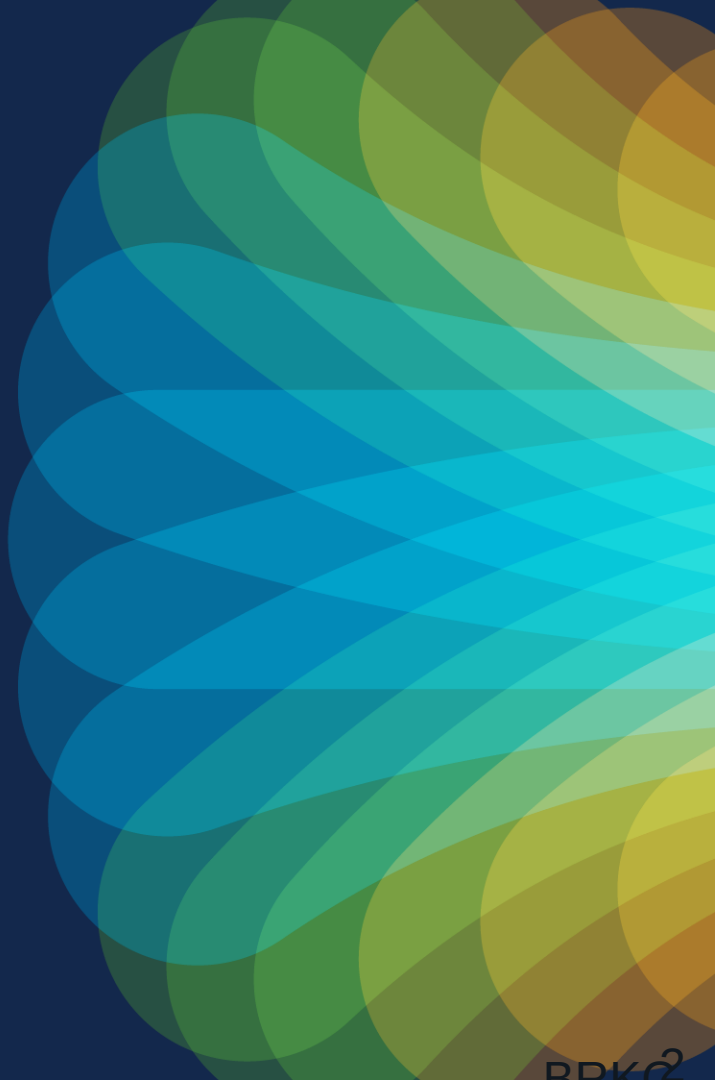
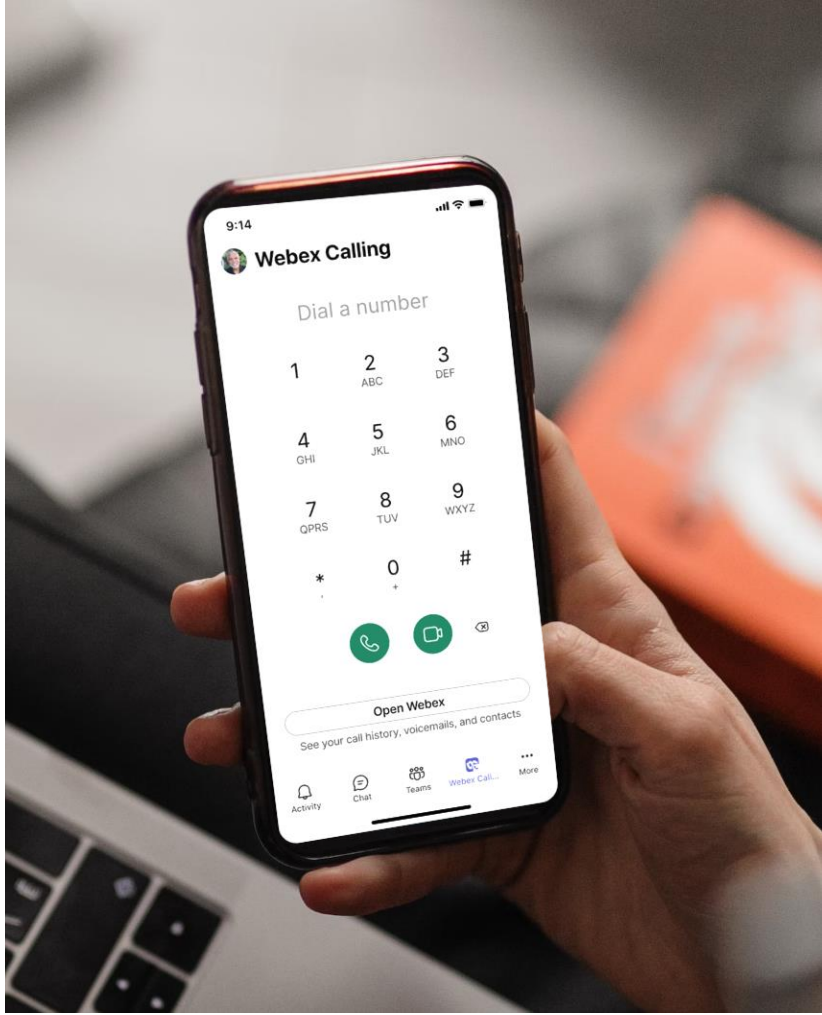
Webex Calling



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



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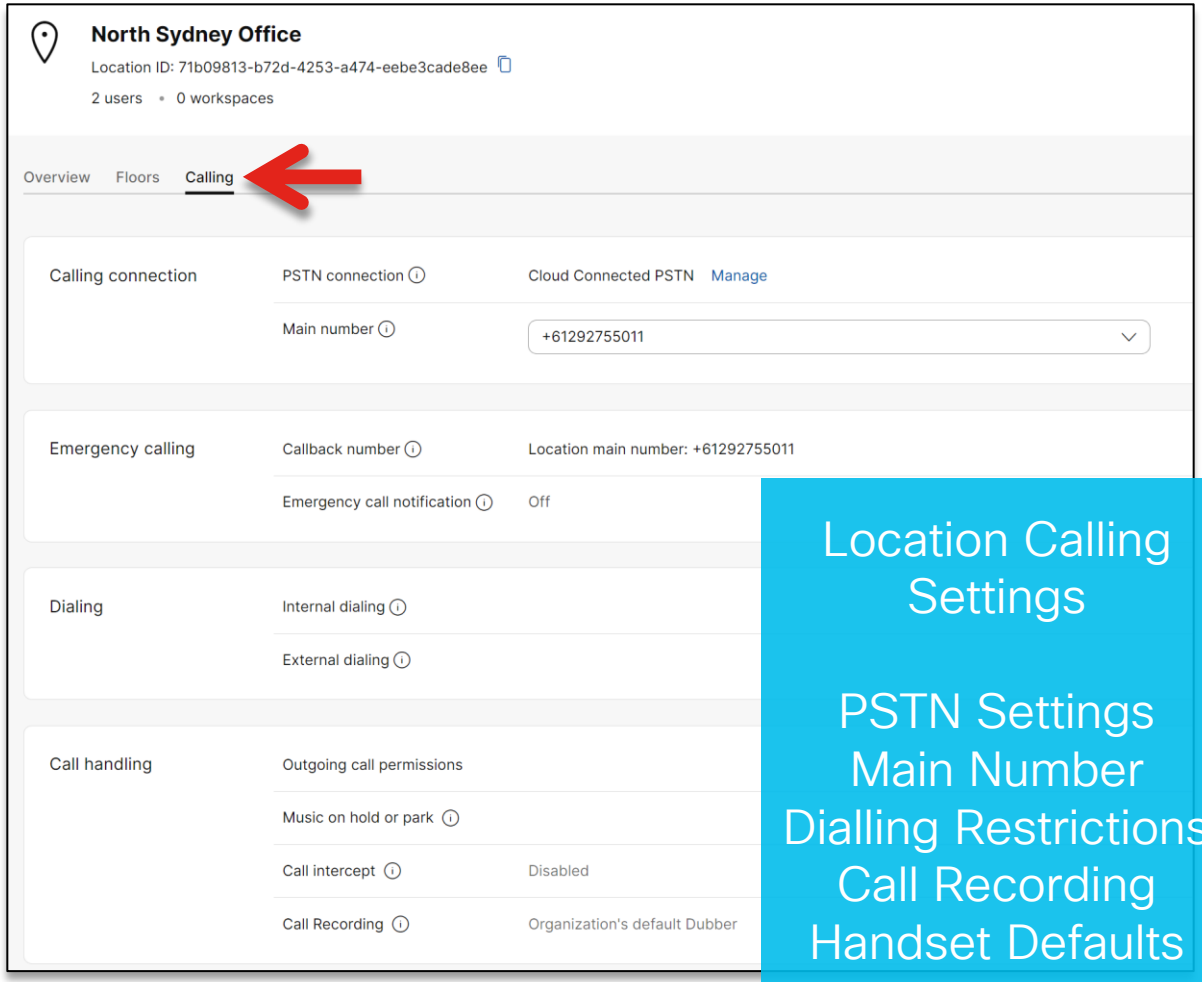
Locations

Brisbane Sales Office

North Sydney Office

Melbourne Head Office



Location Calling Settings

PSTN Settings
Main Number
Dialling Restrictions
Call Recording
Handset Defaults

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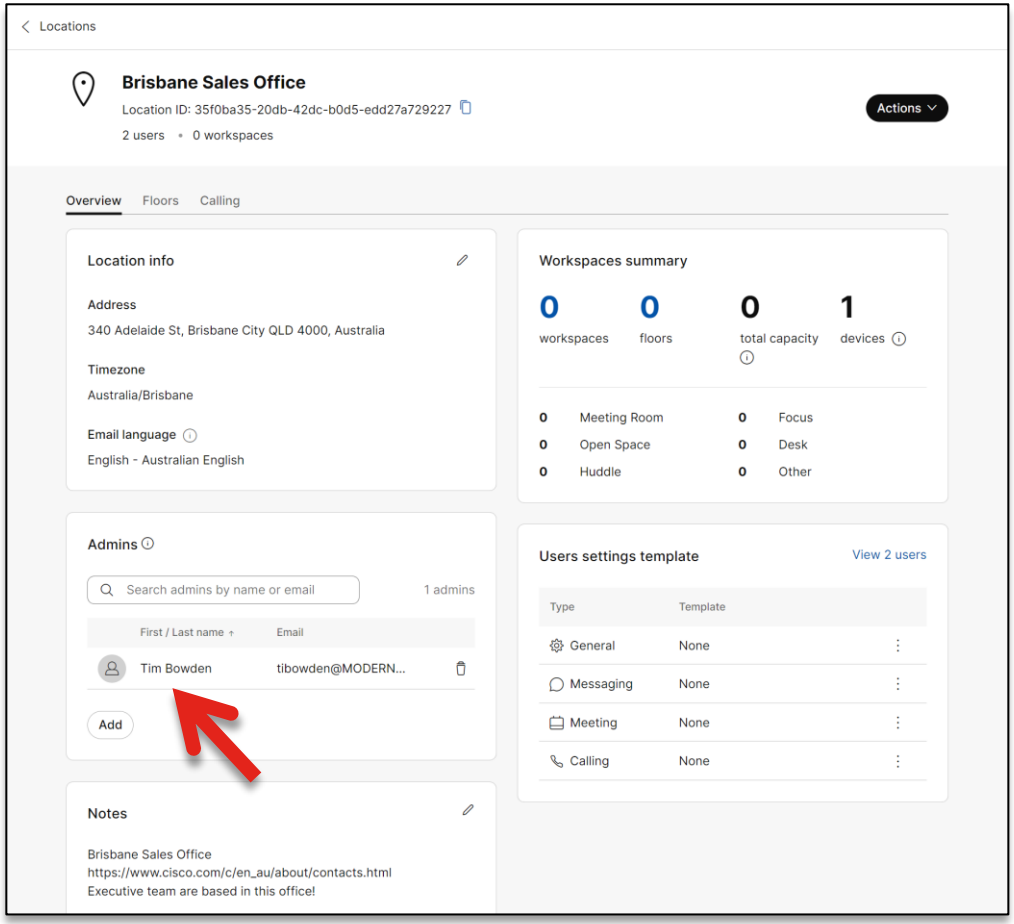
Delegated Location Admins

- Offload management activities to partners or site-based contacts



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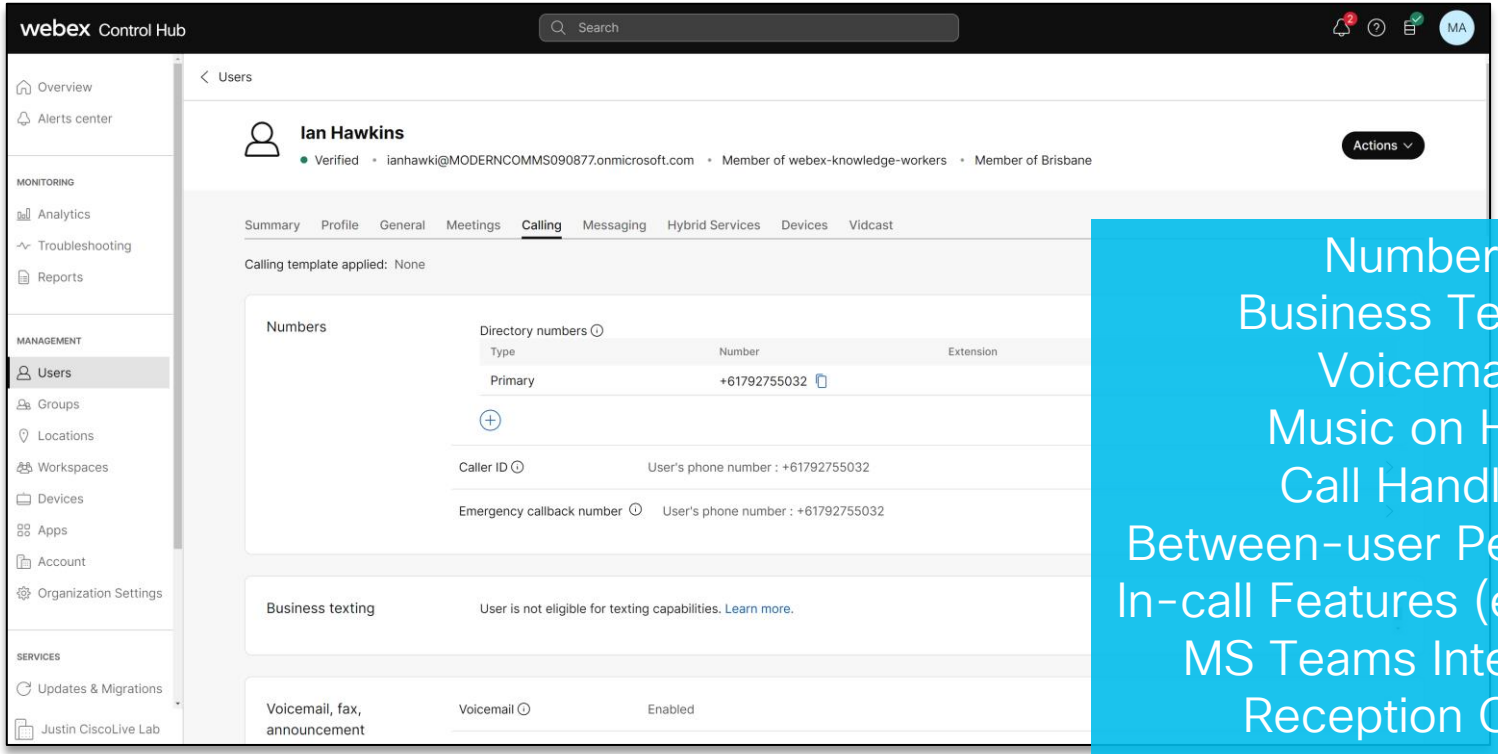
User Settings (Calling)



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

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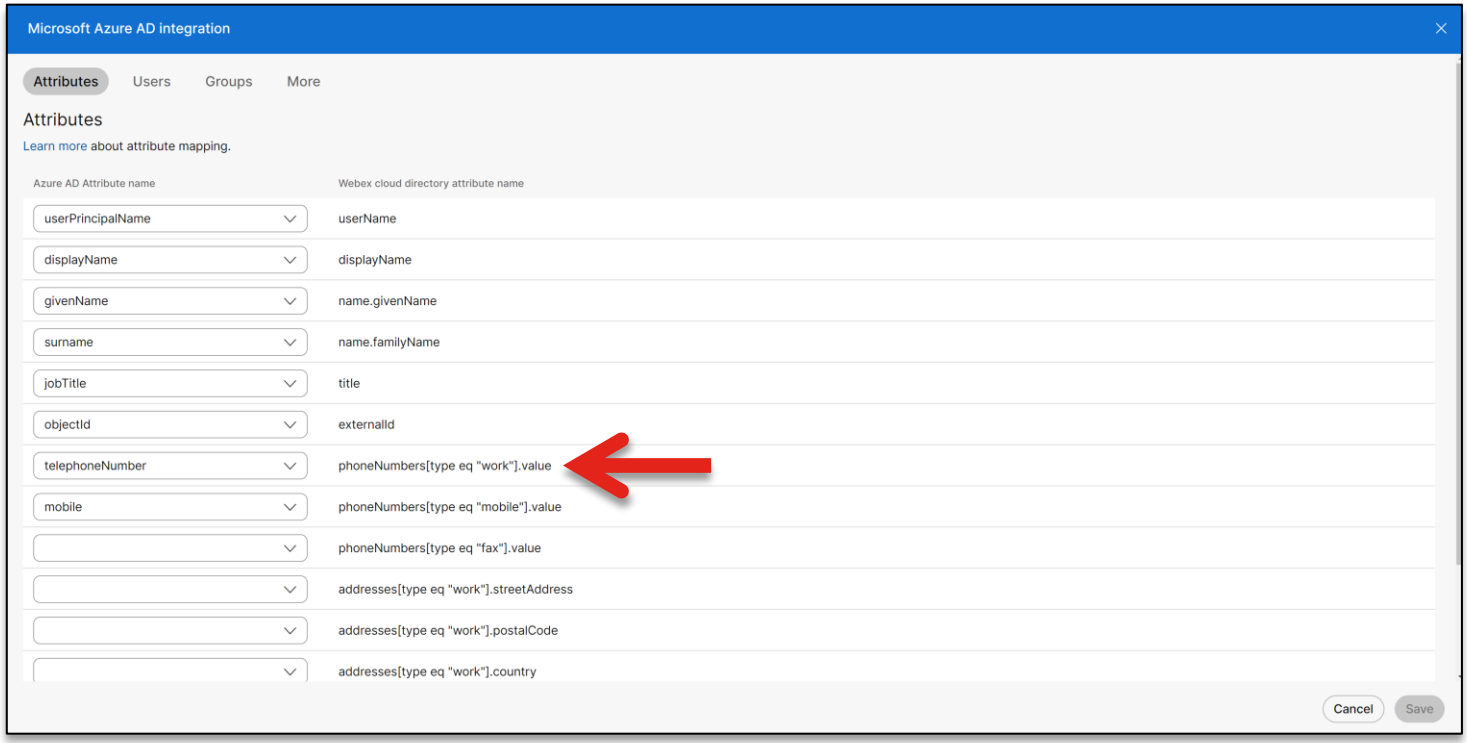
Sync numbers directly from Azure AD!



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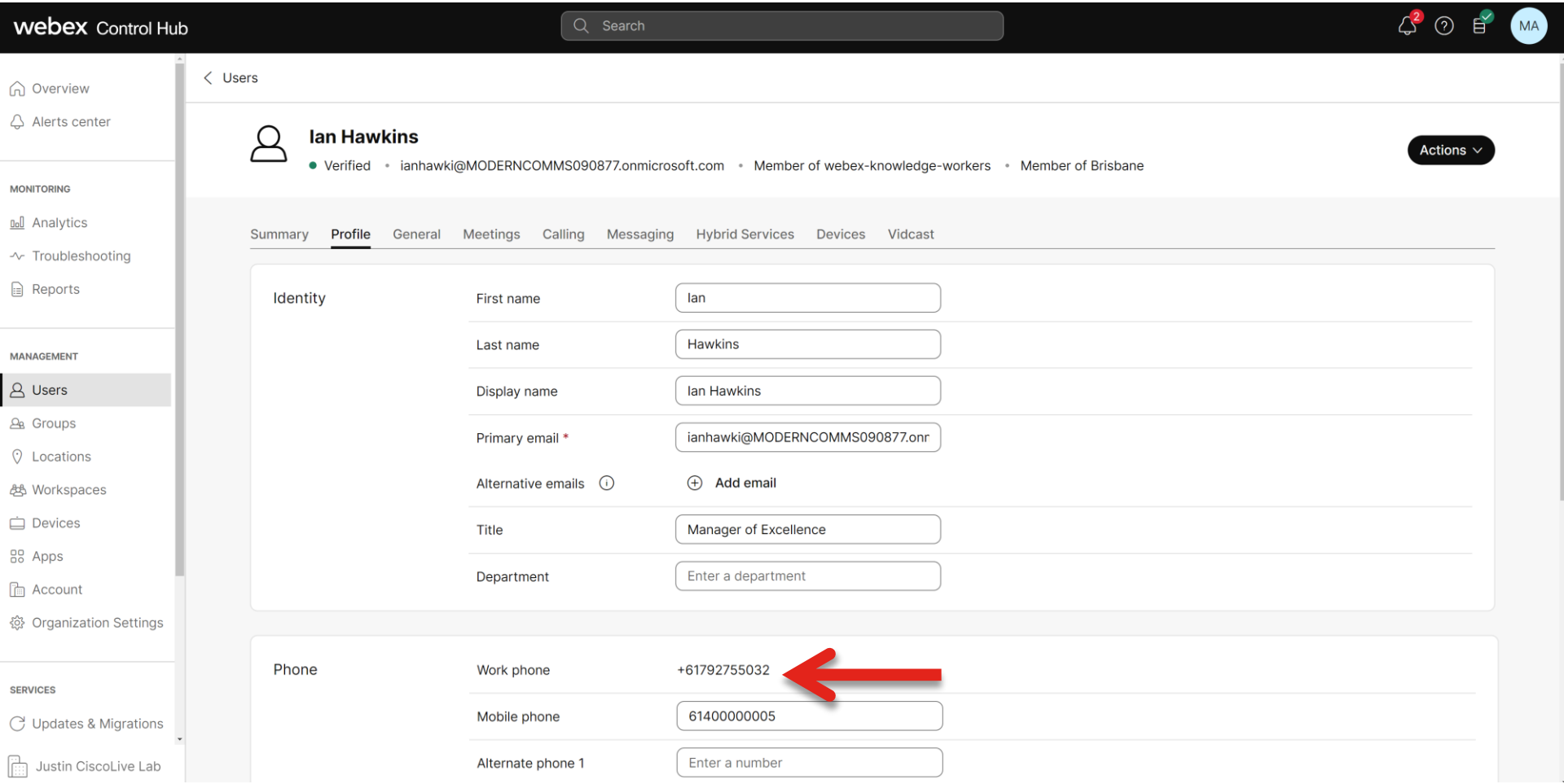

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Managing Personal Devices (Including Headsets)

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“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.”

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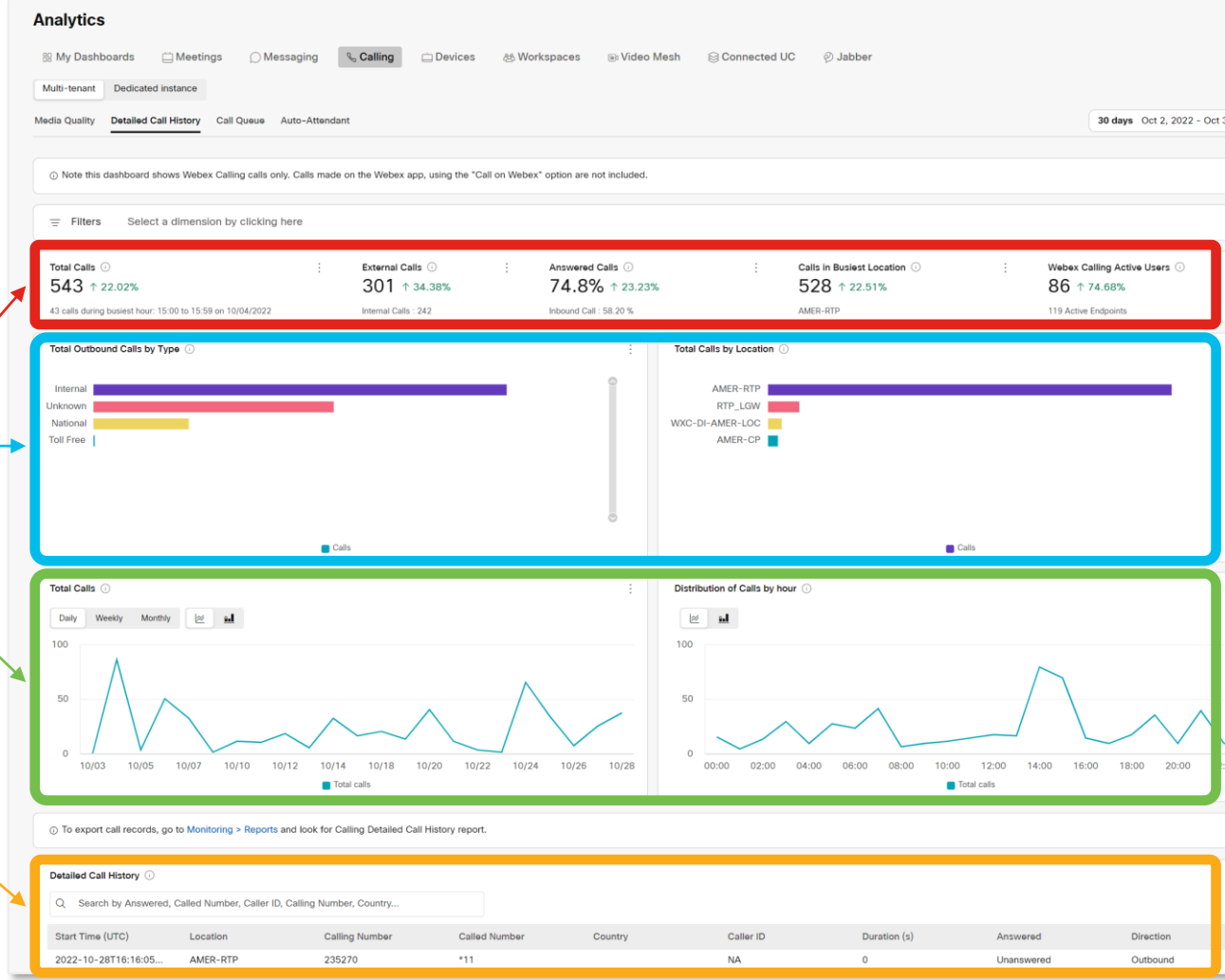
Webex Calling

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



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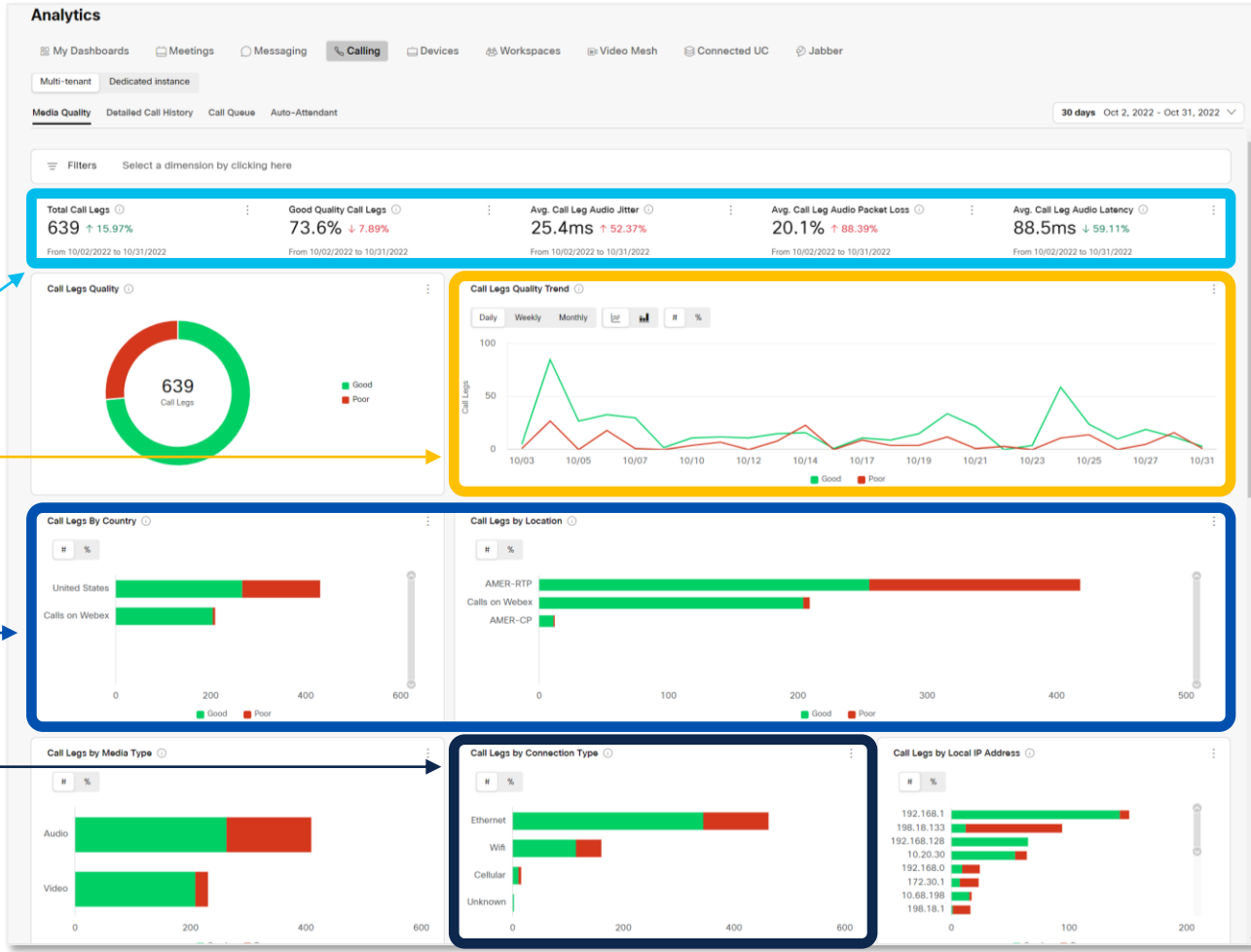
Webex Calling

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



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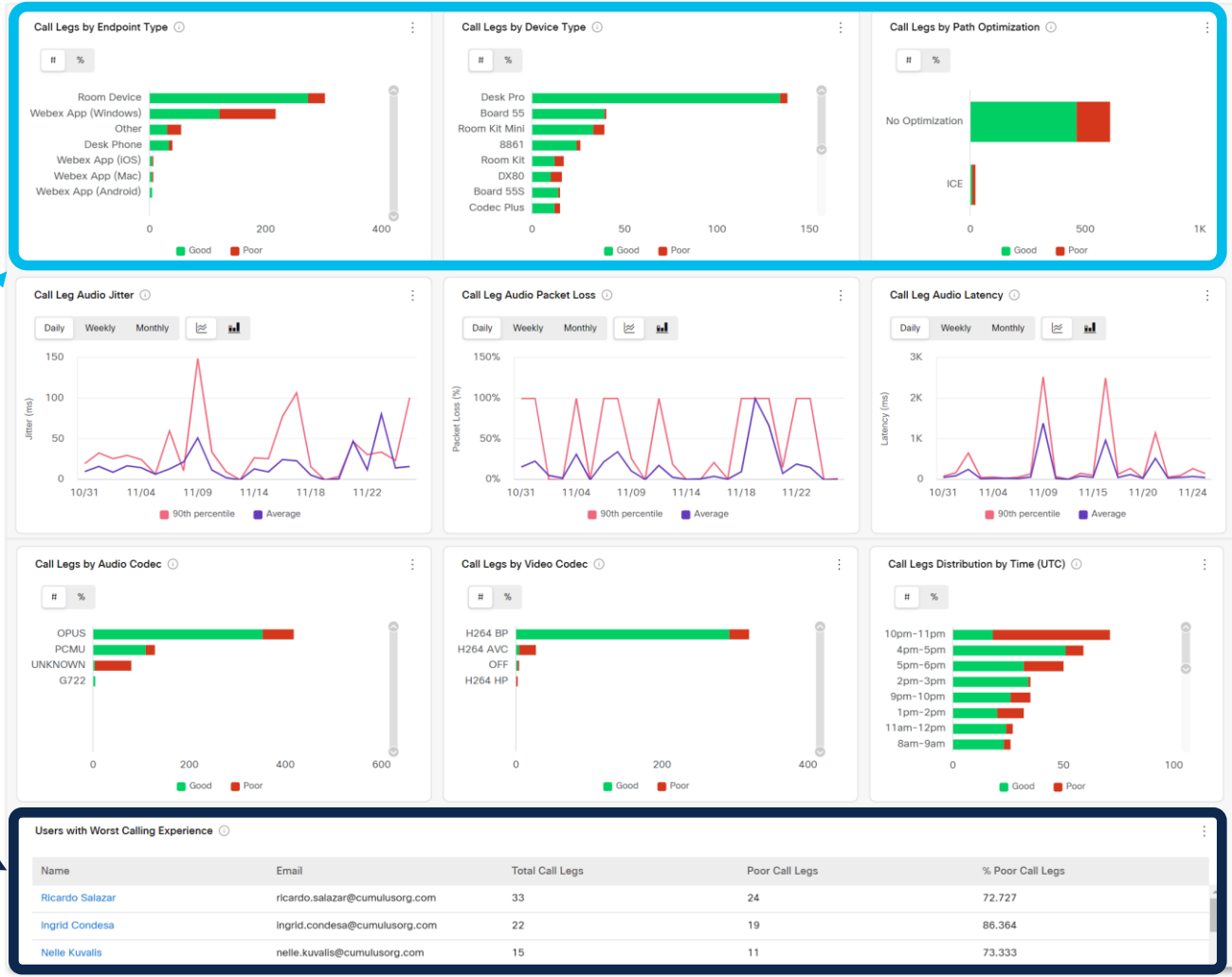
Webex Calling

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



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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	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
SSE17550499009112318881659 22@10.250.174.46	Call ID	BW17550504309112314764402 7@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

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Cisco Calling Options

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

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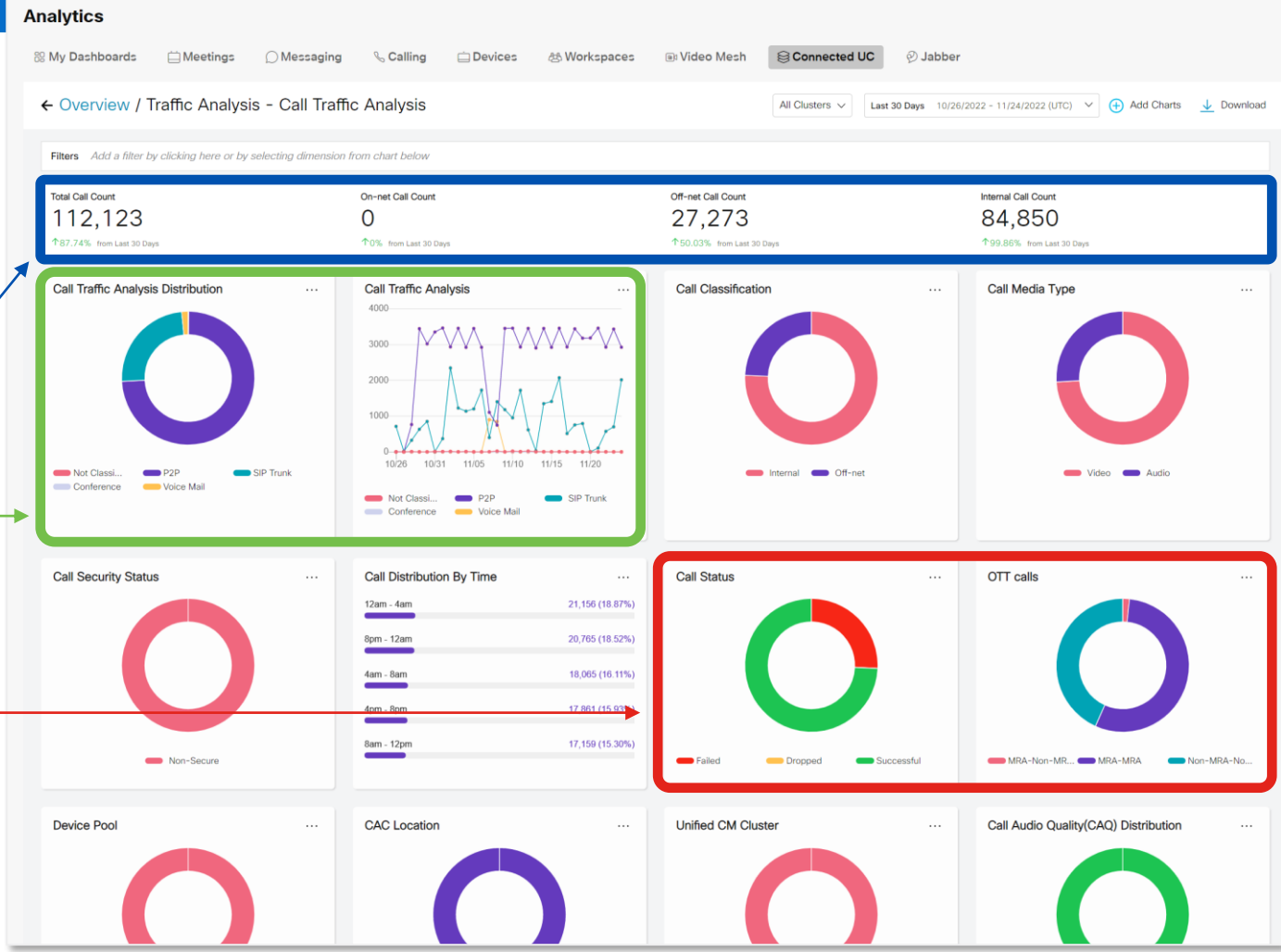
UCM

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



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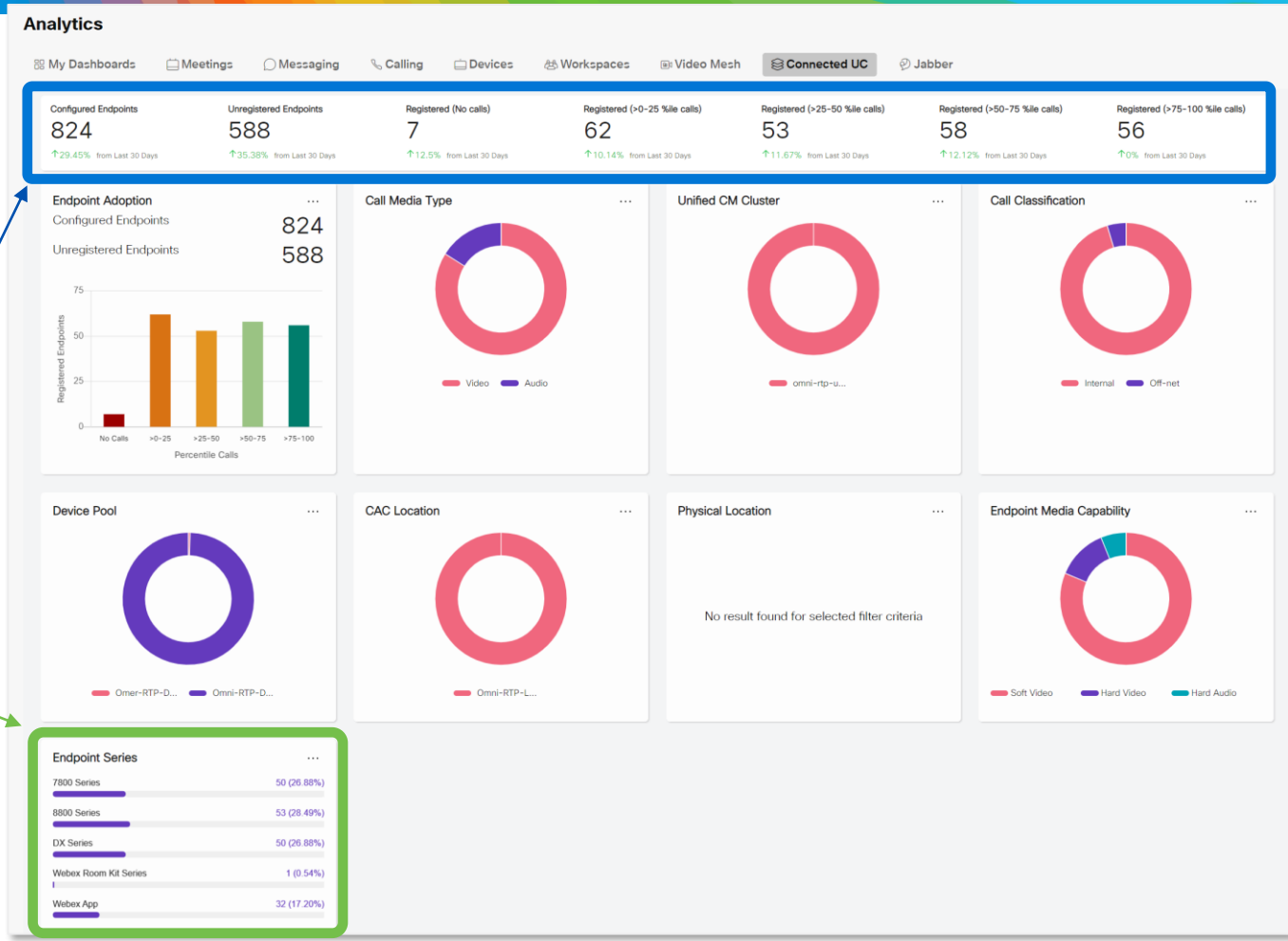
UCM

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!



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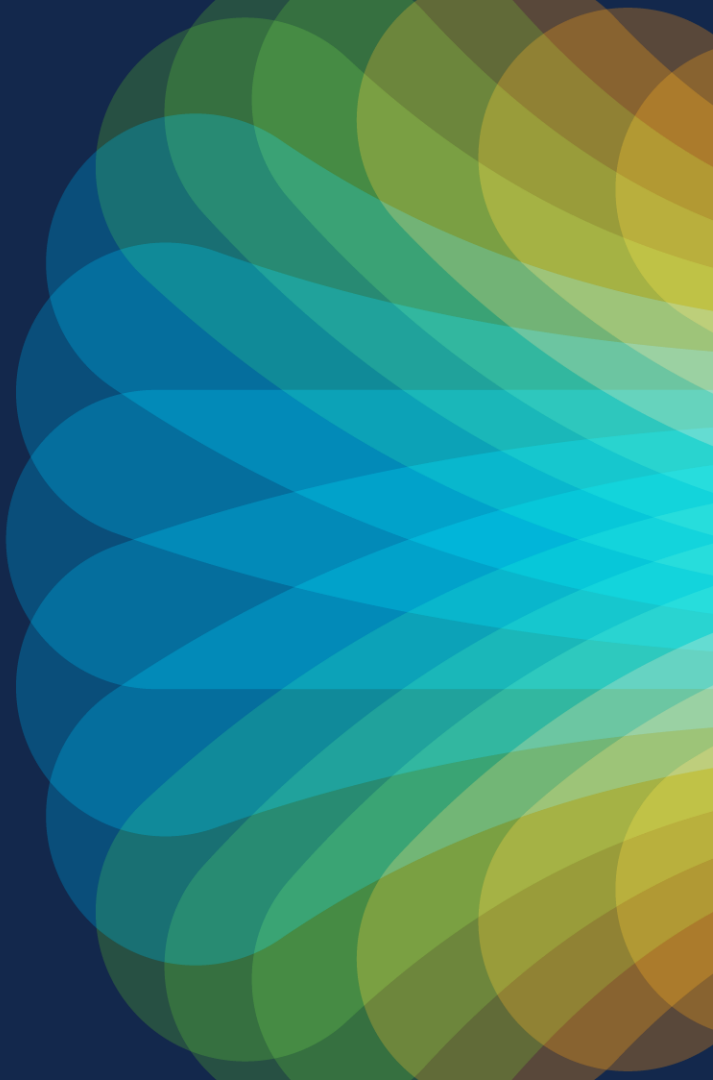
Devices and Workspaces



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

Or.....

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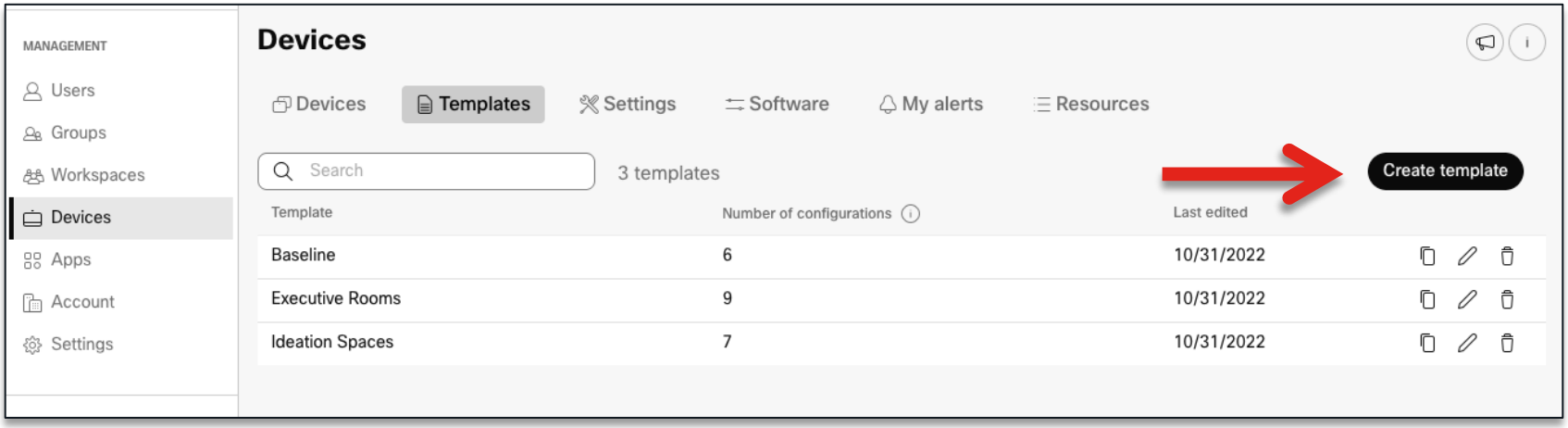
Devices Templates



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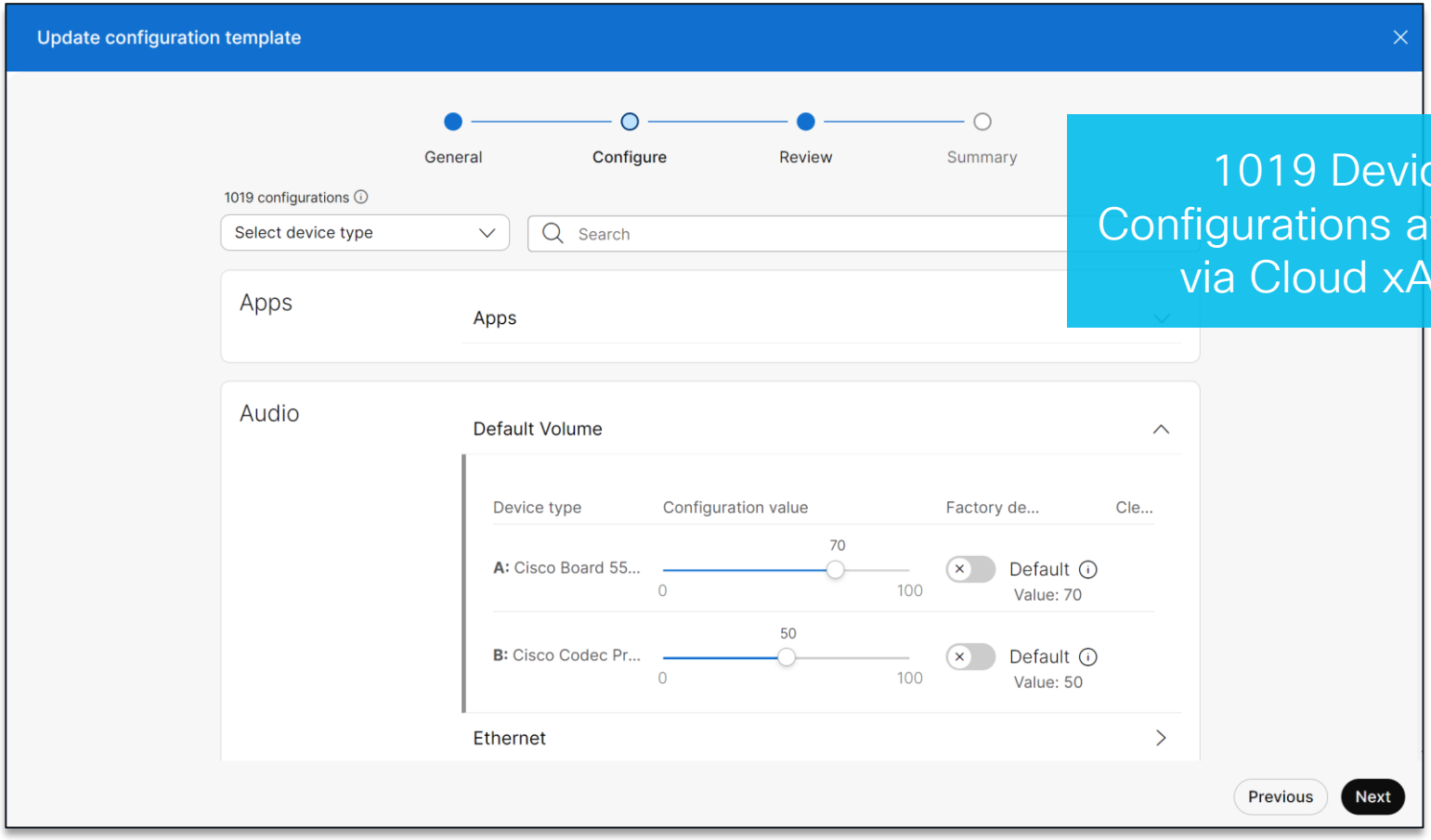

1019 Device Configurations available via Cloud xAPI !

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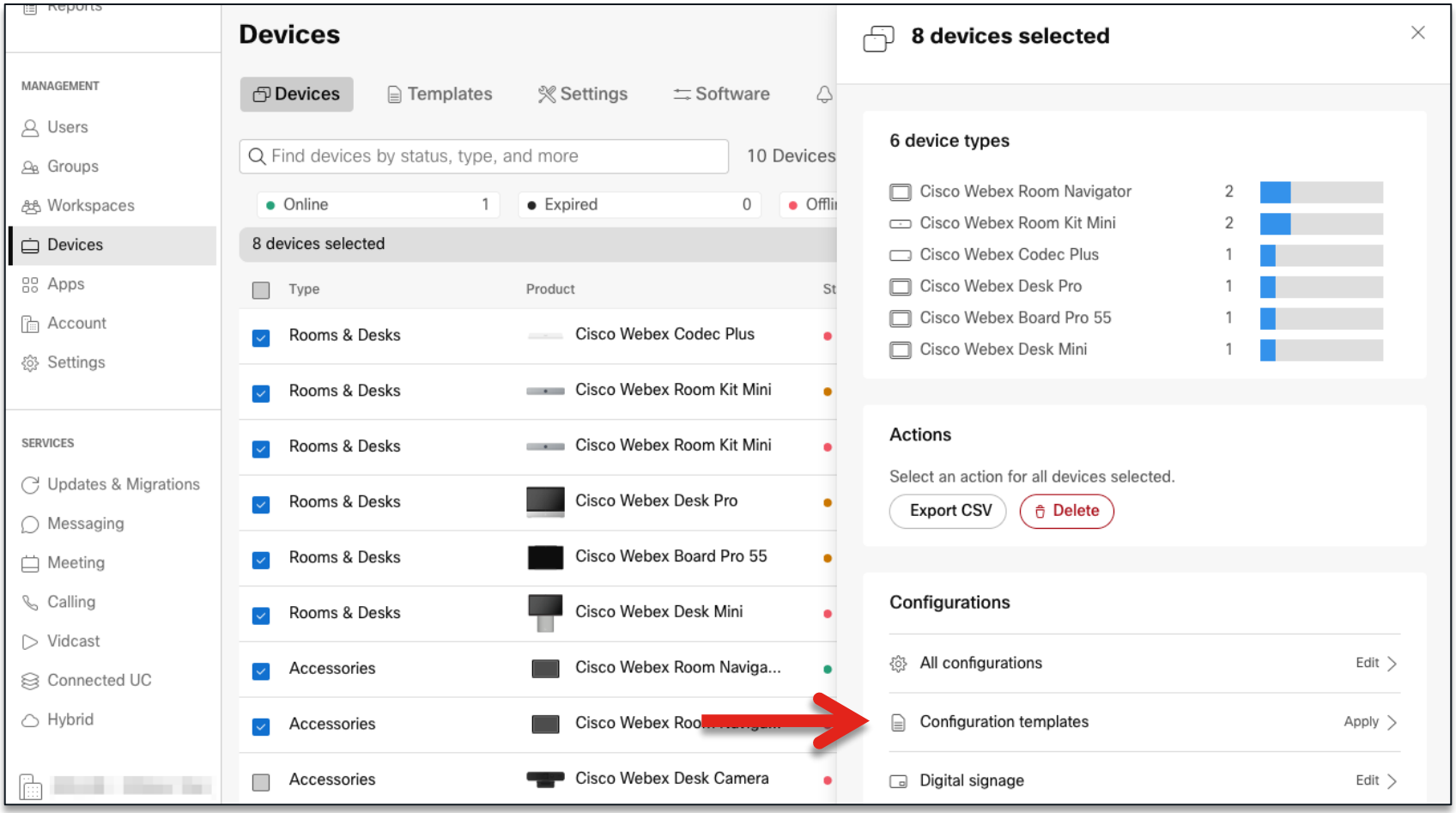

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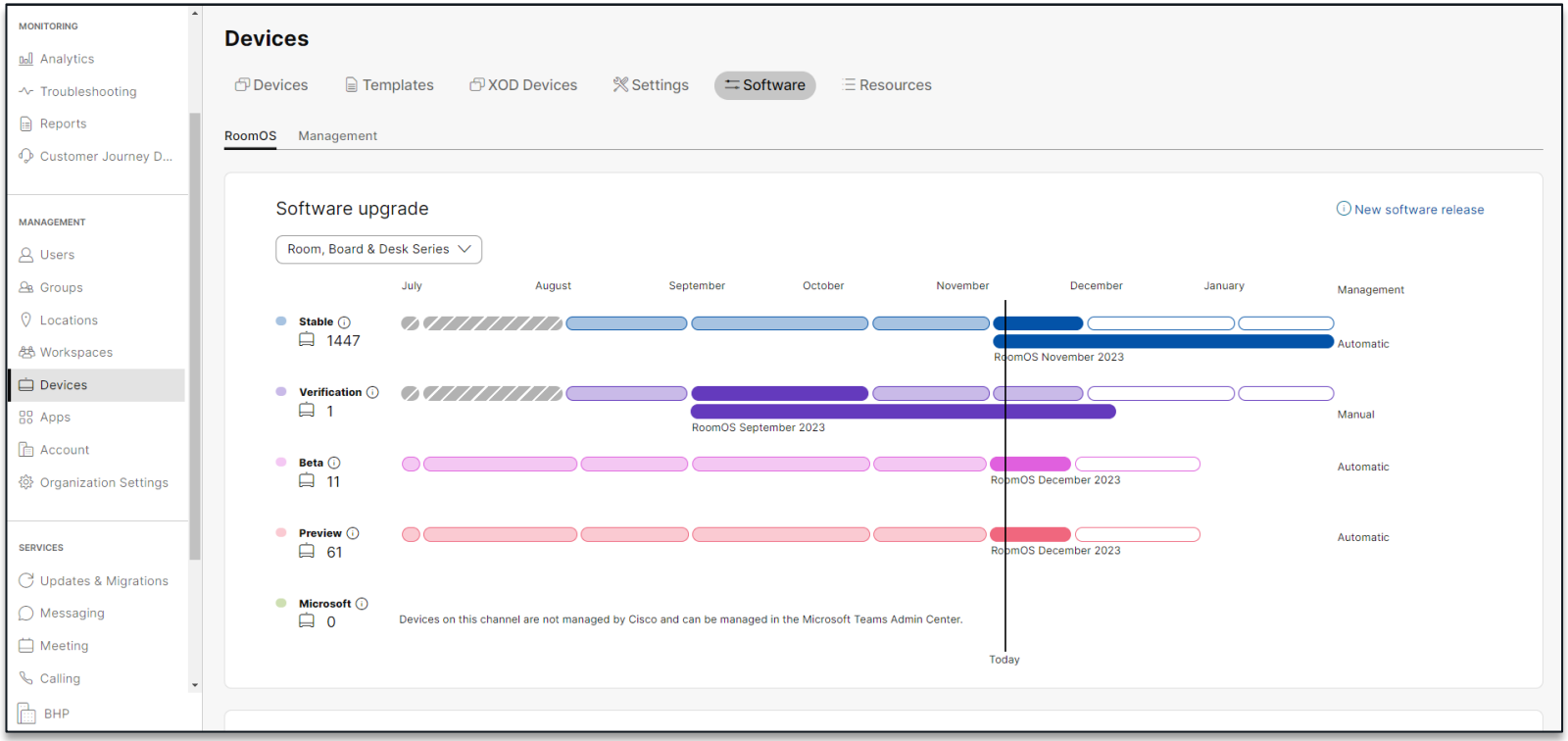
Software Release Pinning



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

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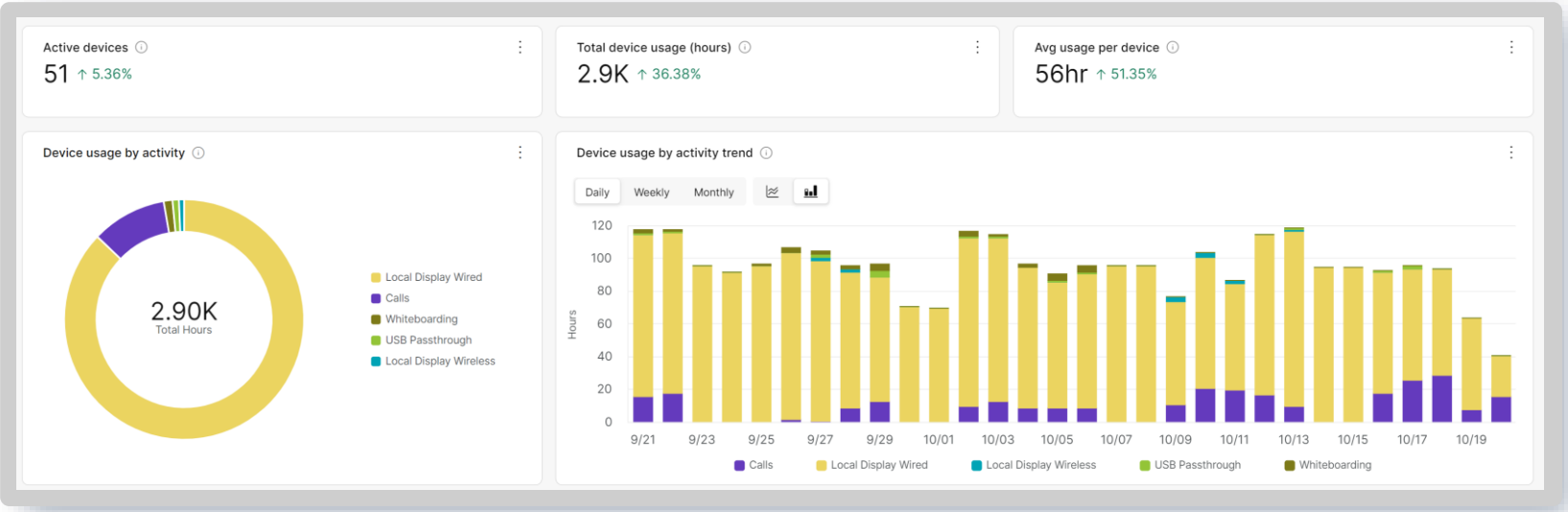
Devices Activity Utilisation



- 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

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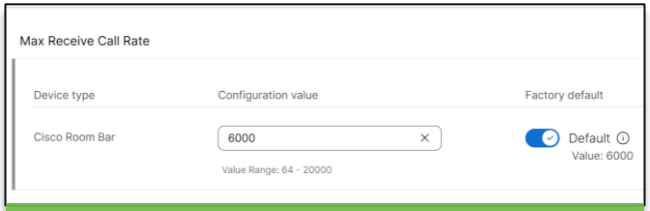
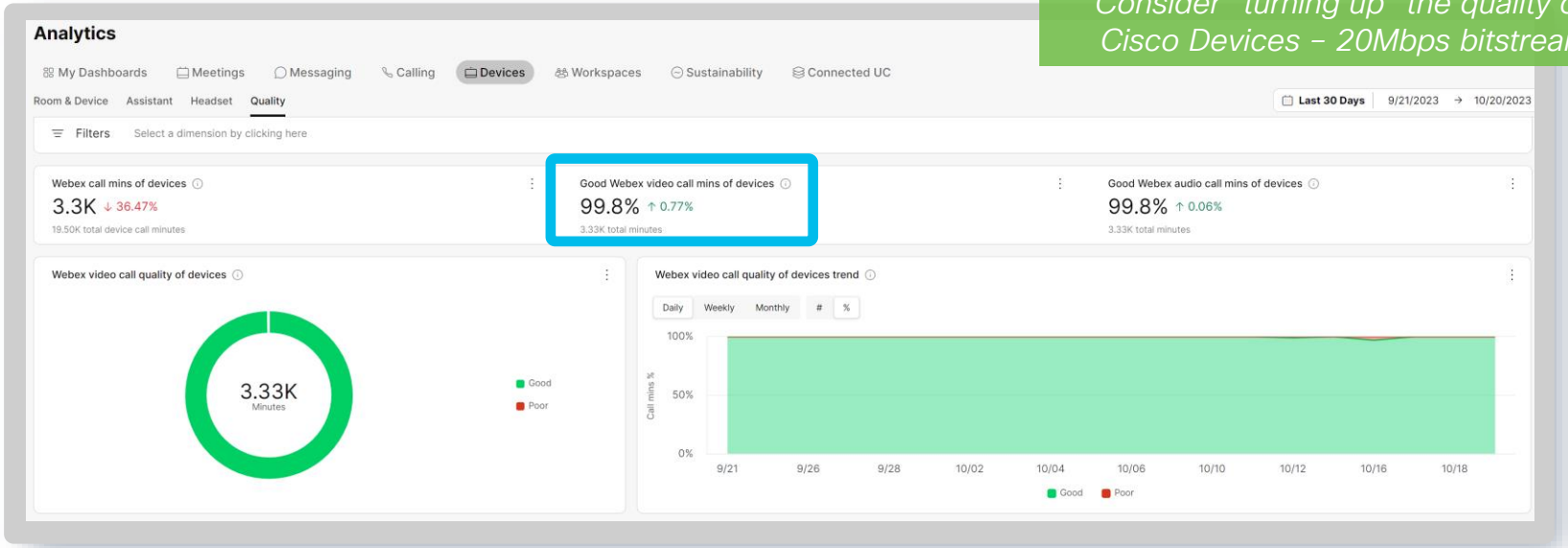
Call Quality and Performance



Consider "turning up" the quality on Cisco Devices – 20Mbps bitstream



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

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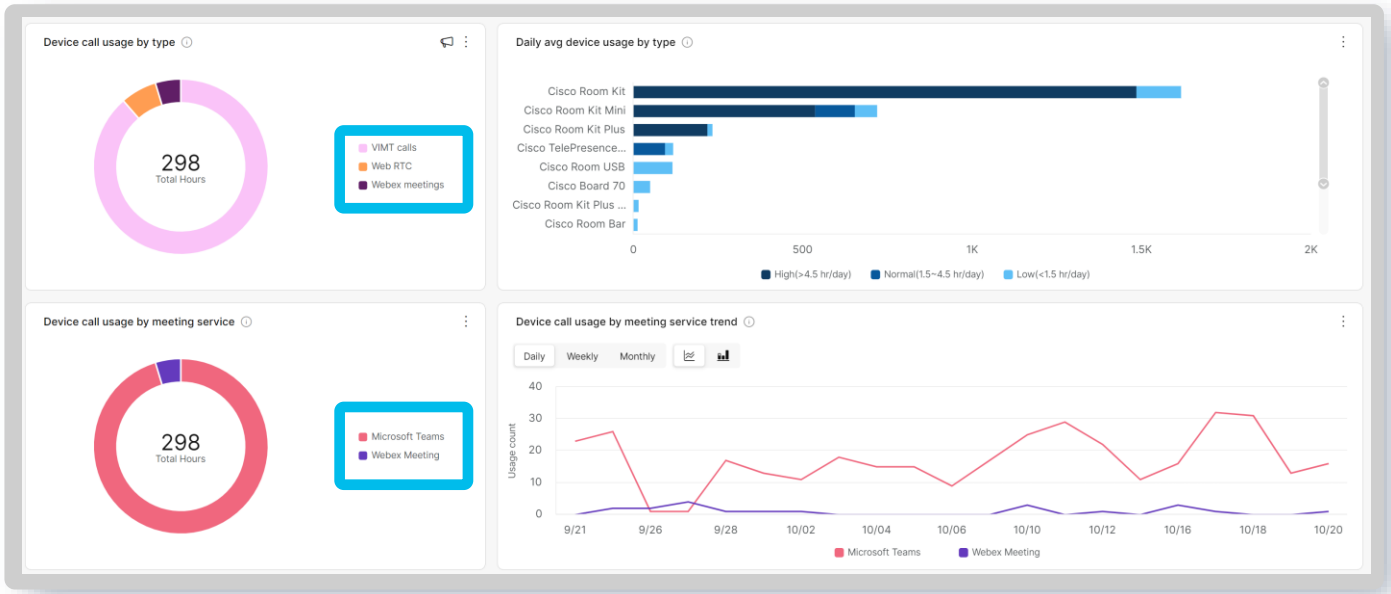
Meeting Platform Utilisation



- 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.

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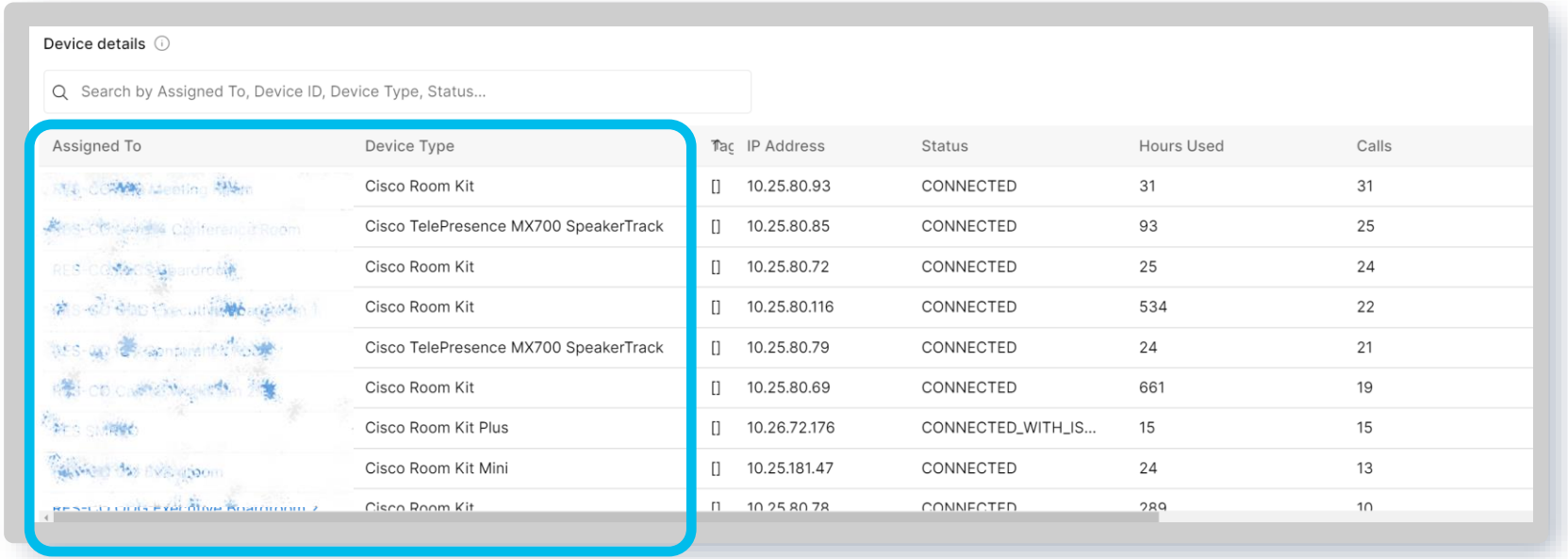
Devices making the highest number of calls (Top 10)



- Try to promote more rooms like this

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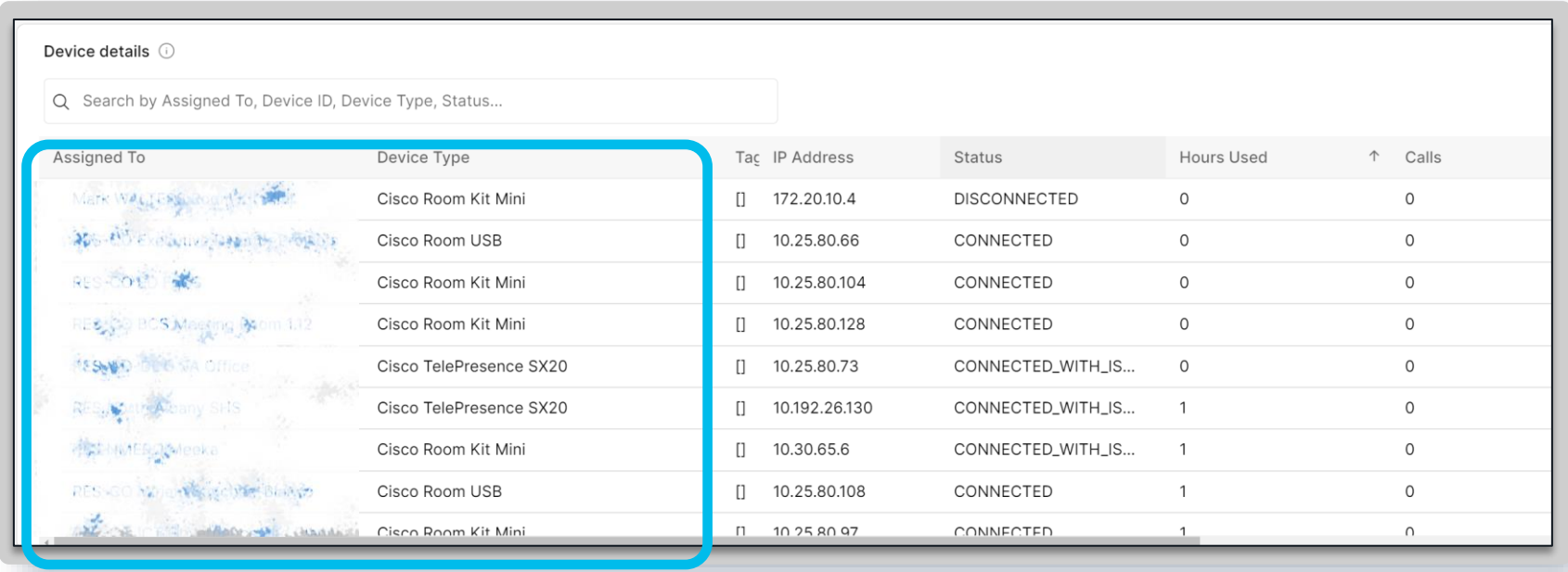
Devices making the least number of calls (Top 10)



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

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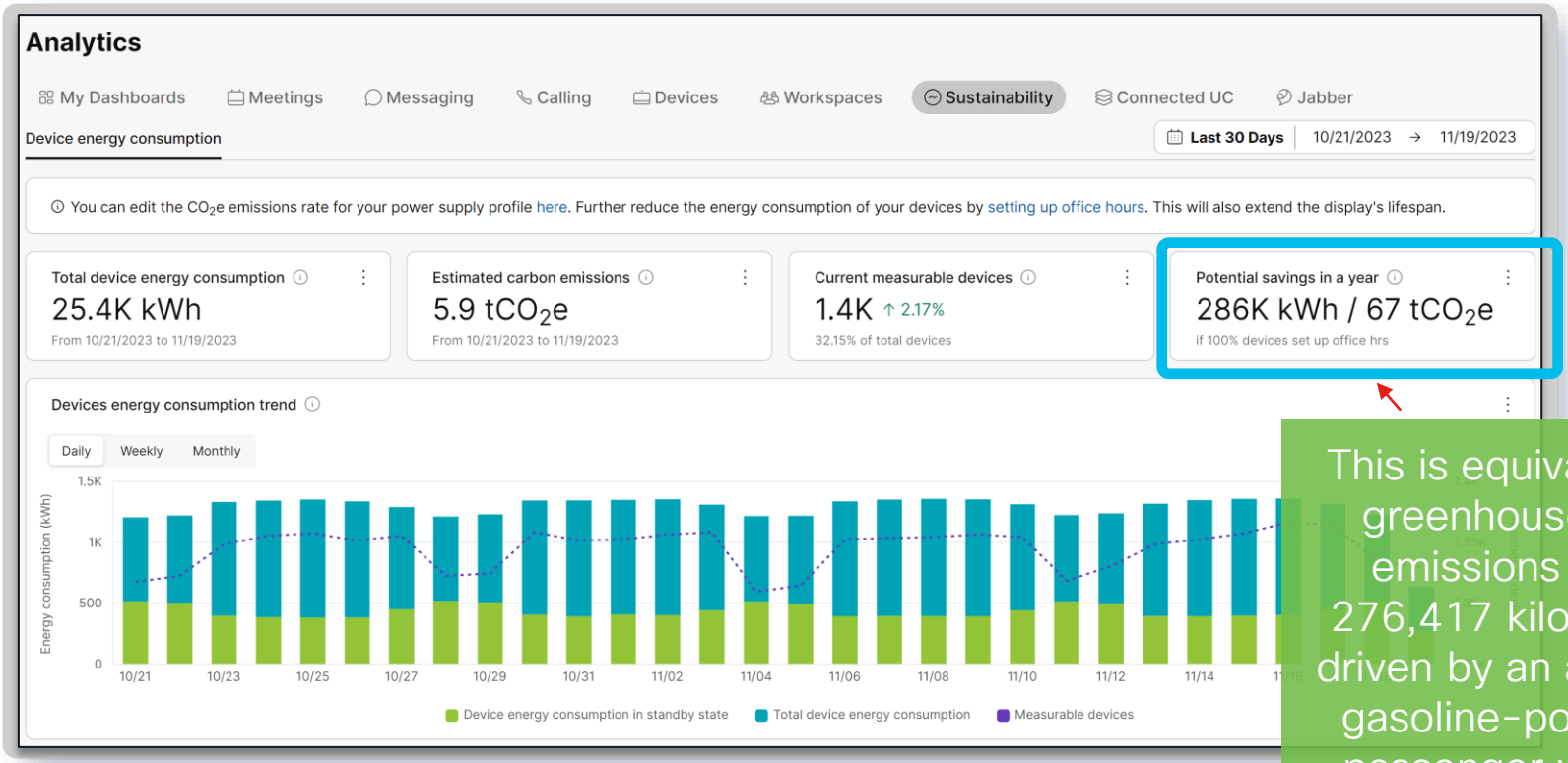
Sustainability

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

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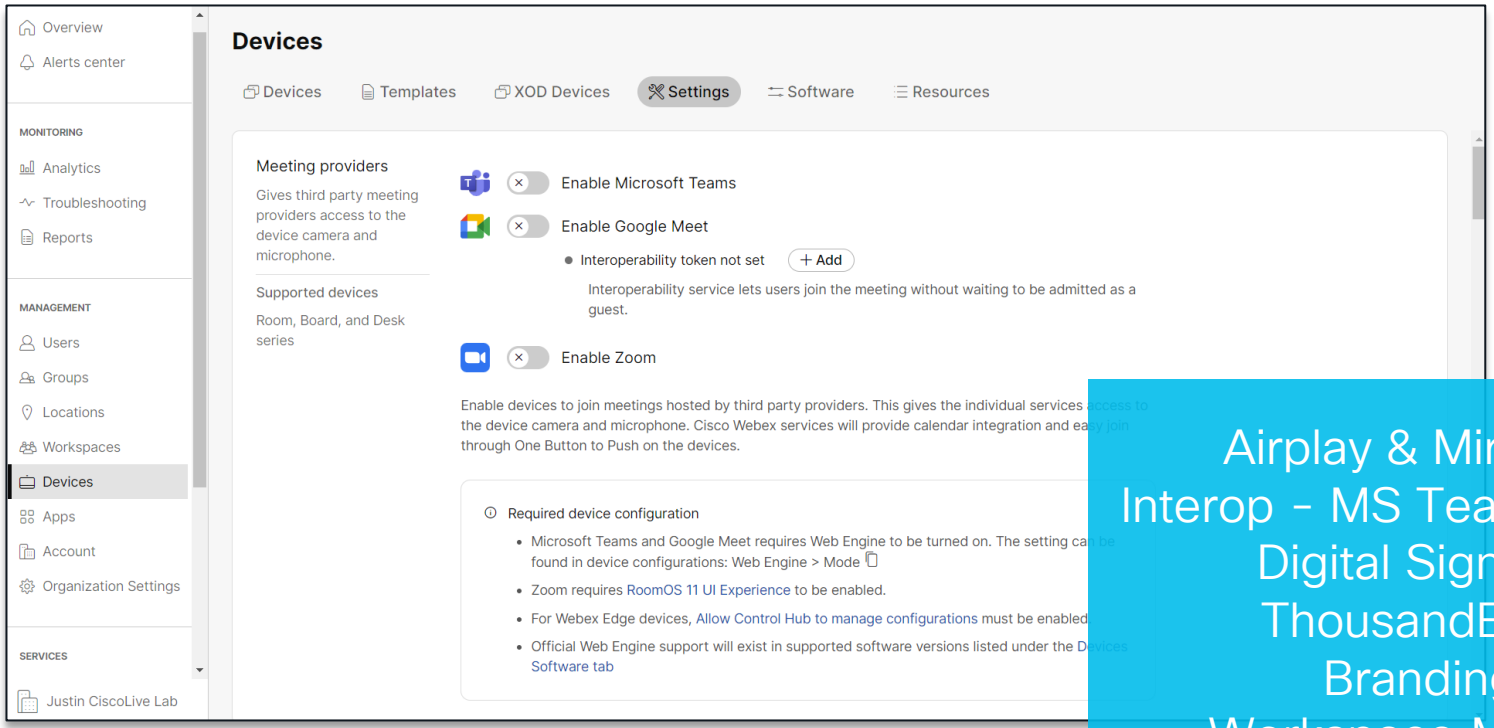
Optimise your investment in Room OS



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

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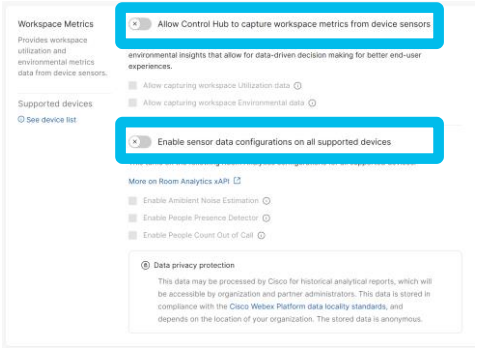
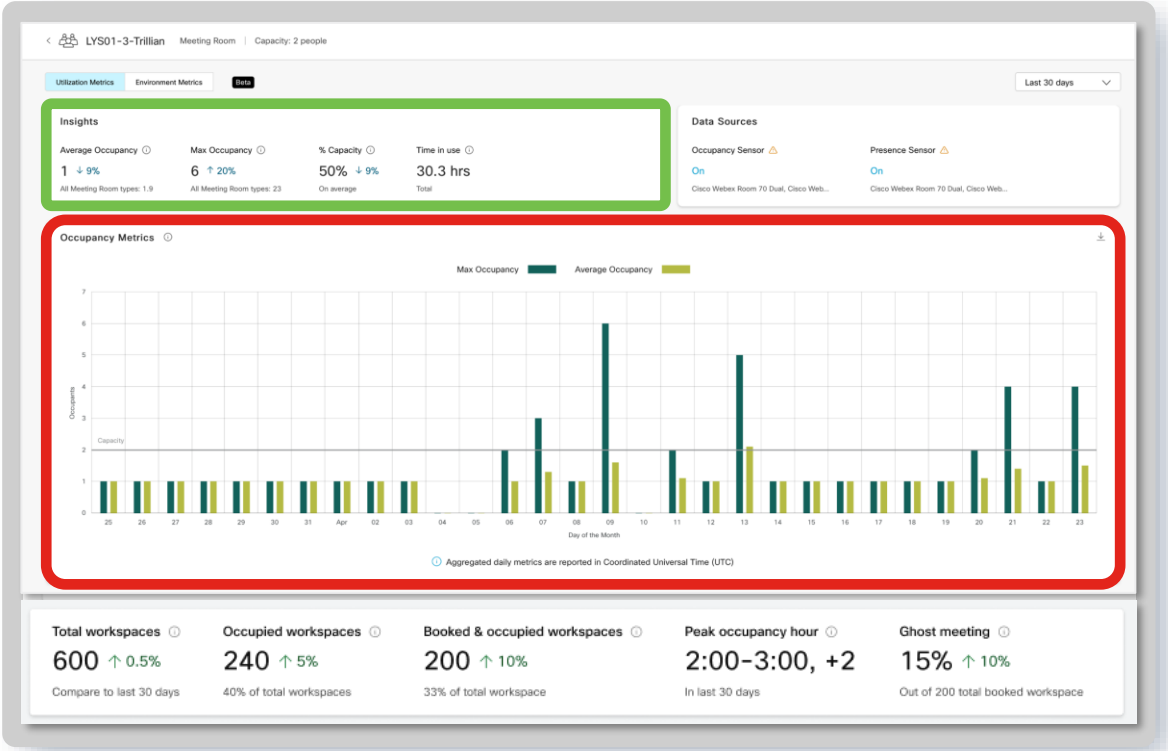
Workspace Metrics

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





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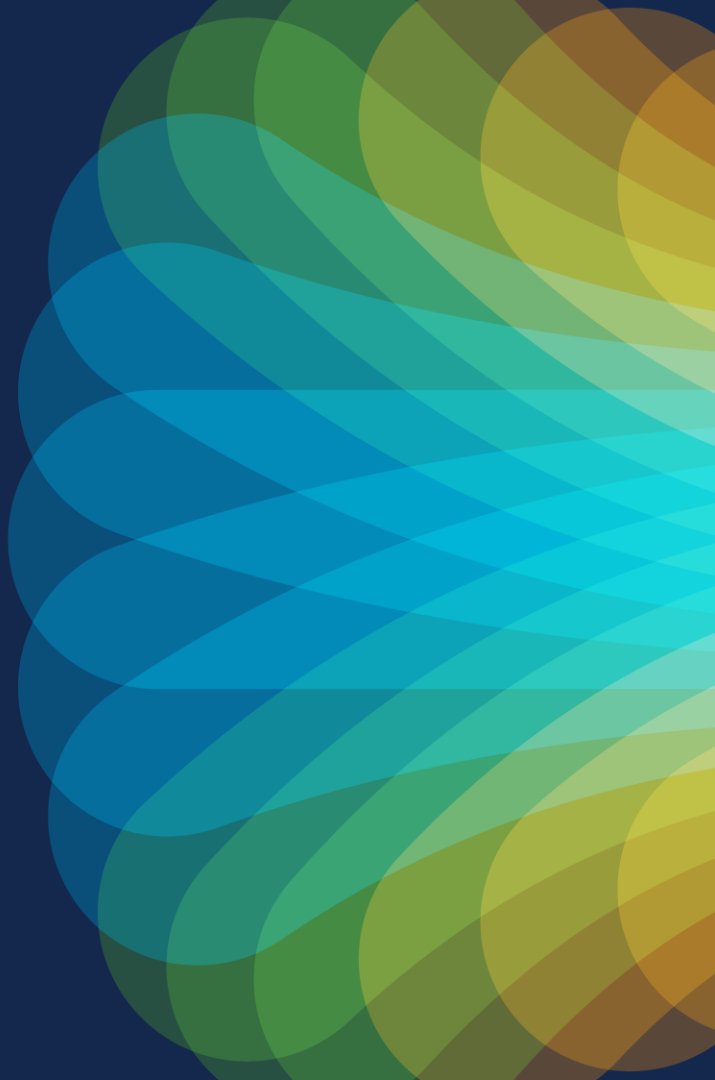
Integrated Monitoring



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BEFORE

Bad Meetings/ Calls are Expected

NOW

Bad Meetings/ Calls are Catastrophic!

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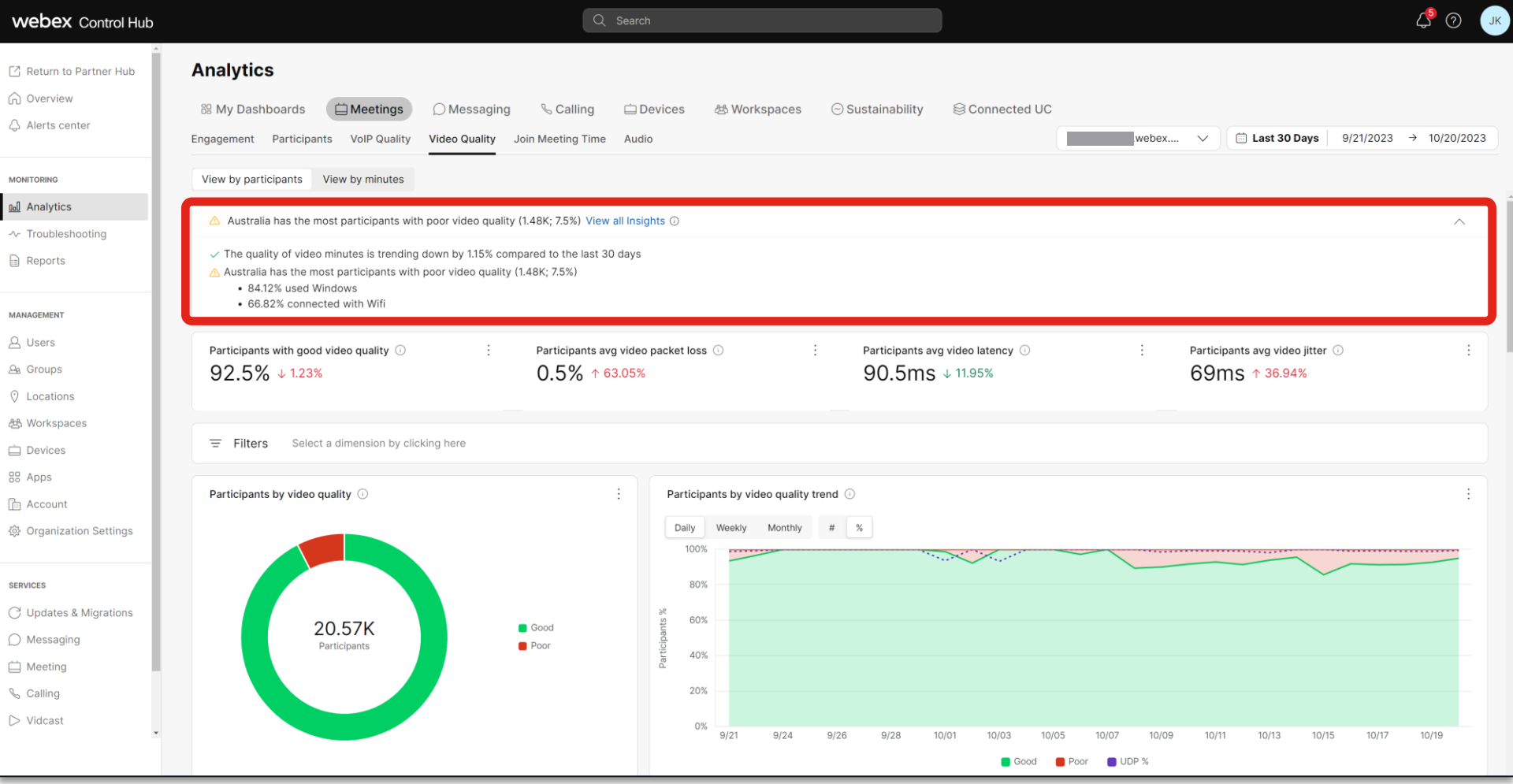

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View by participants | View by minutes

Participants by video quality map

Quality = Poor | Region = APAC

Public IP address by video participants

| %

Quality = Poor | +1

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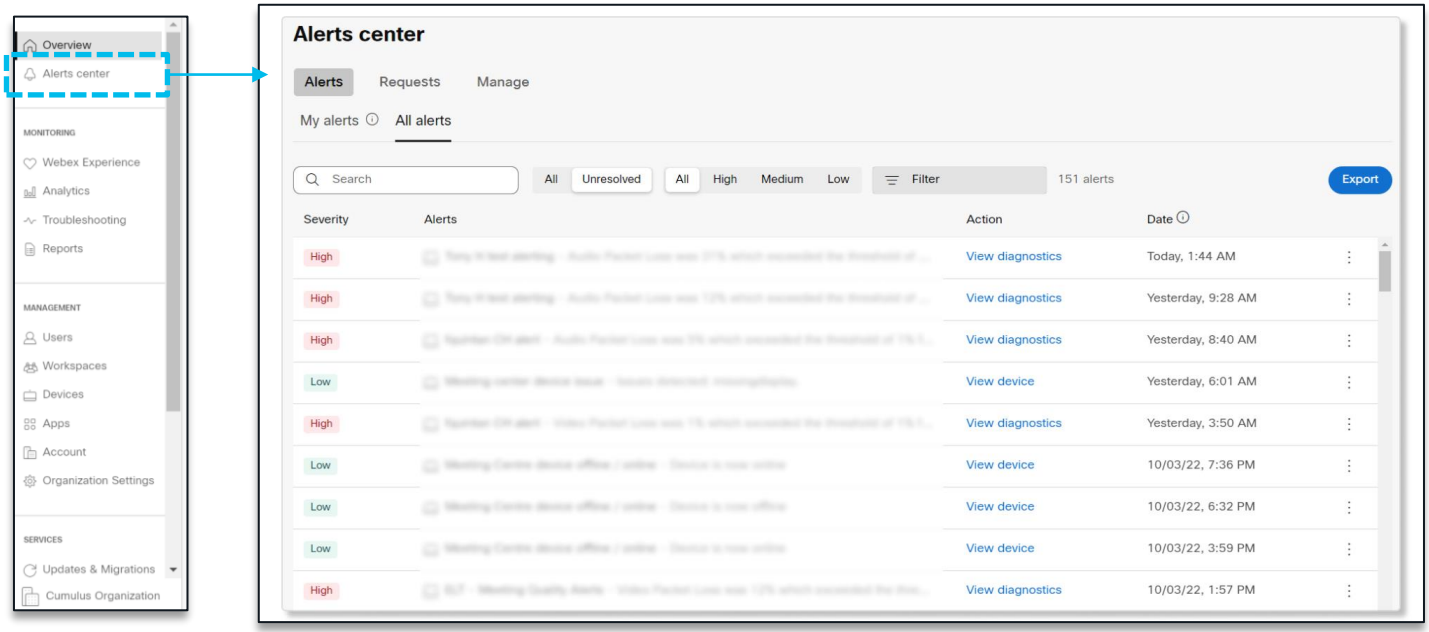
Proactive Quality Alerts



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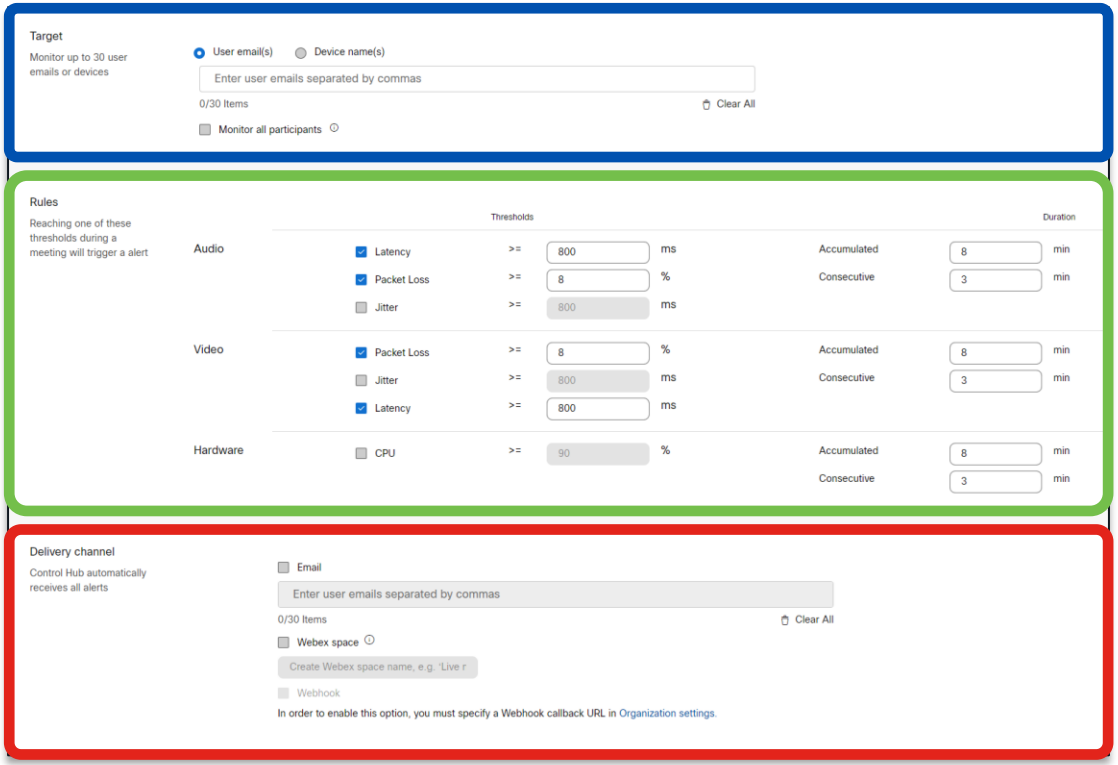
Proactive Alerts: Configuration

- 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



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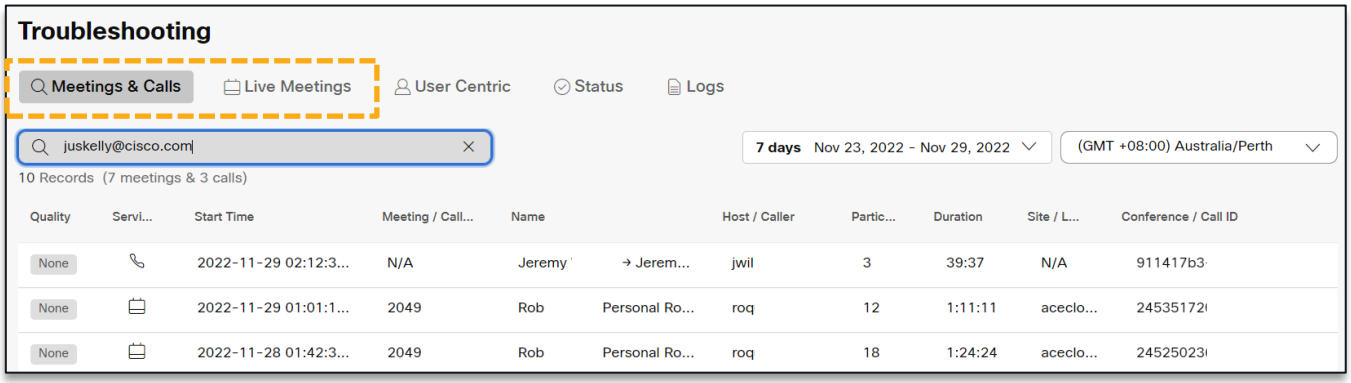
Control Hub Troubleshooting



- **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

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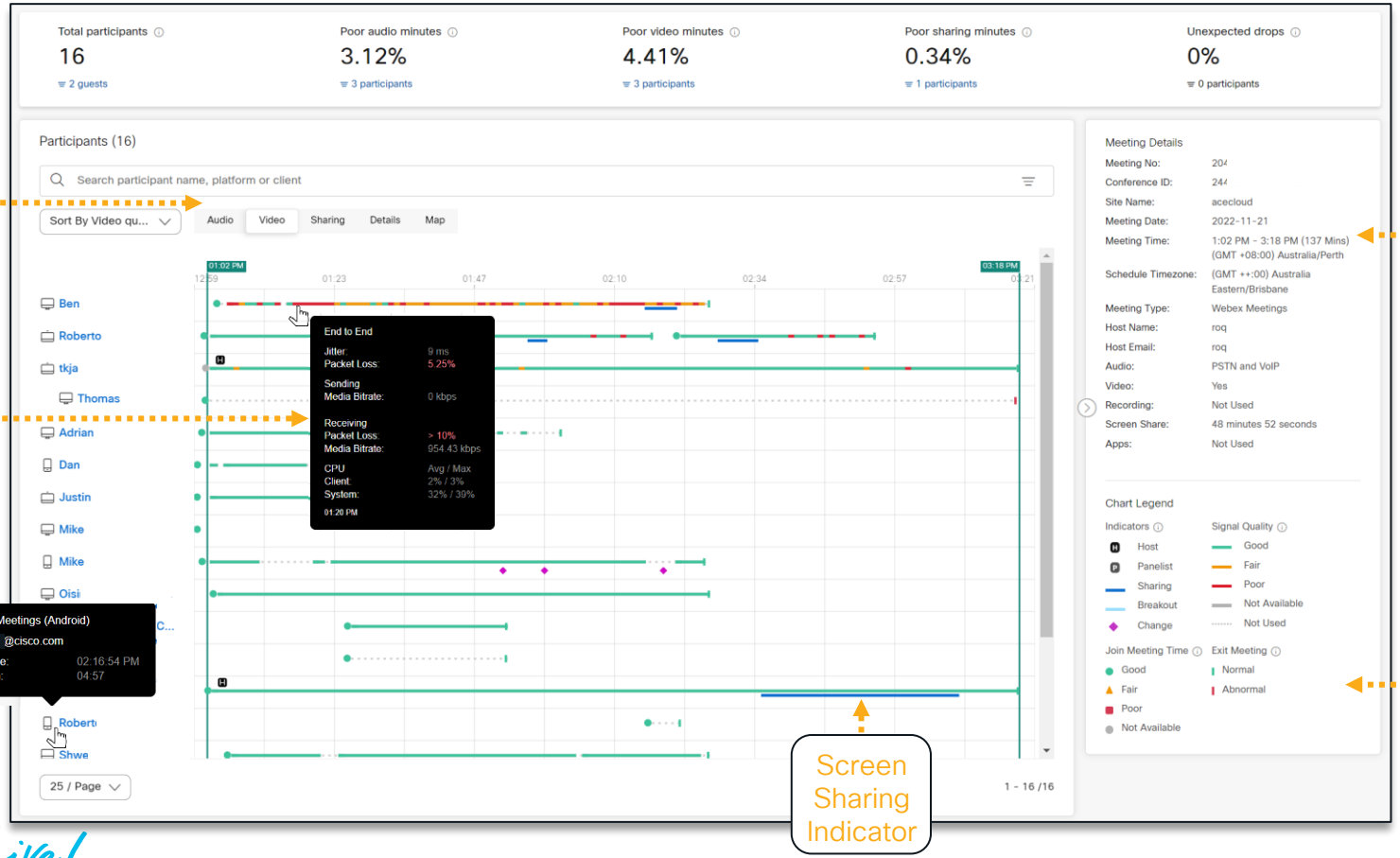
Webex Meeting Troubleshooting: Details



Audio Video Sharing Metrics

Participant Quality Preview

OS, App or Browser info

General Meeting Information

Legend

Screen Sharing Indicator

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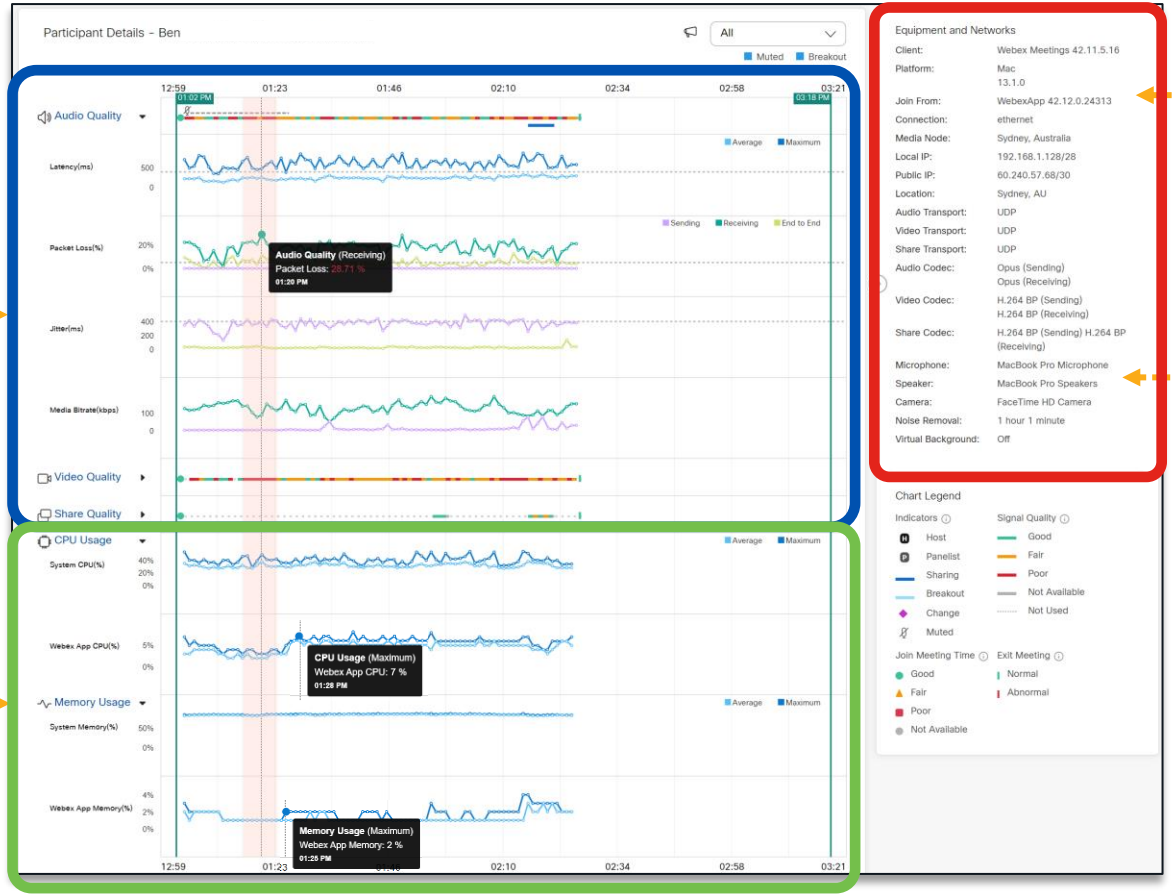
Webex Meeting Troubleshooting: Drill Down

Was it a network issue?

Was it an end-user PC issue?



Network and OS Details

Was it a headset issue?

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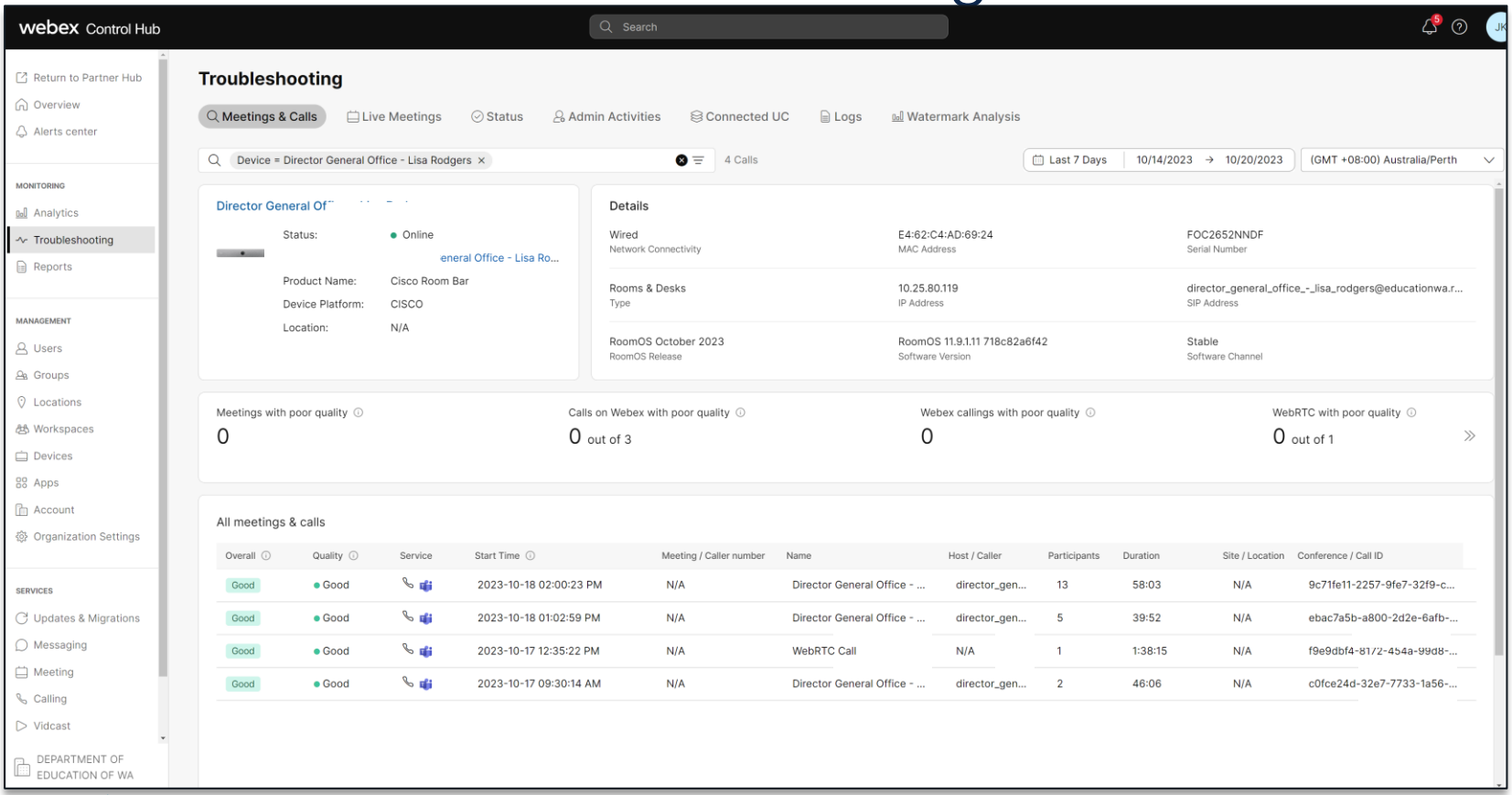
Device Centric Troubleshooting



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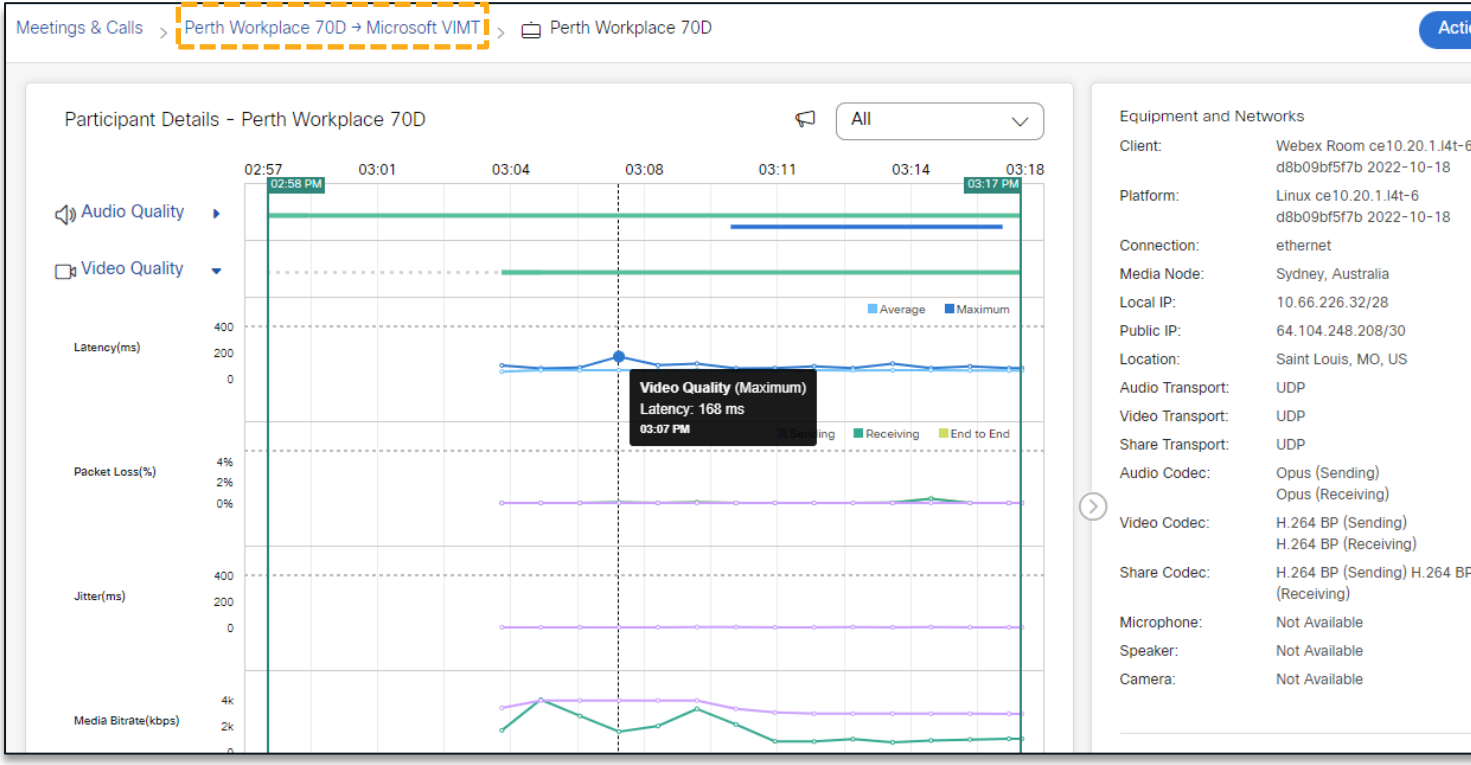
Device troubleshooting for Microsoft CVI

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



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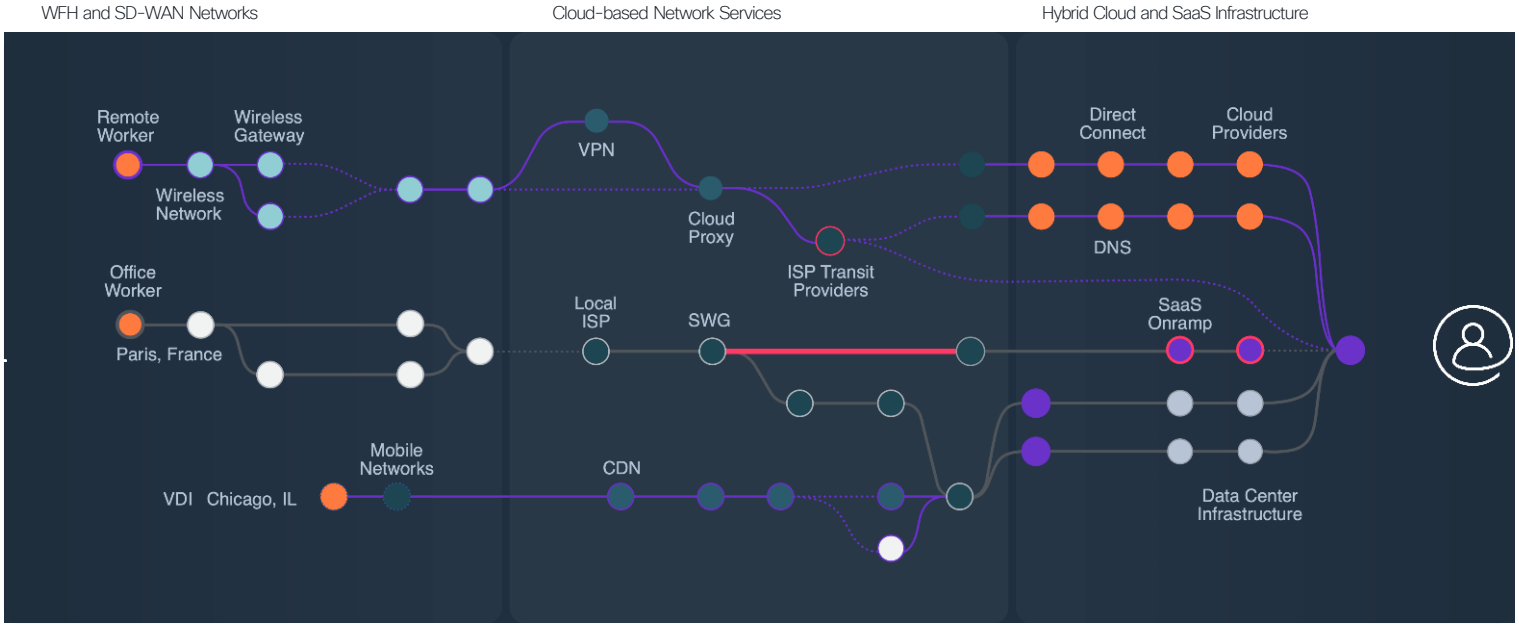
Webex and ThousandEyes Integration

The issue could be anywhere!



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Webex Control Hub | Dashboards - ThousandEyes

admin.webex.com/support/live-meeting

webex Control Hub

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- Calling
- Connected UC
- Hybrid

Cumulus Organization

Troubleshooting

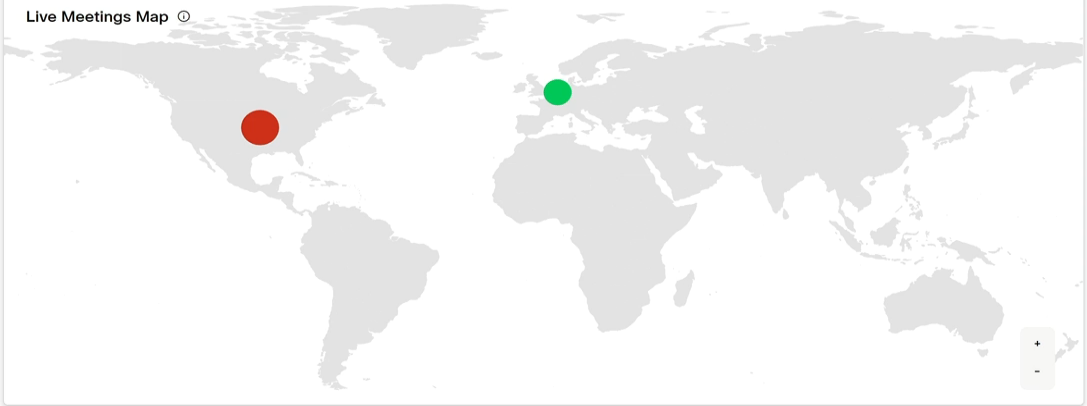
Meetings & Calls | Live Meetings | Status | Connected UC | Logs

All Sites

Export as JSON

Total Live Meetings	Total Live Participants	Meetings with Good Network	Participants with Good Network
2	7	1	6

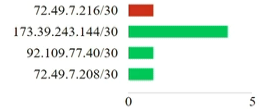
Live Meetings Map



Network Performance

Audio | Video

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

https://admin.webex.com/#

76°F Sunny 8:12 AM 7/5/2022

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webex Control Hub

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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

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Cumulus Organization

Live Meetings > Isom Adams's Personal Room In Progress

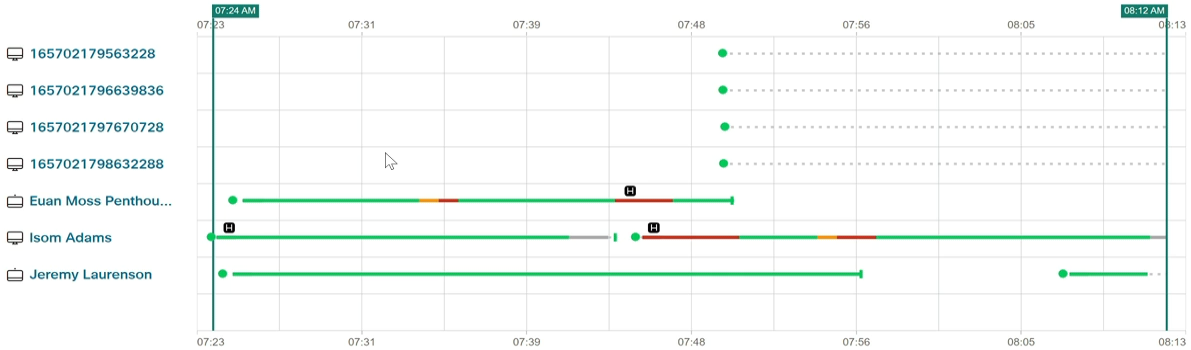
Join Meeting | Actions

Total participants	Poor audio minutes	Poor video minutes	Poor sharing minutes	Unexpected drops
7	9.35%	16.04%	0%	0%
6 guests	2 participants	2 participants	0 participants	0 participants

Participants (7)

Search participant name, platform or client

Sort By A-Z | Audio | Video | Sharing | Details | Map



Meeting Details

Meeting No:	25903155265
Conference ID:	231610992555993461
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	Signal Quality
Host	Good
Panelist	Fair
Sharing	Poor
Breakout	Not Available
Change	Not Used

Join Meeting Time	Exit Meeting
Good	Normal
Fair	Abnormal

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Webex Control Hub | Dashboards - ThousandEyes

admin.webex.com/diagnostic/meeting/231610992555993461/live

webex Control Hub

Live Meetings > Isom Adams's Personal Room In Progress

Join Meeting | Actions

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Cumulus Organization

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Participants (7)

Search participant name, platform or client

Sort By A-Z | Audio | Video | Sharing | Details | Map

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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

Exit Meeting: Normal, Abnormal

76°F Sunny 8:12 AM 7/5/2022

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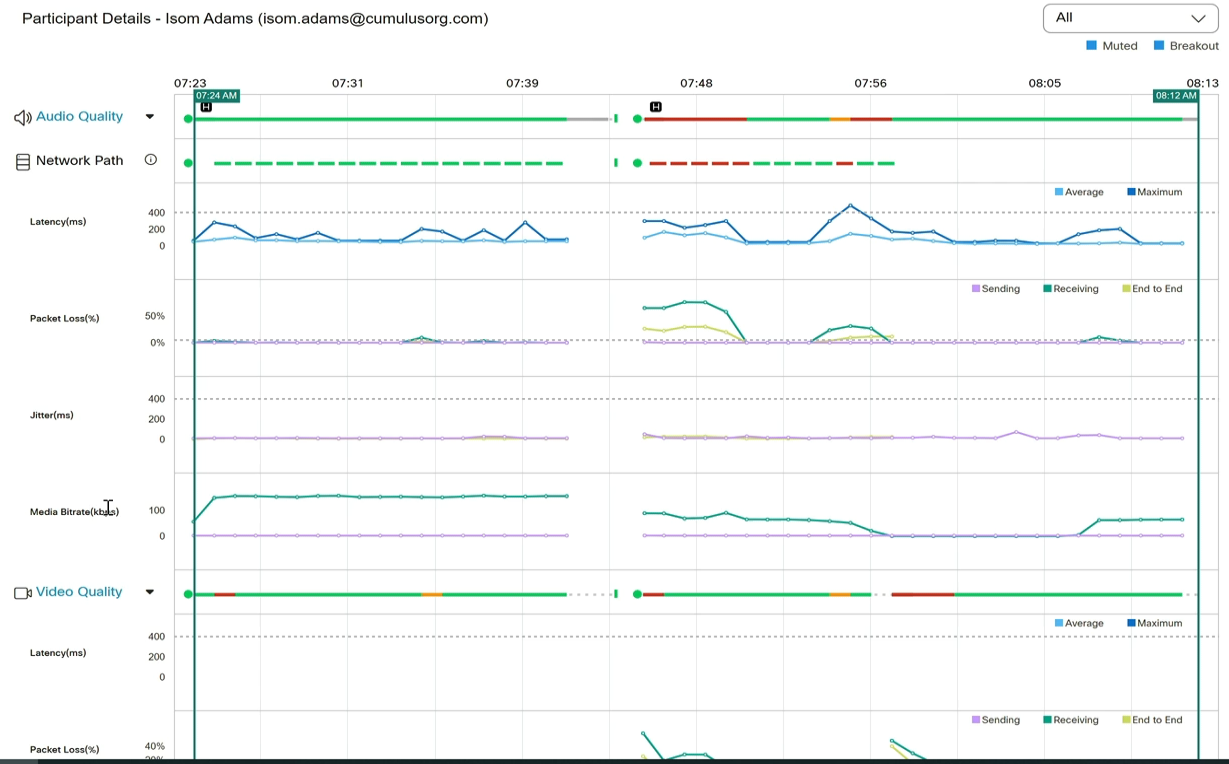
Participant Details - Isom Adams (isom.adams@cumulusorg.com)



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
Public IP:	72.49.7.216/30
Location:	Cincinnati, OH, US
Audio Transport:	UDP
Video Transport:	UDP
Audio Codec:	Opus (Receiving)
Video Codec:	H.264 BP (Receiving)
Microphone:	Microphone (High Definition Audio Device)
Speaker:	Speakers (High Definition Audio Device)
Camera:	Not Available
Noise Removal:	Not Used
Virtual Background:	Not Used

Chart Legend

Indicators
- Host
- Panelist
- Sharing
- Breakout
- Change
- Muted

Signal Quality
- Good
- Fair
- Poor
- Not Available
- Not Used

Join Meeting Time
- Good
- Fair

Exit Meeting
- Normal
- Abnormal

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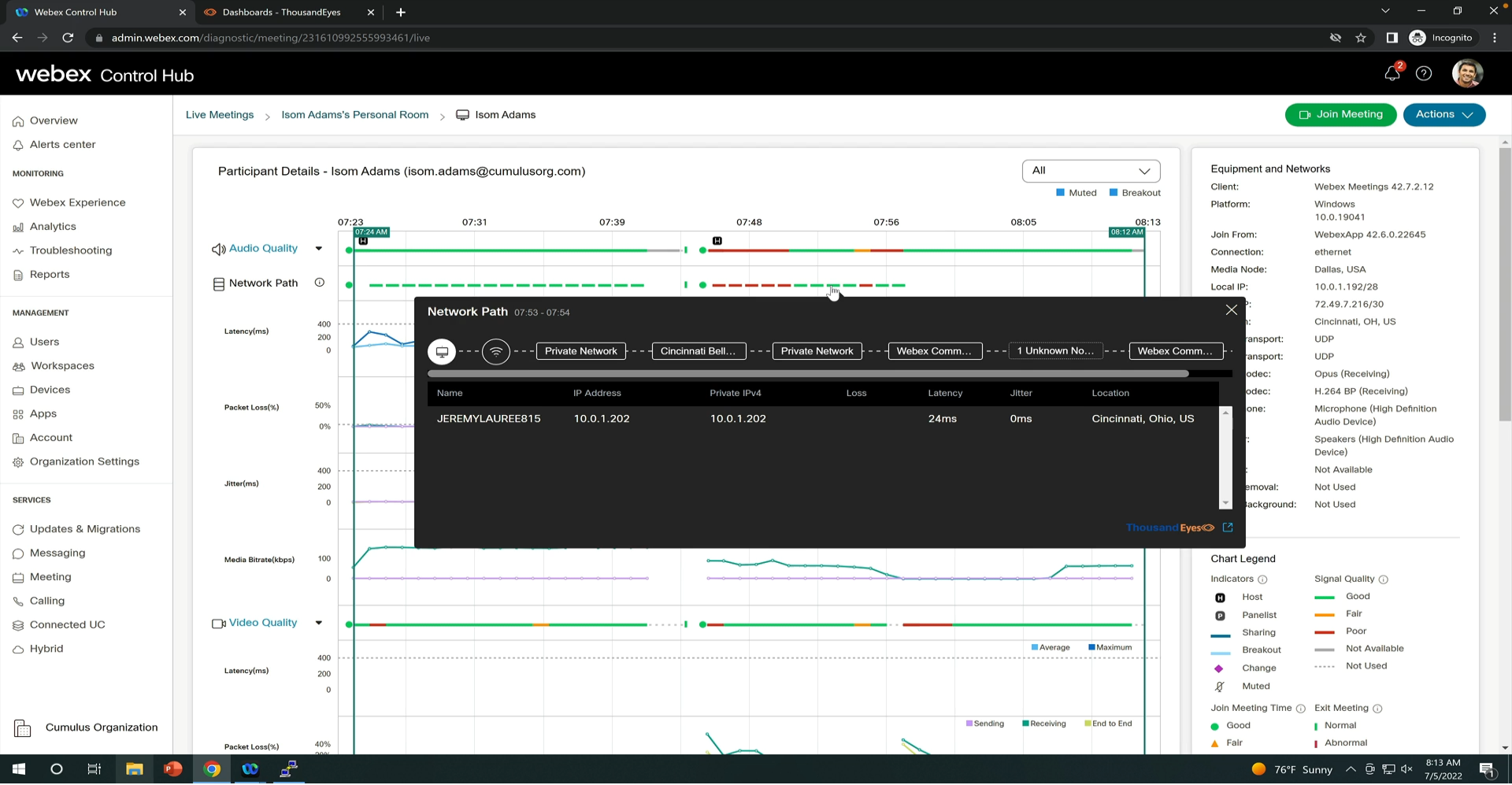

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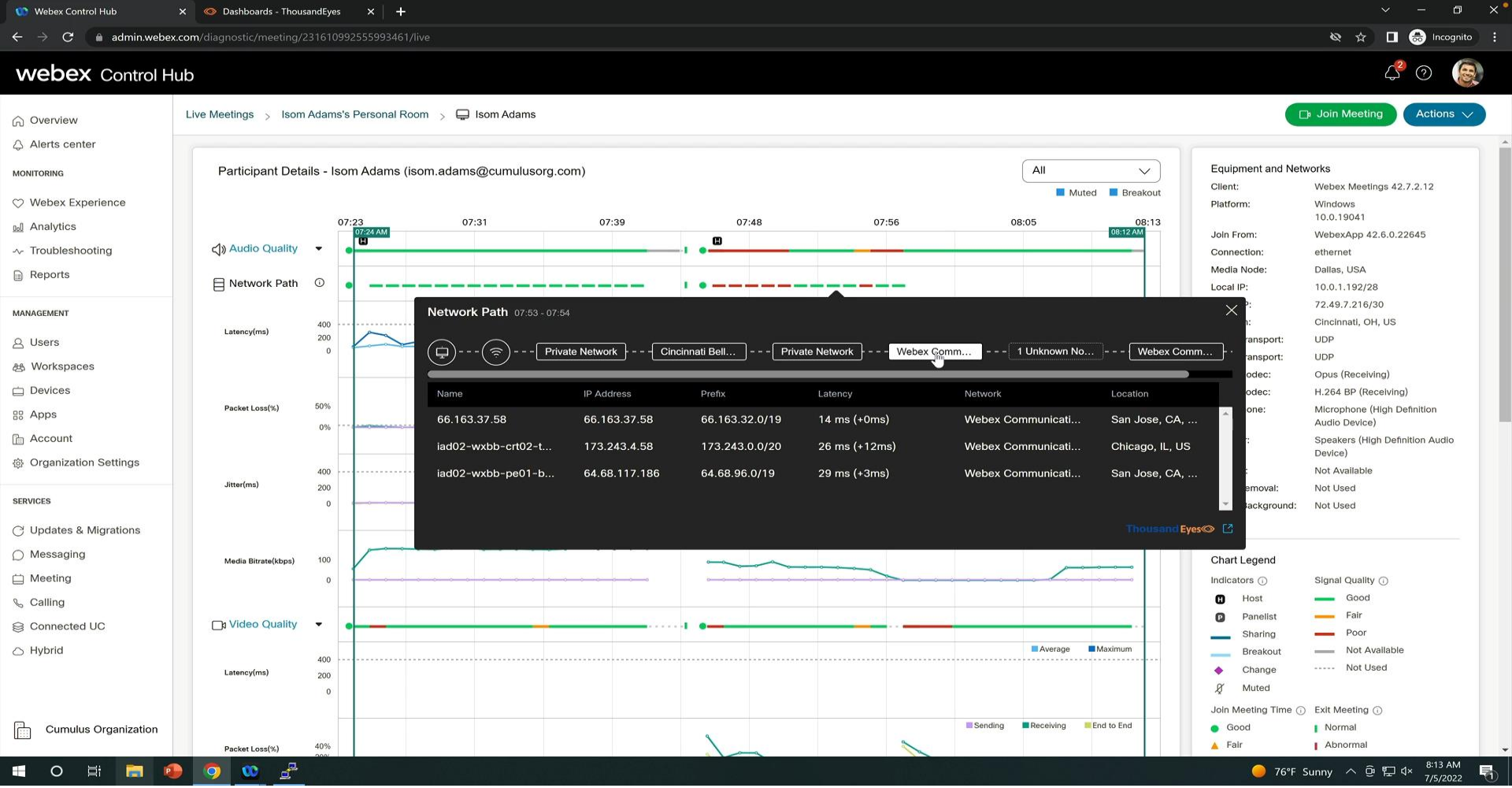

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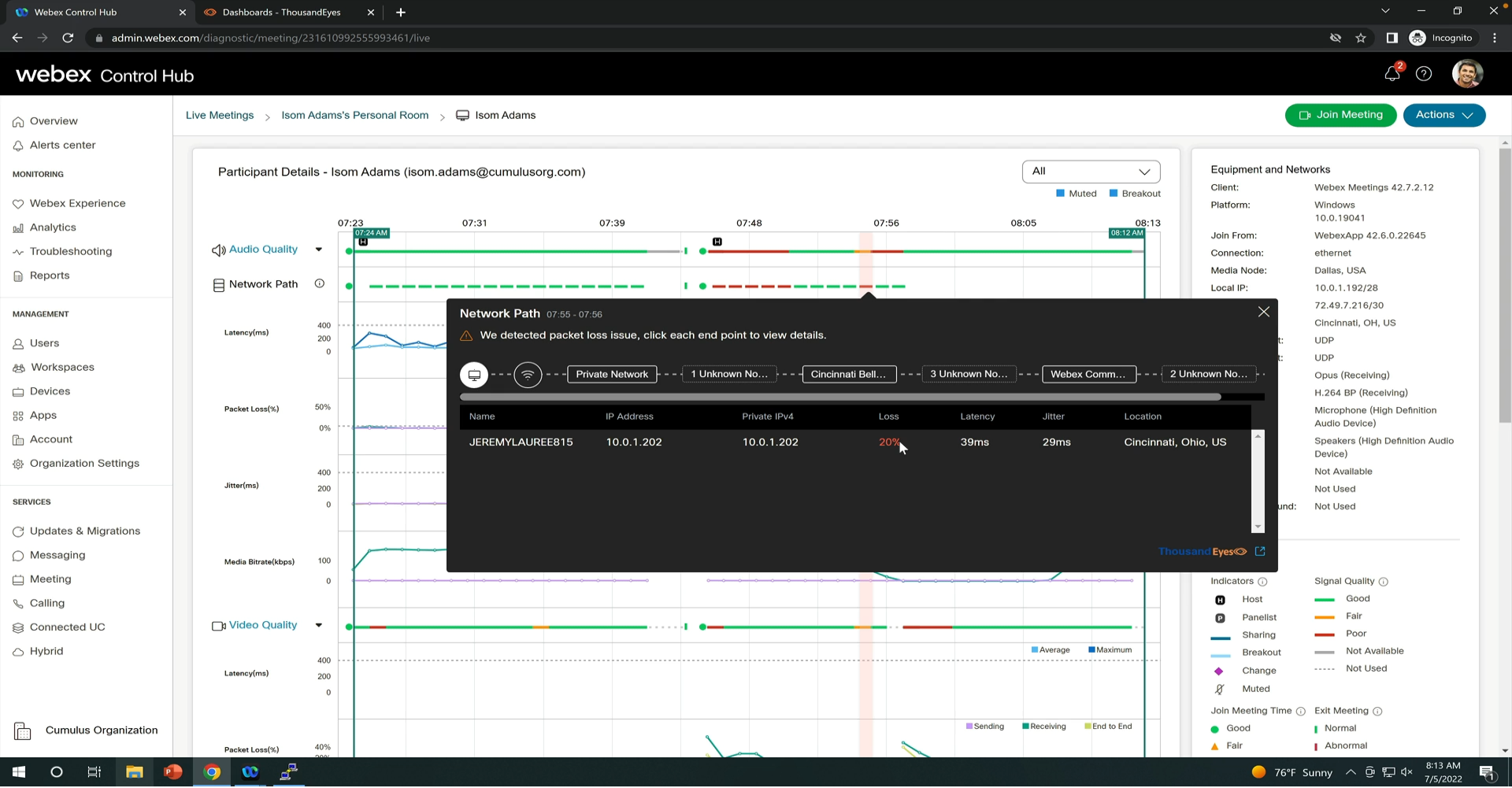

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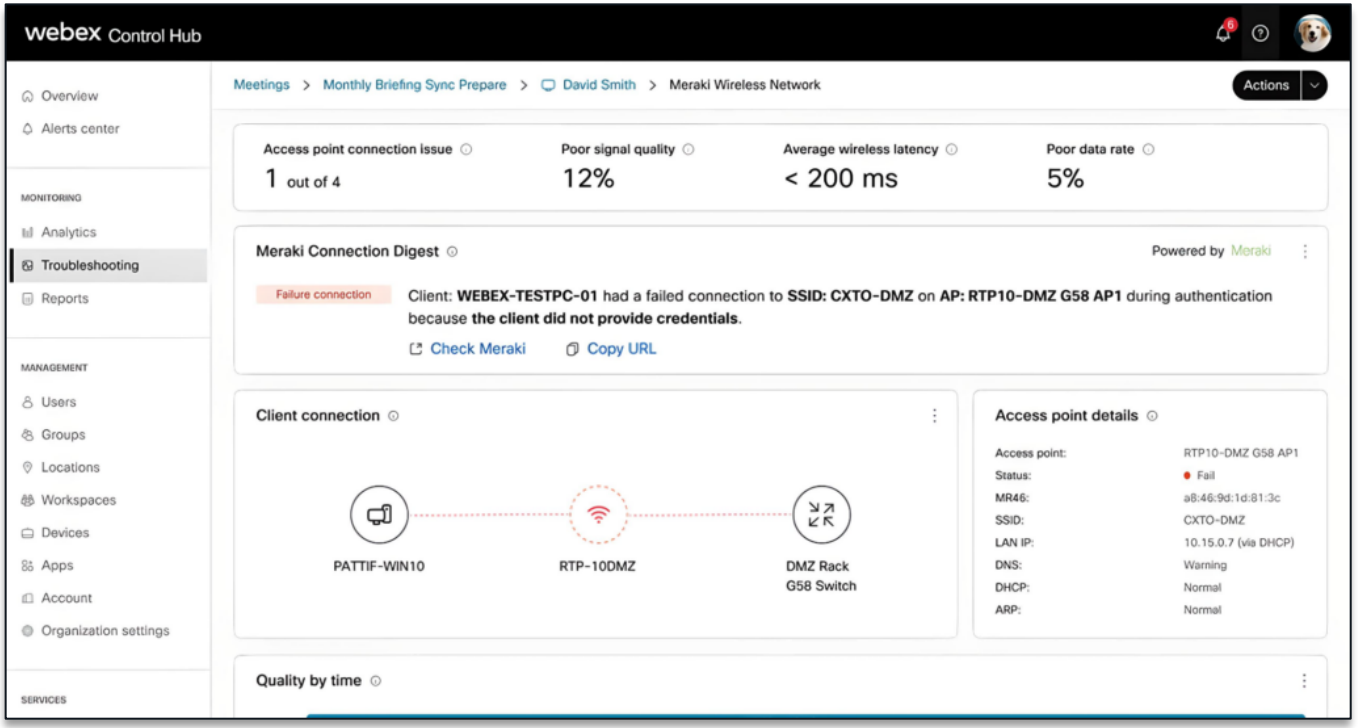
Troubleshooting with Meraki Integration



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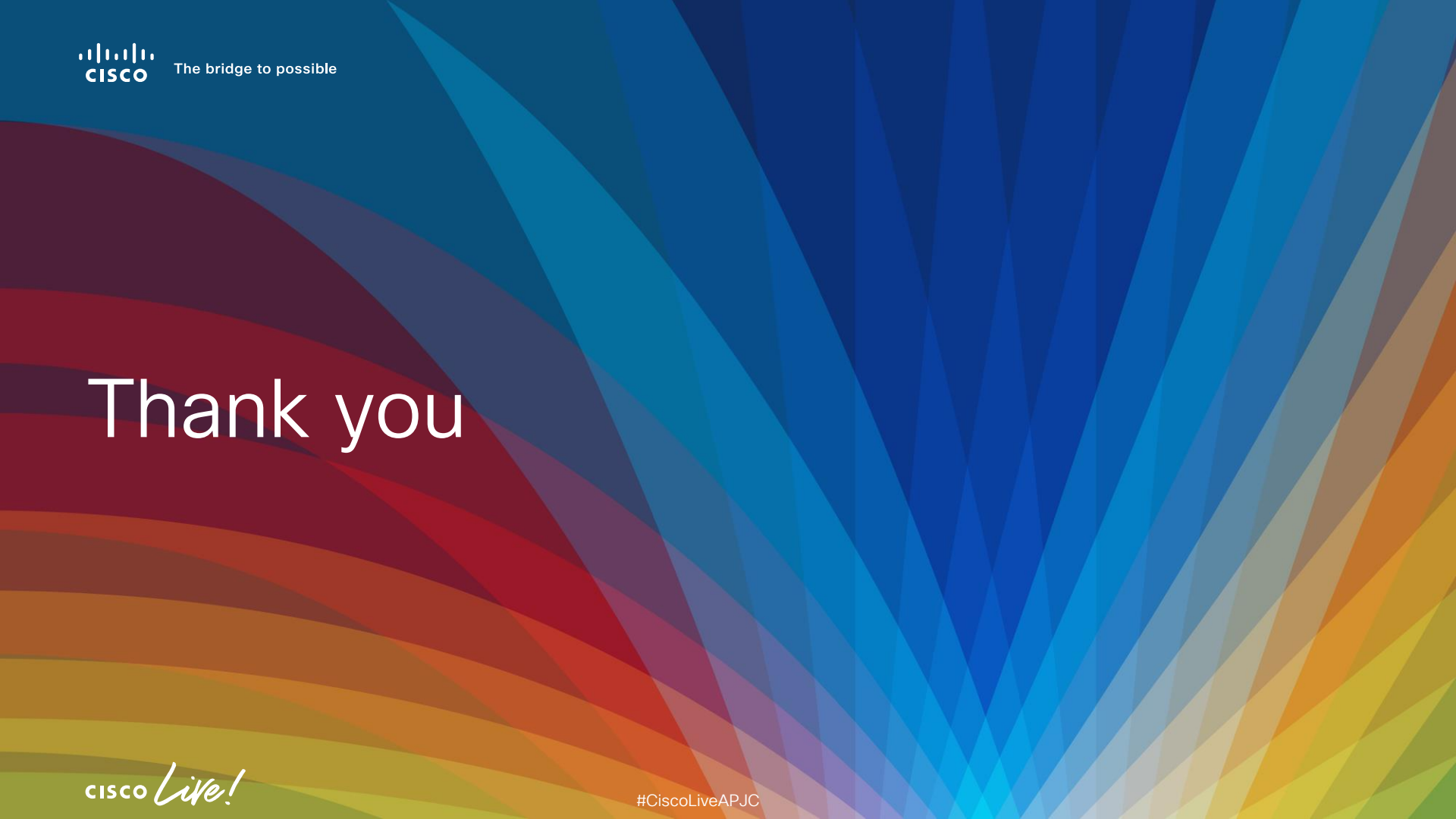
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