

CISCO *Live!*

GO BEYOND

#CiscoLiveAPJC



Control Hub for Collaboration Management and Analytics

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BRKCOL-2529

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 November 15, 2024.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2529>



Meet Steve – It's his first week on the job.



How will you manage all of this?



Meeting
Rooms



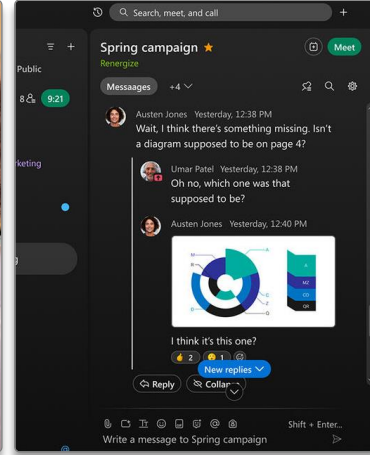
Work from
Home



Critical
Telephony



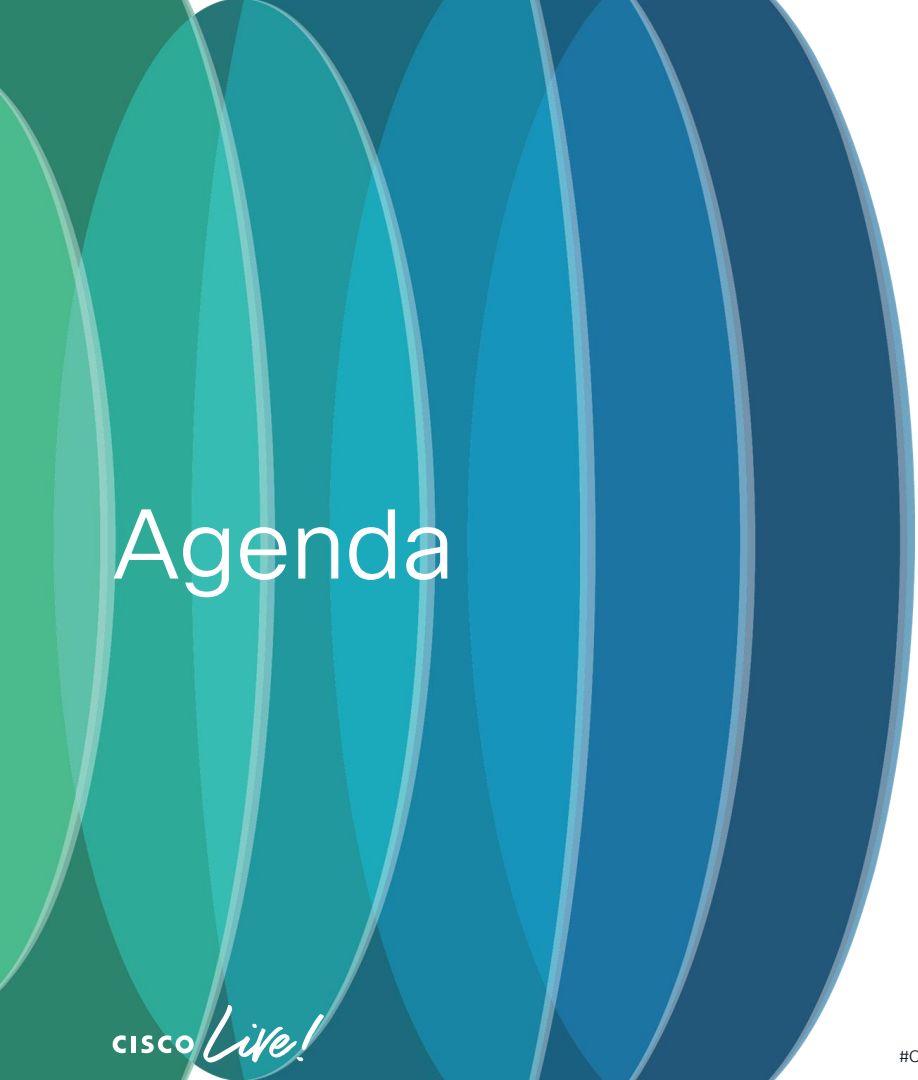
Customer
Experience



Productivity
Tools

Let's go on the journey together...

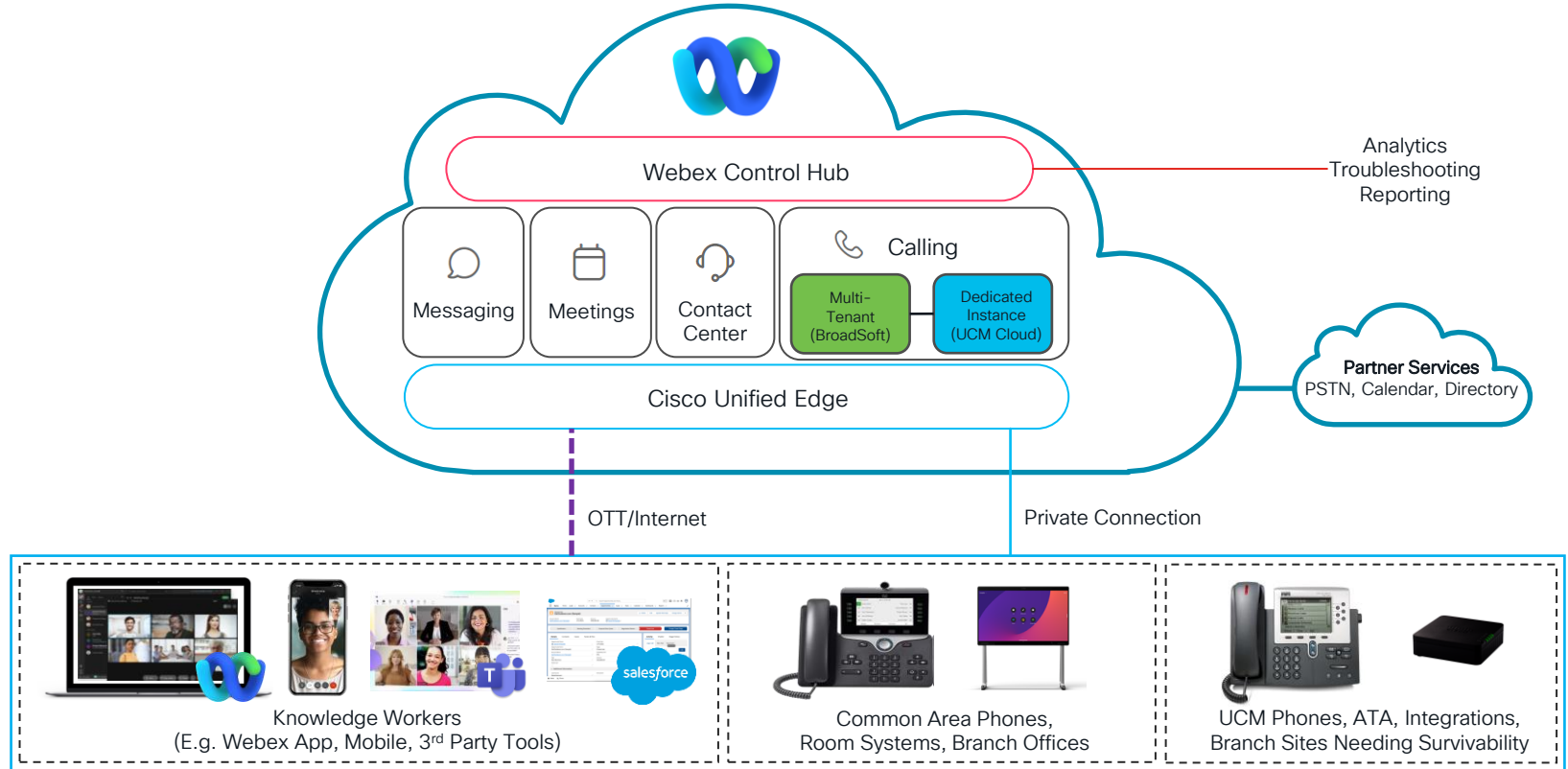




Agenda

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

Webex Platform



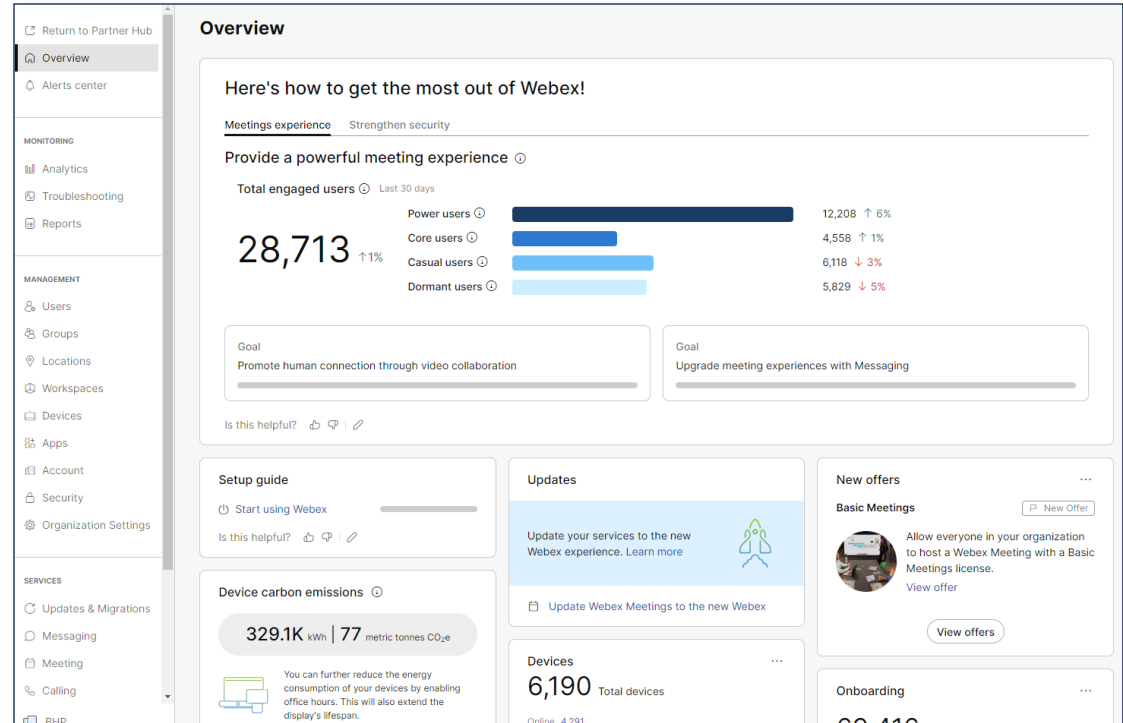
Webex Control Hub

<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



Users & Groups



Locations

Domains

- Prove to Webex that you own the organisation's domain and it's users.
- Free user sign-ups get redirected to your Control Hub!

webex Control Hub

Organization Settings

Settings Templates Beta

2 Domains

1 Organization Settings

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 enabled, 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.

Custom DNS record

TXT value **Custom DNS record**

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

Microsoft

admin@m365x23995562.onmicrosoft.com

Permissions requested

Review for your organization

Cisco Webex Identity Integration

Cisco

This app would like to:

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

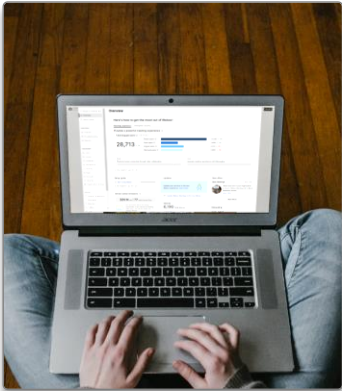
If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

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**

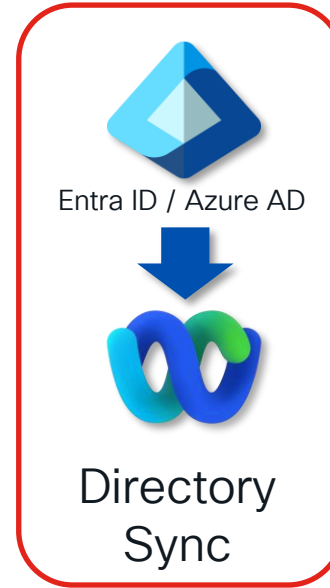
Users – How to provision them into Webex?



Manual



CSV

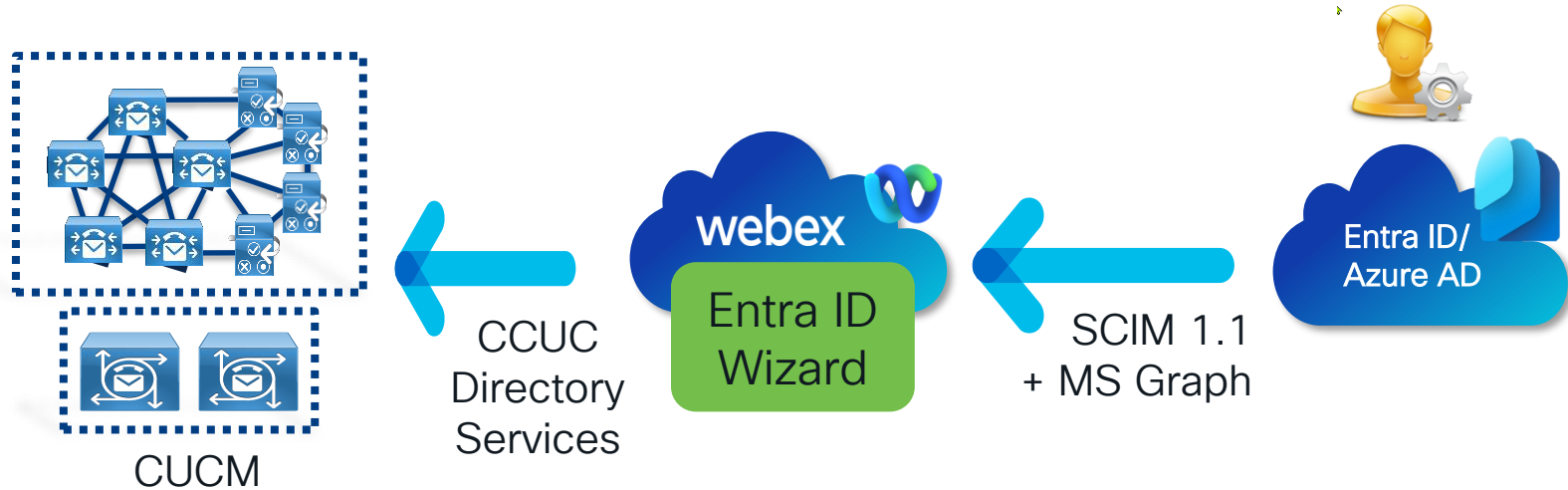


Most Common Method



API

Preferred Architecture for Identity Sync



The initial Microsoft Entra ID sync is **triggered immediately** after you enable provisioning. Subsequent syncs are **triggered every 20-40 minutes**, depending on the number of users and groups in the application.

Entra ID (Azure AD) Wizard for Users + Groups

The screenshot displays the Cisco Webex Control Hub interface. On the left sidebar, the 'Organization Settings' menu item is highlighted with a red circle and the number '1'. In the main content area, the 'Directory Synchronization' section is highlighted with a red circle and the number '2'. Below this section, the 'Microsoft Azure AD integration' is shown, with a 'Set up' button highlighted by a red arrow. To the right, a 'Permissions requested' dialog box is open, showing the Microsoft logo, the user 'admin@moderncomms090877.onmicrosoft.com', and a list of permissions requested by the Cisco Webex Identity Integration app. The dialog includes an 'Accept' button.

webex Control Hub

Search

Organization Settings

Settings Templates Beta

MONITORING

Analytics Troubleshooting Reports

MANAGEMENT

Users Groups Locations Workspaces Devices Apps **Account** **Organization Settings**

SERVICES

Updates & Migrations Justin CiscoLive Lab

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

Manage inactive user

Delete inactive user

After a user is deactivated manually or through directory synchronization, the user will be deleted from Control Hub after 30 days by default. This feature only works when directory synchronization is turned off.

Delete inactive user after

Microsoft

admin@moderncomms090877.onmicrosoft.com

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



Frontline
Workers

1000 Members



Basic Messaging
Free Meetings
Webex Calling



Knowledge
Workers

500 Members



Messaging
Meetings
Webex Calling



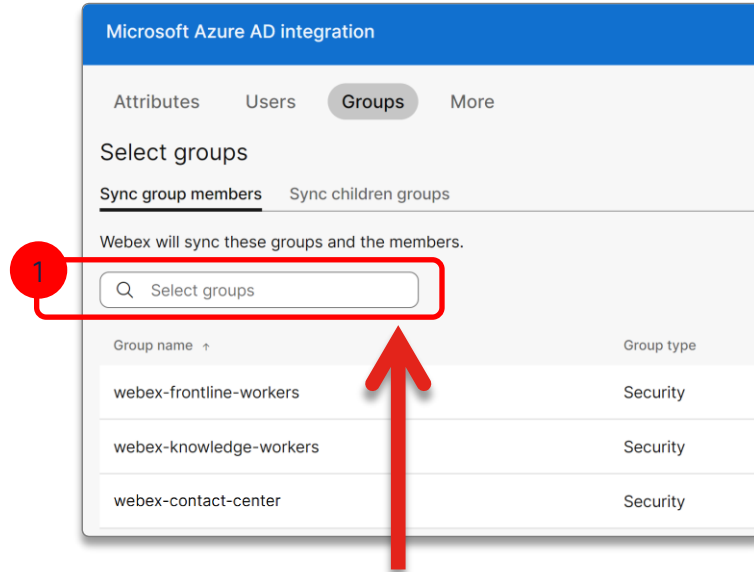
Customer
Experience

100 Members

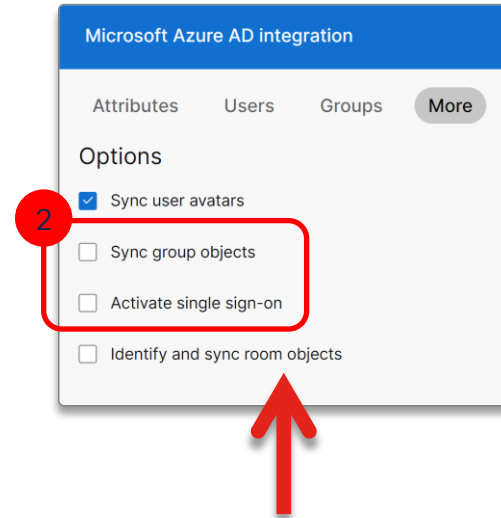


Messaging
Meetings
Webex Calling
+ Contact Center Premium

Enable SSO and Import Azure AD Groups



Search for the groups which you wish to Sync to Webex



Import Groups and Activate SSO via single click!

On-premise Directory Connector

The screenshot displays the Cisco Directory Connector web interface. The top navigation bar includes 'Dashboard' and 'Configuration' tabs, with 'Configuration' being the active tab. Below this, there are links for 'Actions' and 'Help', and a 'Launch Event Viewer' button. The main content area shows the 'Object Selection' tab, which is part of a configuration for a 'Cloud Organization' and an 'Active Directory Domain'. The 'Object Selection' tab contains several sub-sections: 'Object Type' with checkboxes for 'Users' and 'Groups' (the latter is highlighted with a red box), 'LDAP Filters' with input fields, 'Identify Room' checkbox, 'Security' checkbox, and 'Distribution' checkbox. Below these, there is a section titled 'On Premises Base DN's to Synchronize' with a text area containing 'OU=Groups,OU=MOE,' and 'OU=People,OU=MOE,' and a 'Select' button.

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 DN's to Synchronize

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

Select

Applying License Templates to your Group

The screenshot illustrates the process of applying license templates to a group in the Webex Control Hub. The interface is divided into two main panels.

Left Panel (Groups):

- 1** The **Groups** option is highlighted in the left-hand navigation menu.
- 2** The **Synchronized groups** filter is selected, showing a list of groups. The group **webex-contact-center** is highlighted, and a blue arrow points to the right panel.

Right Panel (webex-contact-center):

- 3** The **Assignments** tab is selected, showing the **Licenses** section. A red arrow points to the **Set up** button.
- The **Licenses** section displays the message: "This group doesn't have a license yet." Below this message is a **Set up** button.
- The **Settings templates** section is visible, showing a table of templates applied to existing and future members.

Type	Template
General	None
Messaging	None
Meeting	None
Calling	None
Vidcast	None

License Assignment

Modify licenses assignment

Group licenses assignment

Select the licenses you want to assign to your users.

<div><div></div><div>Messaging</div><div>2</div></div>	<div>^ Subscription: Call on Webex (1:1 call, non-PSTN)</div> <div>☒ Call on Webex (1:1 call, non-PSTN)</div>
<div><div></div><div>Meeting</div><div>5</div></div>	<div>^ Subscription: Register to Unified Communications Manager (UCM)</div> <div>☐ Register to Unified Communication Manager (UCM)</div>
<div><div></div><div>Calling</div><div>2</div></div>	<div>^ Subscription: Enterprise Trial - 09/17/2024</div> <div>☒ Webex Calling ⓘ</div> <div>☒ Professional</div>
<div><div></div><div>Customer Experience</div><div>1</div></div>	

License Assignment

The screenshot displays the Cisco Webex Management console interface. On the left is a sidebar with a 'MANAGEMENT' section containing links for Users, Groups (selected), Locations, Workspaces, Devices, Apps, Account, Security, and Organization Settings. Below this is a 'SERVICES' section with links for Updates & Migrations, Messaging, Meeting, Calling, and Vidcast. The main content area is titled 'Groups' and shows the 'webex-contact-center' group with 3 members. The 'Assignments' tab is active, showing a table of license assignments. The table has three columns: a description of the license, the service category, and the specific features or plans assigned. At the bottom of the table are 'Edit' and 'trash' icons.

Licenses		
Based on your settings, applied to future and/or existing users. How does this work?	Messaging	Basic Messaging Advanced Messaging
	Meeting	Basic Space Meetings Advanced Space Meetings Real-Time Translations Webex Assistant for Meetings Webex Meetings Suite collabau.webex.com Host account
	Calling	Call on Webex (1:1 call, non-PSTN) Webex Calling Professional
	Contact Center	Premium Agent

Applying Settings Templates to Groups/Locations

The image shows two screenshots of the Webex Control Hub interface, illustrating the steps to apply settings templates to a group.

Left Screenshot (Webex Control Hub - Groups):

- 1** (Red circle): The **Groups** link in the left navigation menu is highlighted with a red box.
- 2** (Red circle): The **Synchronized groups** tab is highlighted with a red box.
- A table lists groups, with **webex-frontline-workers** highlighted. A blue arrow points from this group to the right screenshot.

Name	Source
webex-contact-center	Azure Active Directory
webex-frontline-workers	Azure Active Directory
webex-knowledge-workers	Azure Active Directory
webex-super-users	Azure Active Directory
Webex-Users	Azure Active Directory

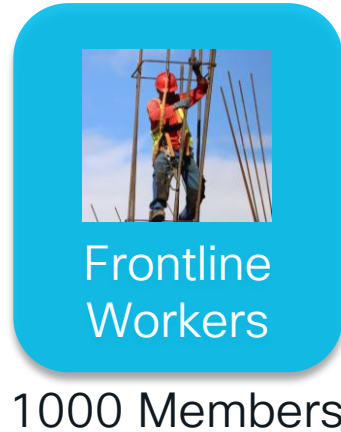
Right Screenshot (webex-frontline-workers - Assignments):

- 3** (Red circle): The **Assignments** tab is highlighted with a red box.
- The **Settings templates** section shows a table of templates applied to the group.

Type	Template
General	None
Messaging	None
Meeting	None
Calling	None
Vidcast	None

A large red bracket is placed on the right side of the Settings templates table.

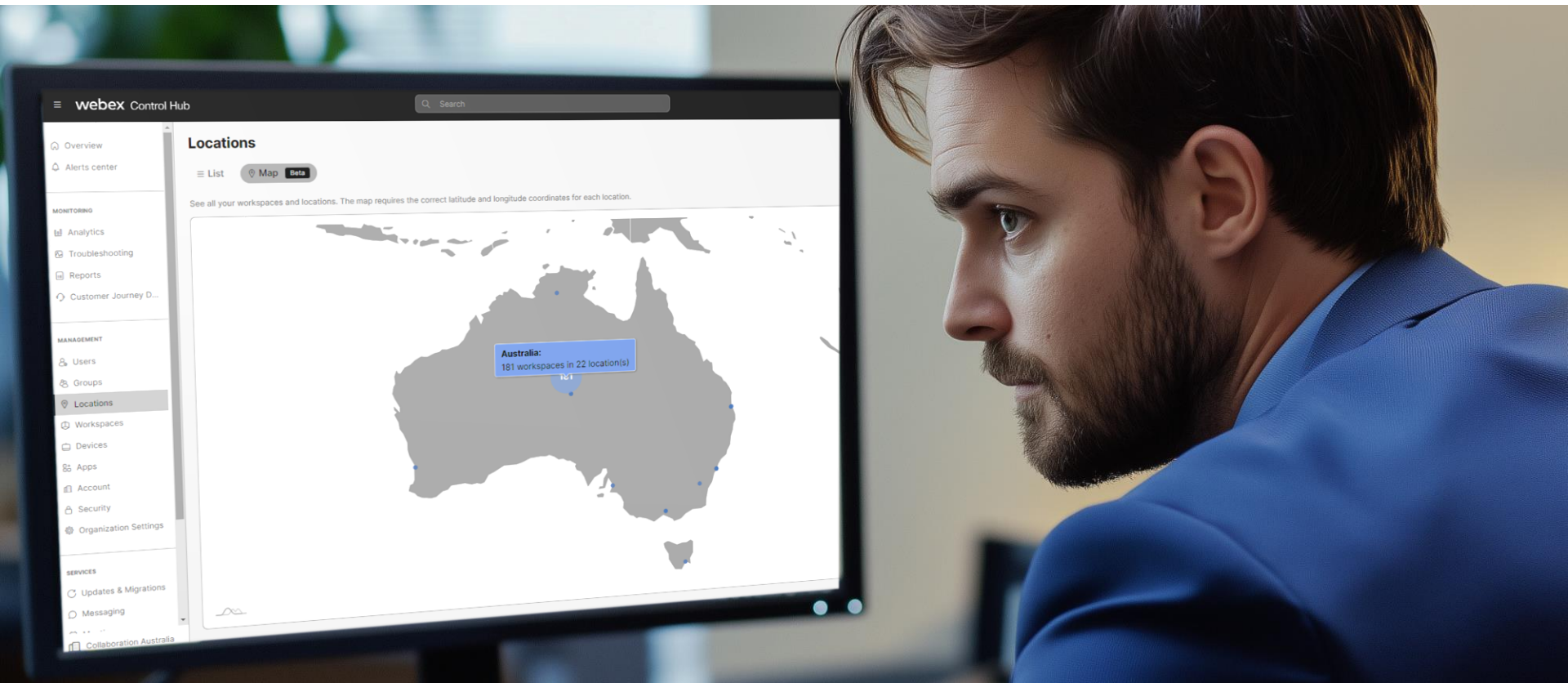
Settings Template - Example



webex-frontline-workers		Overview	Members	<u>Assignments</u>
Type	Template			
⚙️ General	None			
💬 Messaging	Restricted Messaging			
📅 Meeting	Restricted External Meetings			
📞 Calling	Restricted Calling			
▶️ Vidcast	None			

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

Locations



Locations – Example Deployment



Brisbane
Operations Site



Users 150



Phones 50



VC Units 2

Local PSTN Breakout
Survivable Gateway
No International Dialling



Sydney Head
Office



Users 350



Phones 10



VC Units 25

Cloud Connected PSTN
Call Recording

Locations



Brisbane Operations Site



Sydney Head Office



Perth Branch Office

cisco *Live!*

Sydney Head Office

Location ID: bb3cae41-a22b-4ee5-83a5-8fc7be005af3

3 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



Steve, IT Manager
Responsible for 1600 Staff
Across 30 Locations



Rob, Executive Support
Based in Sydney Head Office
Responsible for 20 VIP Staff

Delegated Location Admins

- Offload management activities to partners or site-based contacts

Sydney Head Office
Location ID: bb3cae41-a22b-4ee5-83a5-8fc7be005af3
3 users • 0 workspaces

Overview Floors Calling

Location info

Address
177 Pacific Hwy, North Sydney NSW 2060, Australia

Timezone
Australia/Sydney

Email language ⓘ
English - Australian English

Workspaces summary

0 workspaces 2 floors 0 total capacity ⓘ 0 devices ⓘ

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

Admins ⓘ

Search admins by name or email 1 admins

First / Last name +	Email
Robert McAffery	romcaffe@MODERN...

Add

Notes

Sydney Head Office
https://www.cisco.com/c/en_au/about/contacts.html
Executive staff are based in this office!

Users settings template View 2 users

Type	Template
General	None
Messaging	None
Meeting	None
Calling	None

Enhanced Admin Roles

Coming Soon!

- Fine-grained access control for all services in Webex
- New APIs for role assignment for users/groups
- Conditional rendering UI for Control Hub
- Custom Role Builder allowing customers to craft their own roles
- New built-in Webex roles

The screenshot displays the 'Create admin role' interface, specifically Step 2: Add permissions and preview the role. The interface is divided into two main sections: 'Available permissions (23)' and 'Added permissions (0)'. The 'Available permissions' section includes a search bar and a list of permissions categorized by filter. The 'Added permissions' section shows a preview of the selected permissions.

Create admin role

● Basic role information — ○ Permission & preview

Step 2: Add permissions and preview the role

Select one or more filter categories to narrow down the permission list. Note that one permission can be included in multiple categories.

Filter by: ✓ Read-only (24) Management (12) Identity (7) Monitoring (13) Security (12) Compliance (8) Services (10)

Available permissions (23)

Q Search

Organization Management

- View basic organization attributes

Alert Center

- View alerts**

Analytics

- View Meetings Analytics
- View Calling Analytics
- View Messaging Analytics
- View Device Analytics
- View Workspace Analytics

Added permissions (0) Preview

Organization Management

- View organization

Admin Audit Activities

- Understand changes that have been made by administrators
- Who performed the change
- Which resource
- When it occurred
- IP Address

The screenshot displays the Cisco Webex Control Hub interface. In the left sidebar, the 'Security' option is highlighted with a red box labeled '1'. In the main content area, the 'Admin activities' tab is selected and highlighted with a red box labeled '2'. The table below shows a list of audit events. A detailed view for the event 'Richard Stepanic created activation code for workspace Melbourne MTR' is shown on the right.

Time	Performed by	Category	Change	Impacted resource
October 17, 2024 08:14 AM	JK Justin Kelly	Logins	An Admin logged in	Collaboration Australia
October 17, 2024 08:59 AM	RS [redacted]	Devices	Device Configuration were updated	Melbourne MTR
October 17, 2024 08:57 AM	JK Justin Kelly	Logins		
October 17, 2024 08:57 AM	RS [redacted]	Devices		
October 17, 2024 08:55 AM	RS [redacted]	Devices		
October 17, 2024 08:53 AM	RS [redacted]	Devices		
October 17, 2024 08:47 AM	RS [redacted]	Devices		
October 17, 2024 07:15 AM	RS [redacted]	Places		
October 17, 2024 07:15 AM	RS [redacted]	Users		

Thursday, October 17, 2024 07:15 AM

Action

Richard Stepanic created activation code for workspace Melbourne MTR.

Performed by

Display Name Richard Stepanic
Email Address [redacted]
IP Address 64.104.248.211

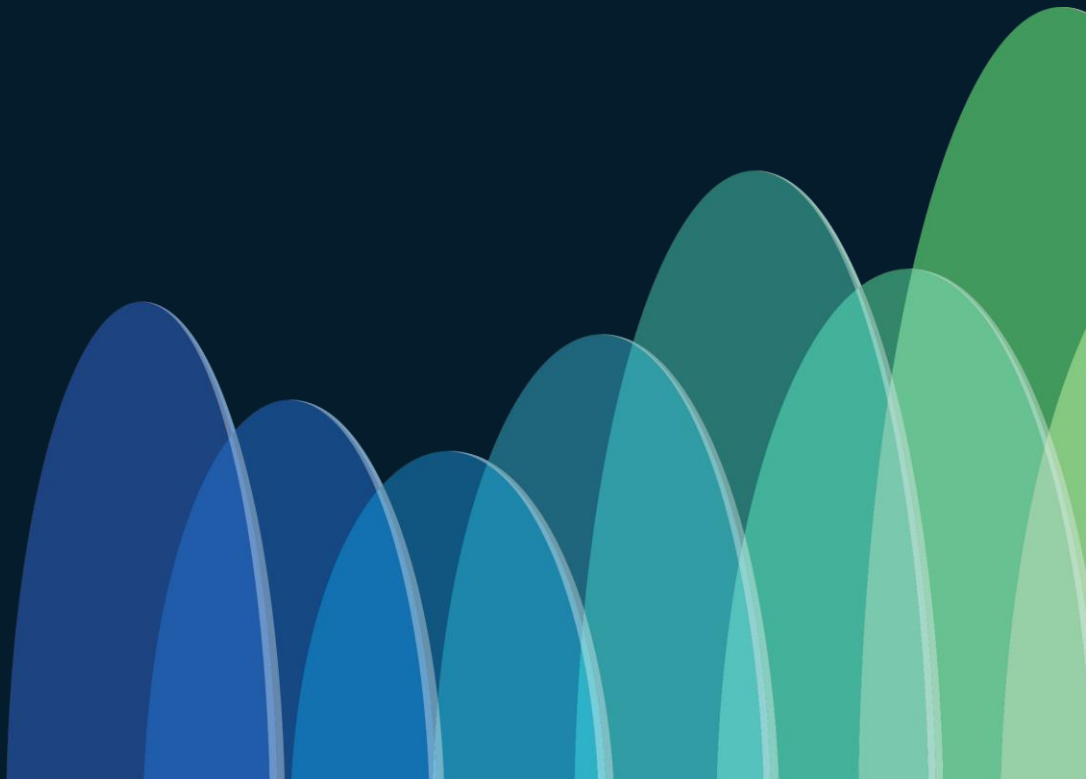
Impacted resource

Melbourne MTR

Quiz Time

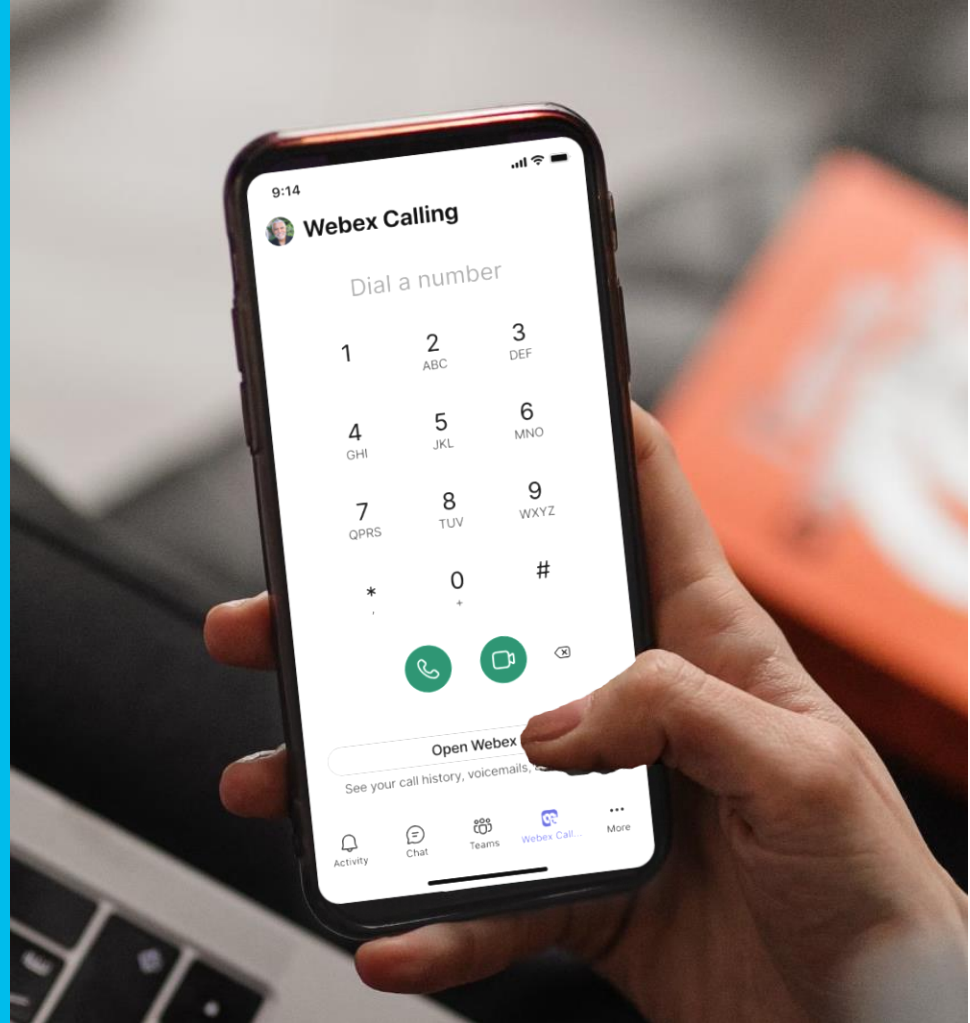


Webex Calling



Ian is the new sales manager at the company.

We want to get him up and running as quickly as possible!



User Settings (Calling)

The screenshot shows the Cisco Webex Control Hub interface. On the left sidebar, the 'MANAGEMENT' section is expanded, and the 'Users' link is highlighted with a red box and a red circle containing the number '1'. The main content area shows the 'Users' page for 'Ian Hawkins'. The 'Calling' tab is selected and highlighted with a red box and a red circle containing the number '2'. The 'Calling' tab displays the 'Calling template applied: None' and a table of 'Numbers'.

Type	Number	Extension
Primary	+61792755032	

Below the table, there are sections for 'Caller ID' (User's phone number: +61792755032) and 'Emergency callback number' (User's phone number: +61792755032). The 'Business texting' section indicates 'User is not eligible for texting capabilities. Learn more.' The 'Voicemail, fax, announcement' section shows 'Voicemail' is 'Enabled'.

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	6140000005
Alternate phone 1	Enter a number



The company has users connecting from potentially all over the world.

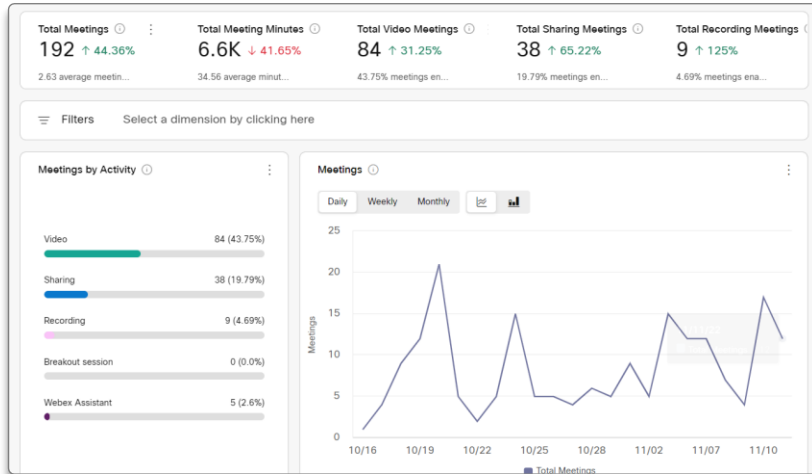
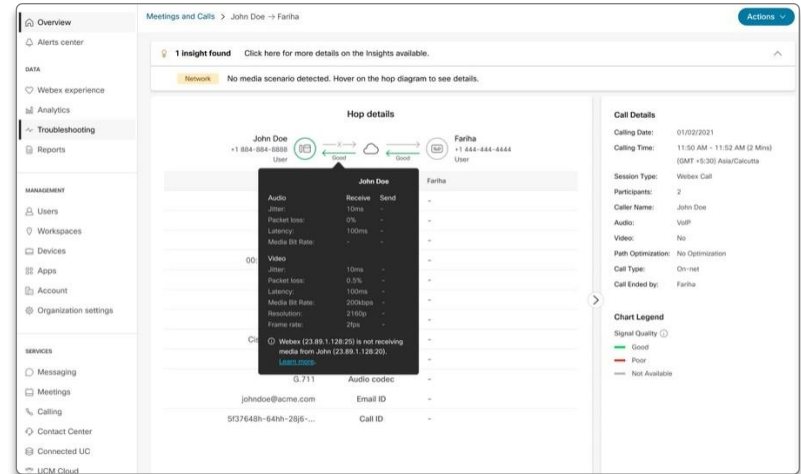
We rarely hear about issues and don't know who might be having a problem.



Control Hub Analytics vs Troubleshooting

Trending historical charts are aggregated and updated every 24 hours (Meetings every 10 minutes)

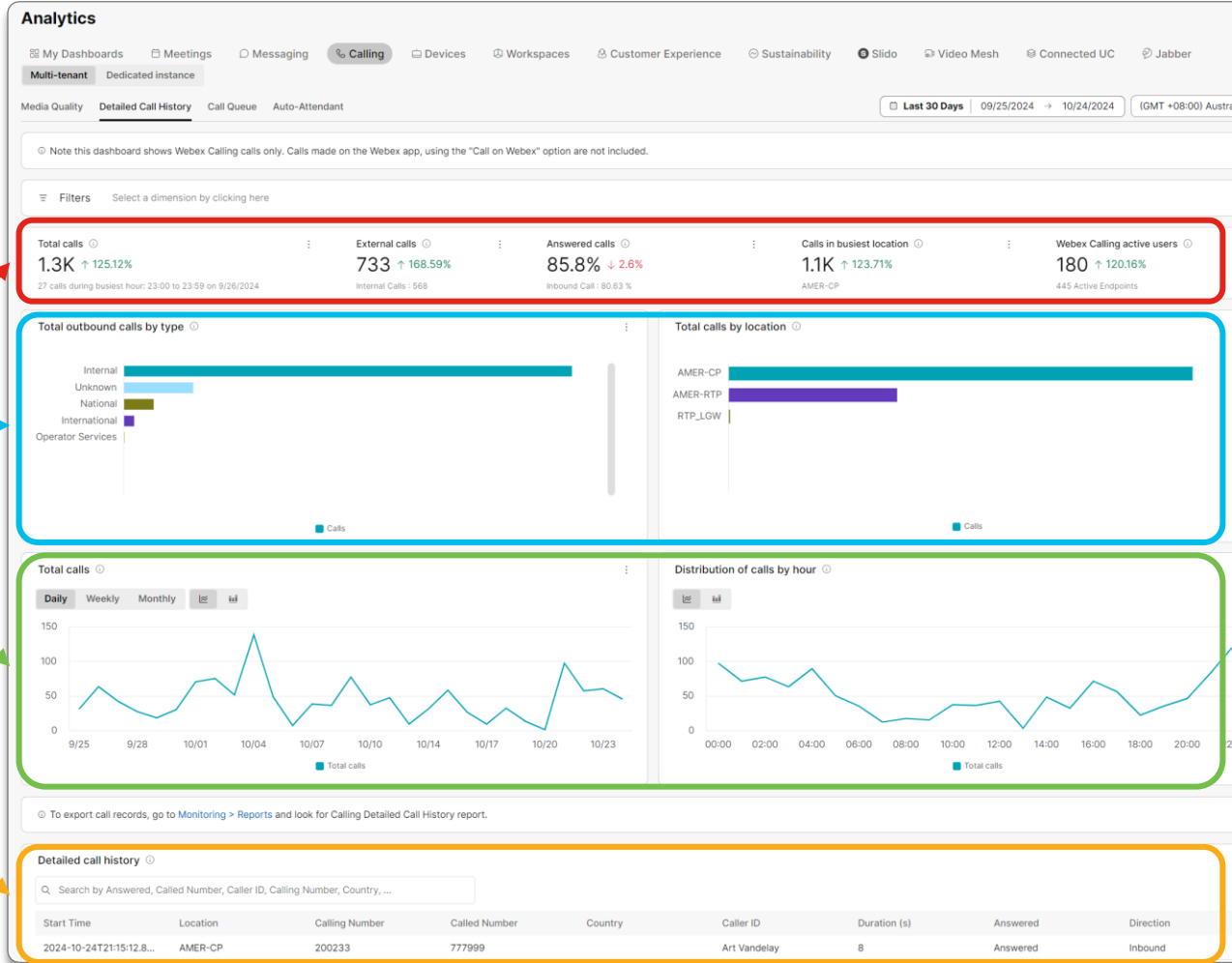
Real-time Troubleshooting is updated in near real-time (~1 min)



Webex Calling

Multi-tenant Call History

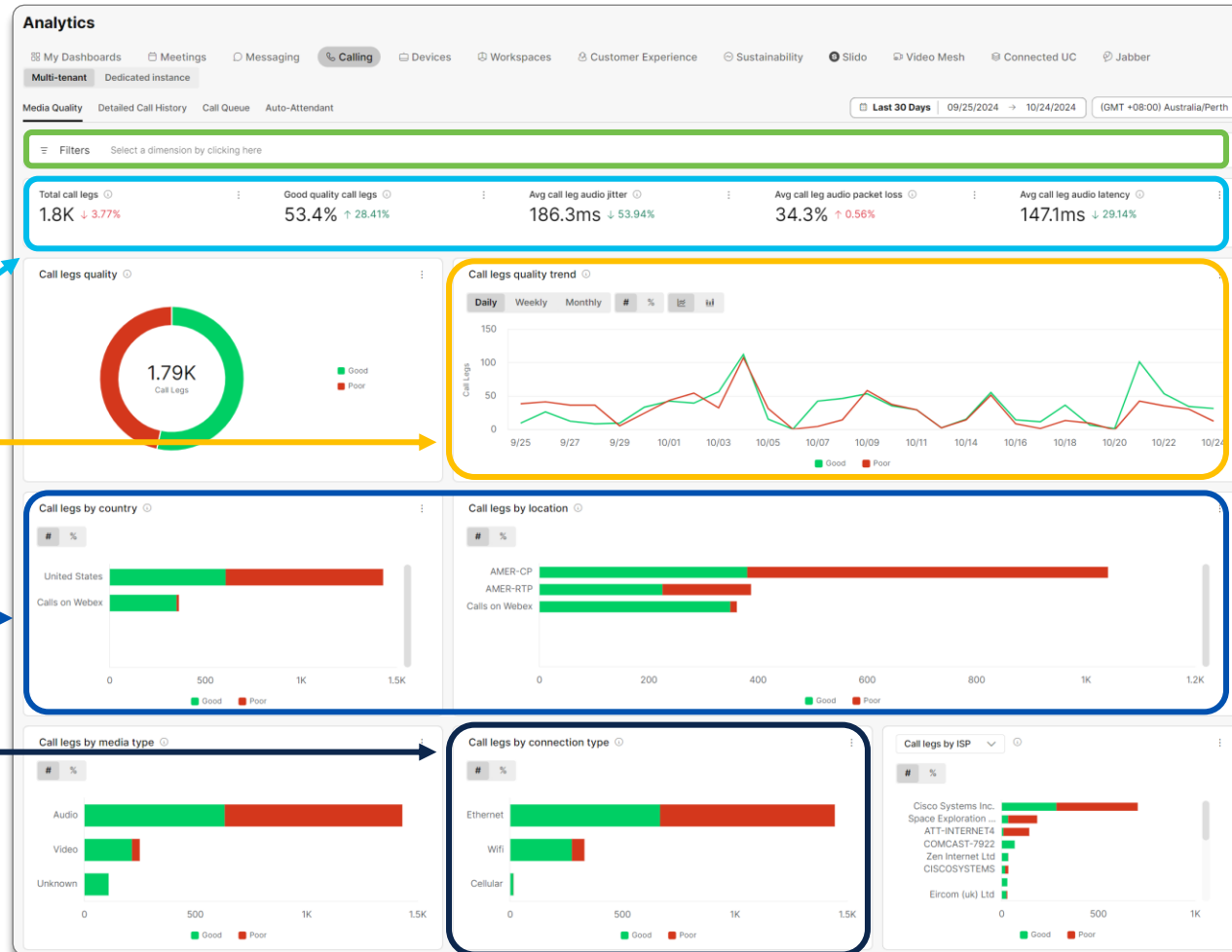
- Internal vs external calls
- Which locations made the most calls?
- What time of day/week/month do the calls occur?
- Table: Drill down on individual calls
- More details available within “calling detailed call history” report



Webex Calling

Multi-tenant Media Quality

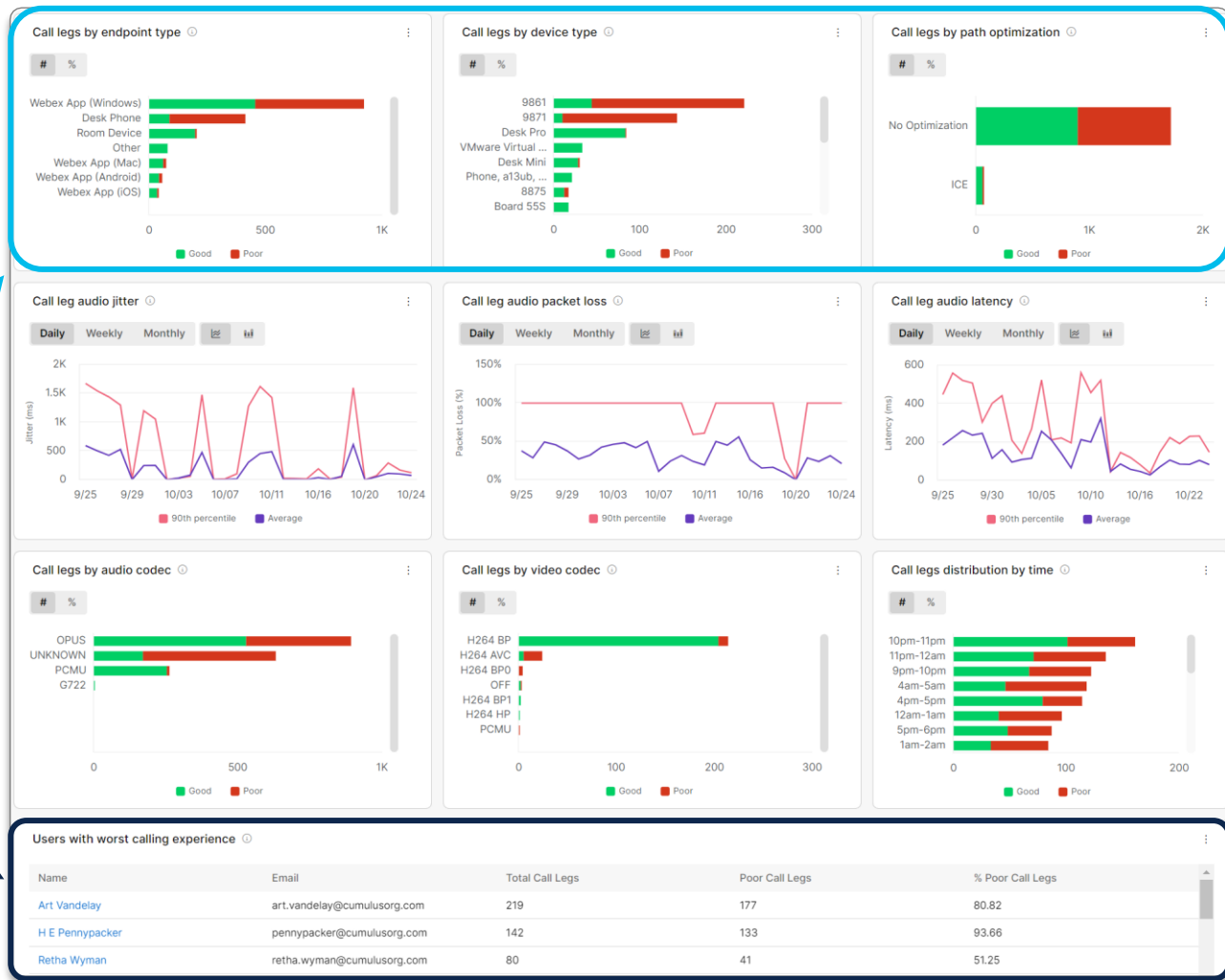
- Measure latency/jitter and packet loss
- Daily / weekly / monthly quality trends
- Which locations experienced the worst call quality?
- Connection types: Wired / wireless / cellular



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



Troubleshoot Webex Calling

Monitoring

- Alerts center
- Analytics
- Troubleshooting**
- Reports

Management

- Users
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Organization Settings

Troubleshooting

Meetings & Calls | Live Meetings | Status | Video Mesh | Admin Activities | Connected UC | Logs | Watermark Analysis

Search: kasey.king@cumulusorg.com x 1 Meeting & 15 Calls

Last 21 Days | 11/02/2023 → 11/22/2023 | (GMT +08:00) Australia/Perth

Kasey King ● Active

Poor Meeting Minutes ⓘ	Total Meeting Minutes ⓘ	Poor Minutes of Call on Webex ⓘ	Total Minutes of Call on Webex ⓘ	Poor Webex calling Minutes ⓘ
0 min	223 mins	0 min	0 min	12 mins
0 poor meetings	1 total meetings	0 poor calls	0 total calls	10 poor calls

Kasey King's meetings & calls

List Visualization

Overall ⓘ	Personal ⓘ	Service	Start Time ⓘ	Meeting / Caller number	Name	Host / Caller	Participants	Duration ⓘ	Site / Location	Conference / Call ID
Poor	● None	📞	2023-11-10 01:59:34 AM	+16693282319	Kasey King →...	Kasey King	2	01:21	AMER-...	SSE175929944...
Poor	● Poor	📞	2023-11-10 01:55:20 AM	+16693282319	Kasey King →...	Kasey King	2	03:24	AMER-...	SSE175504990...
Poor	● Poor	📞	2023-11-09 10:29:07 PM	+13162077440	+1316207744...	+131620...	2	01:03	AMER-...	BW1429053120...

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

	Send	Receive
Audio	-	-
Latency:	-	-
Packet Loss:	-	-
Jitter:	-	-
Media Bitrate:	-	-

① Webex (139.177.64.173:24176) is not receiving media from Kasey King (64.100.12.5:14892). [Learn more](#)

End to end experience

Audio	-
Latency:	-
Packet Loss:	100%
Jitter:	0 ms

Webex App (V...		
-/43.10...		ersion
A...		n
198...		ess
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@10.210.214

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

Understanding telephony usage for critical operations



Why consider on-premise UCM based platforms?



Unified
Communications
Manager (UCM)

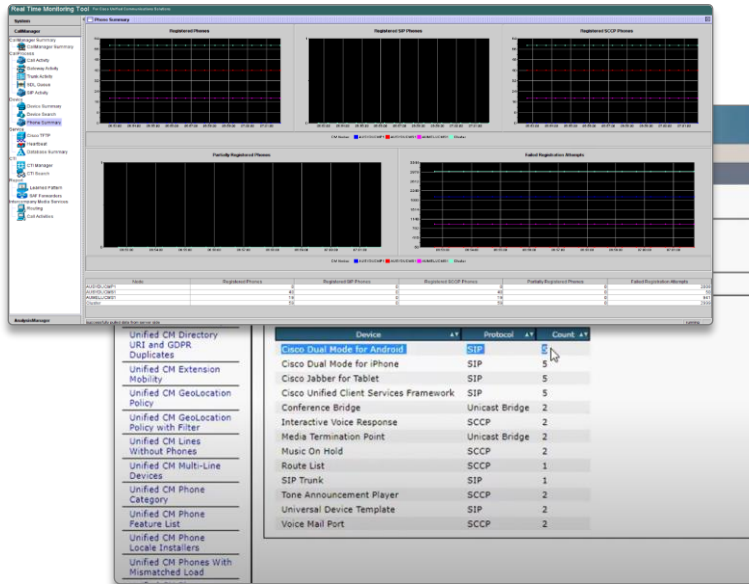


Webex Calling
Dedicated Instance
(UCM Cloud)

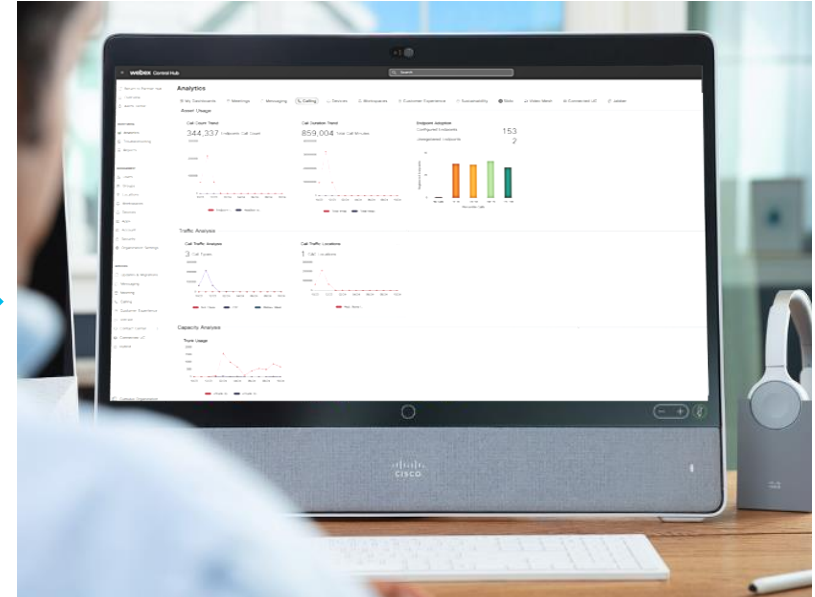
further reading...

Enabling the right Calling Platform for
your Organisation [BRKCOL-1572]

How do we analyse UCM based platforms?



CUCM Traditional Analytics

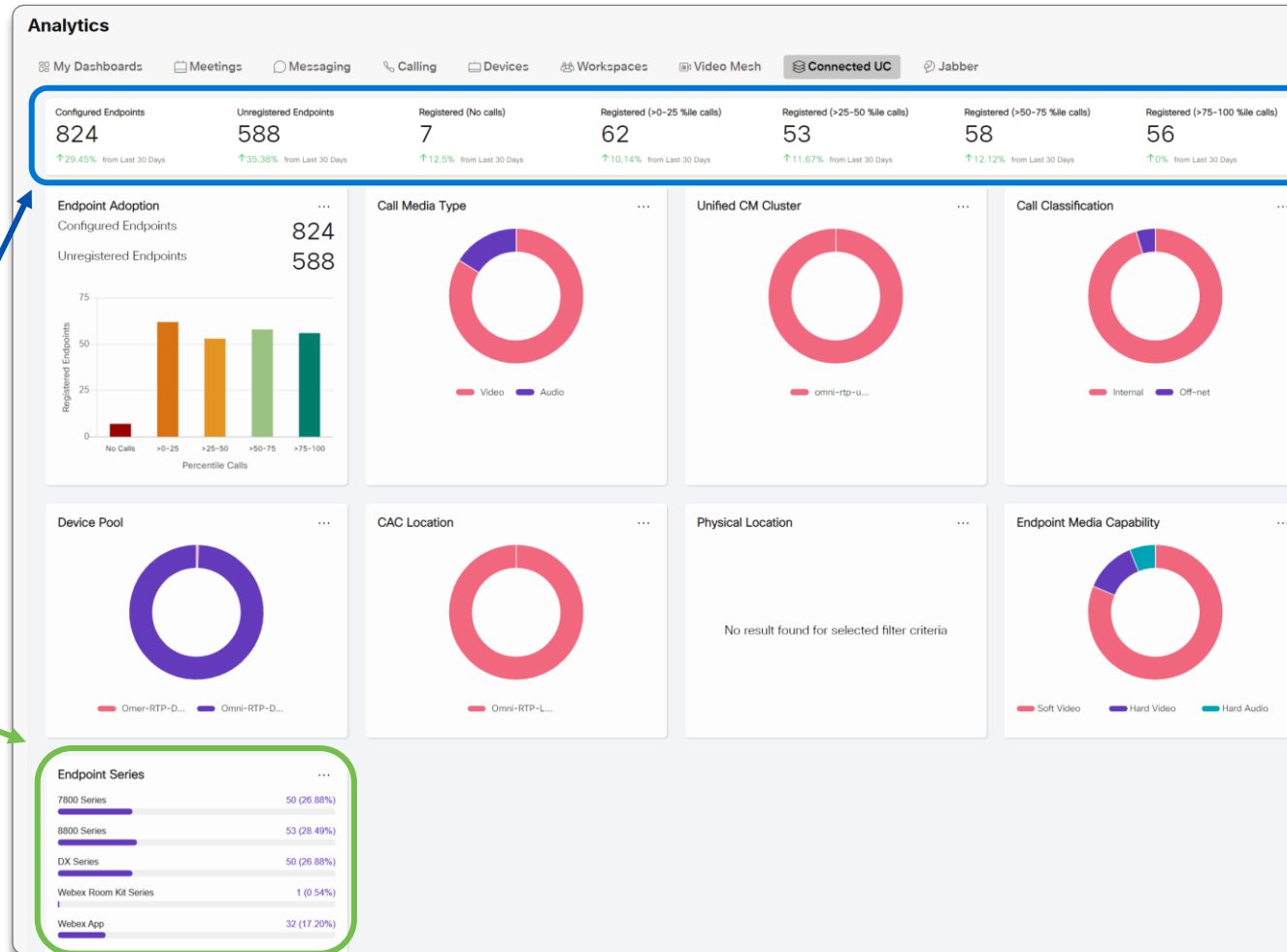


Cloud Connected UC (CCUC)

UCM

On-prem or DI Asset Usage

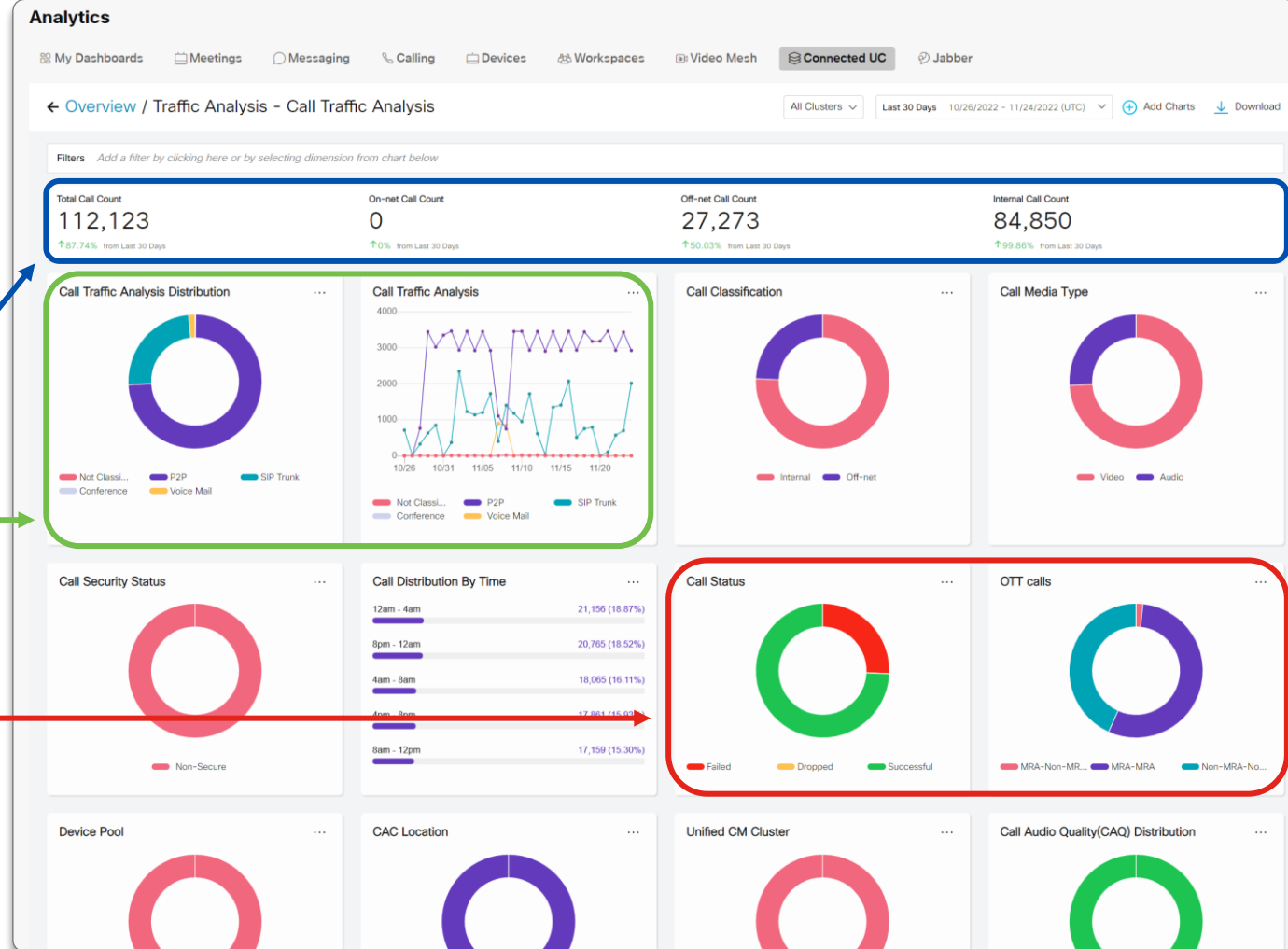
- Endpoint adoption
- Quickly compare configured vs registered vs idle phones
- Breakdown of different device types in the environment
- Useful for licensing optimisation!



UCM

On-prem or DI Traffic Analysis

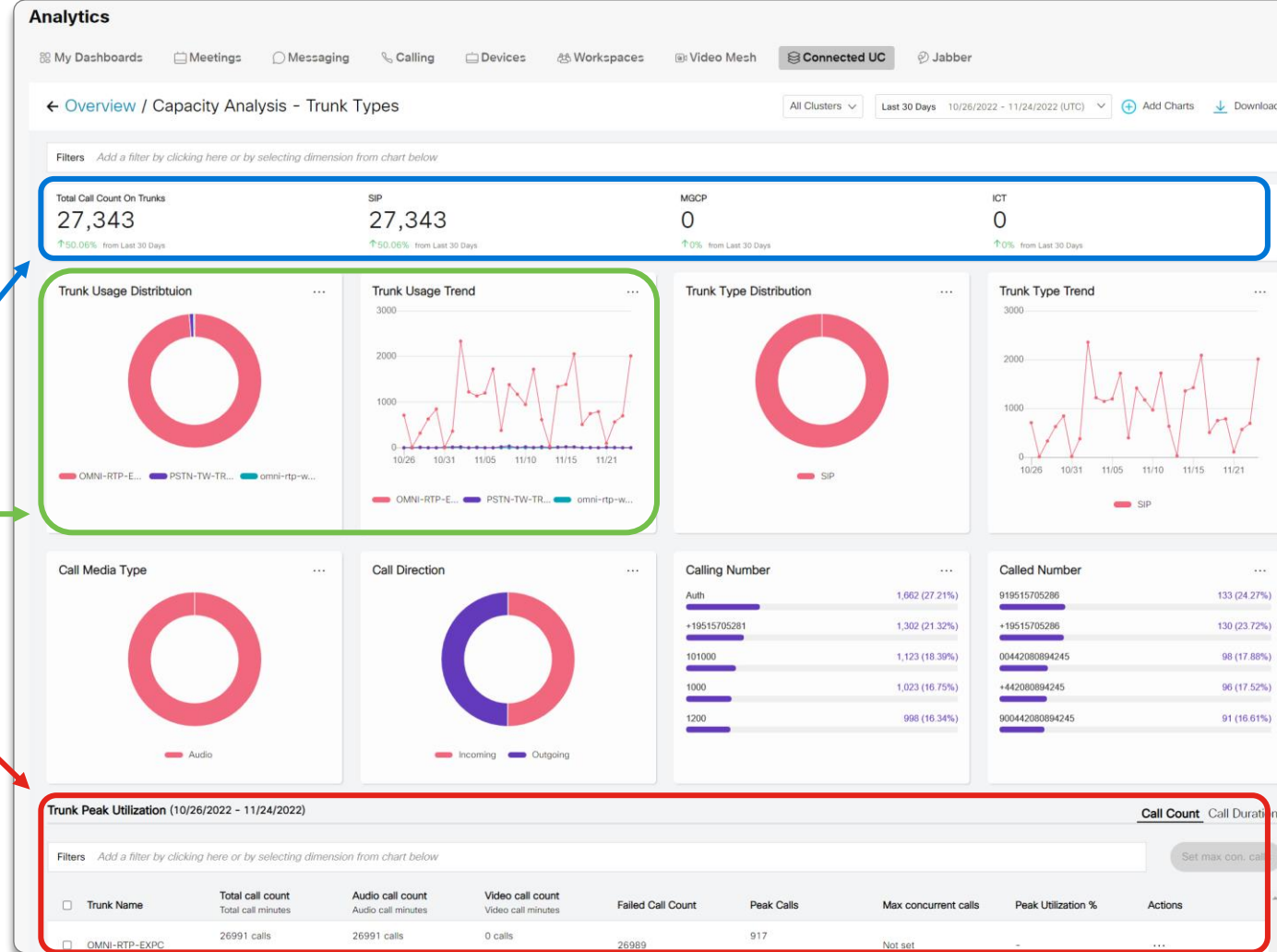
- Total calls, on-net vs off-net calls, internal vs external
- Call-type analysis
- Failed and successful calls
- Mobile and remote user utilisation



UCM

On-prem or DI Trunk Utilisation

- Total calls that traversed a trunk
- Compare top-5 trunks on UCM
- Protocols used (SIP / MGCP / ICT)
- Table: Detailed trunk utilisation



A storm is rolling into the Brisbane office...



Configure Contact Centre via Control Hub!

The screenshot displays the Cisco Webex Control Hub interface. On the left, a sidebar menu lists various options under 'webex Control Hub'. The 'Contact Center' option is highlighted with a red circle and the number 1. A grey arrow points from this menu item to the 'Contact Center Overview' page. The main content area shows the 'Contact Center Overview' page, which includes sections for 'Current cycle agent license usage', 'Standard license under usage', 'Premium license under usage', and 'What's new'.

Contact Center Overview

Current cycle agent license usage [View daily details](#)

Billing cycle: 09/26/2024 - 10/25/2024

Standard license under usage

under **107**

- Standard license usage: 43
- Standard license purchased: 150

Premium license under usage

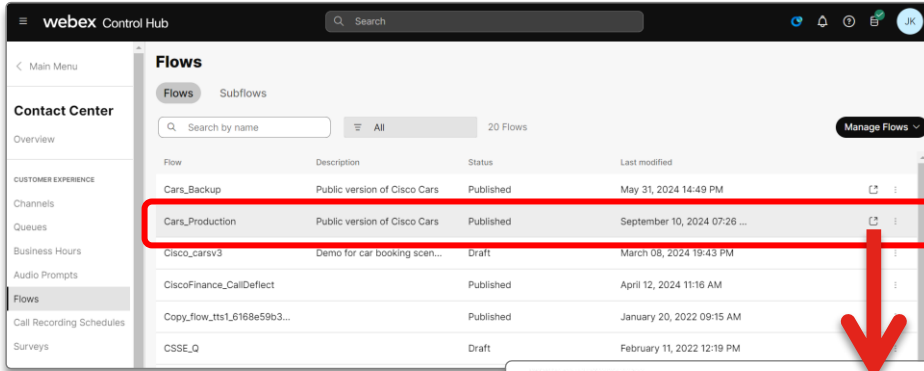
under **47**

- Premium license usage: 3
- Premium license purchased: 50

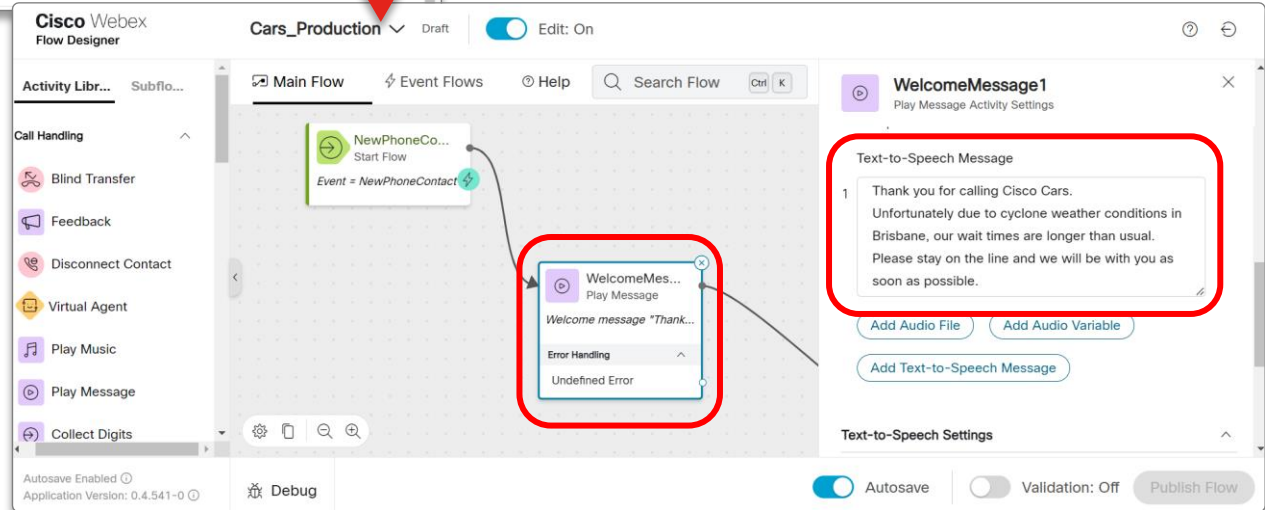
What's new

- Multimedia Profiles**
Create new and manage existing Multimedia Profiles.
- Sites**
Create new and manage existing Site. Associate your sites with multimedia profiles.
- Teams**
Create new and manage existing Team. Associate your teams with sites.
- Skill Profiles**
Create new and manage existing Skill Profiles.
- Desktop Profiles**

Configure Contact Centre via Control Hub!



further reading...
Orchestrating Customer Journeys - from Voice to Choice
[BRKCCT-2532]



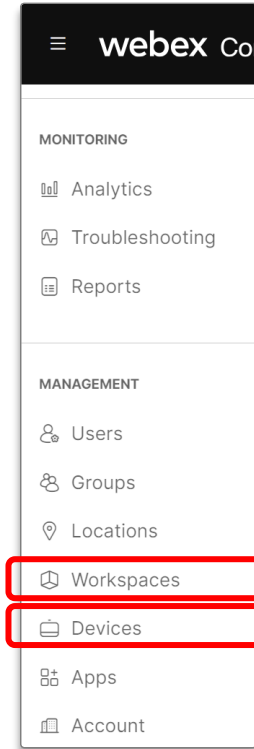
Quiz Time



Devices and Workspaces



Workspaces vs Devices



Workspaces

Shared Spaces, i.e.

- Meeting Room (6-20pax)
- Huddle Space (2-5pax)
- Focus Area (1-2pax)
- Open Space (2-100pax)
- Desk (1pax)

Devices

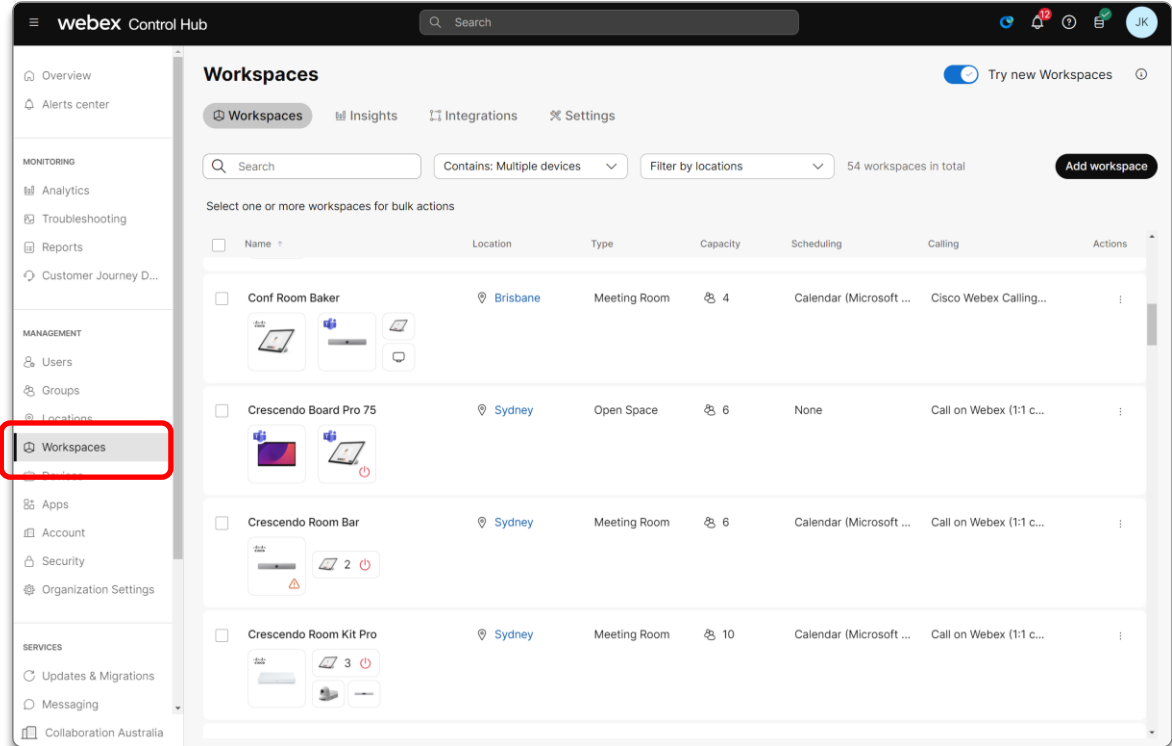
- Room/Board/Desk Series
- Room Navigator Panels
- PTZ4K Camera
- Table Mic Pro
- Desk Phones
- Headsets

VIP Boardroom – Someone has reported an issue!



Workspaces View

- A visual overview of your collaboration devices and 3rd-party peripherals.
- Actionable, real-time insights – right at your fingertips.
- Predict and resolve issues – before they arise.



Workspaces View (Detailed)

The screenshot displays the Webex Control Hub interface for the 'Sydney Executive Boardroom'. The left sidebar shows the navigation menu with 'Workspaces' highlighted. The main content area is divided into several sections:

- Overview:** Shows the room name 'Sydney Executive Boardroom', its type 'Meeting Room', and capacity '16 people'. It includes tabs for Overview, Scheduling, Calling, and Meetings.
- Devices:** Lists connected devices such as 'Cisco Table Microphone Pro' (Online), 'Cisco Room Bar Pro' (Issues), 'Samsung Q855C' (Online), 'Cisco Room Navigator' (Online), and 'SAM C32F391' (Offline). A tooltip for 'HTHJ700036' shows details like Frame Rate (60 Hz), Format (1920x1080), and Screen size (32").
- Calling:** Displays 'Cisco Webex Calling Professional Work' and 'Cisco Webex SIP Address'.
- Meetings:** Shows the site for meetings hosted by the device, 'collabau.webex.com'.
- Scheduling:** Includes 'Office 365' (Activated since September 12, 2024), 'Email Address' (sydney_executive_boardroom@barkwood.onmicrosoft.com), and 'Ad-hoc Booking' (Enabled).
- Real-Time Utilization Metrics:** A table showing current status:

Category	Status
Devices	Idle
Occupied	No
Occupants	0
Booked	No
Paired Apps	0
- Real-Time Environmental Metrics:** A table showing current environmental data:

Metric	Value
Sound Level	-
Ambient Noise	-
Temperature	23/73 °C/°F
Relative Humidity	74%
Air Quality (TVOC)	1.9
- Location:** Provides the address 'Sydney, 177 Pacific Hwy, North Sydney NSW 2060, Australia, Floor 24' and a map view.
- Image:** A 3D rendering of the boardroom interior.

Callouts on the right side of the image identify the following features:

- Peripherals
- Room Utilisation
- Environmental Metrics
- Calling
- Calendar & Room Booking

Workspace Metrics

further reading...
Enabling Smarter Workspaces
[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.

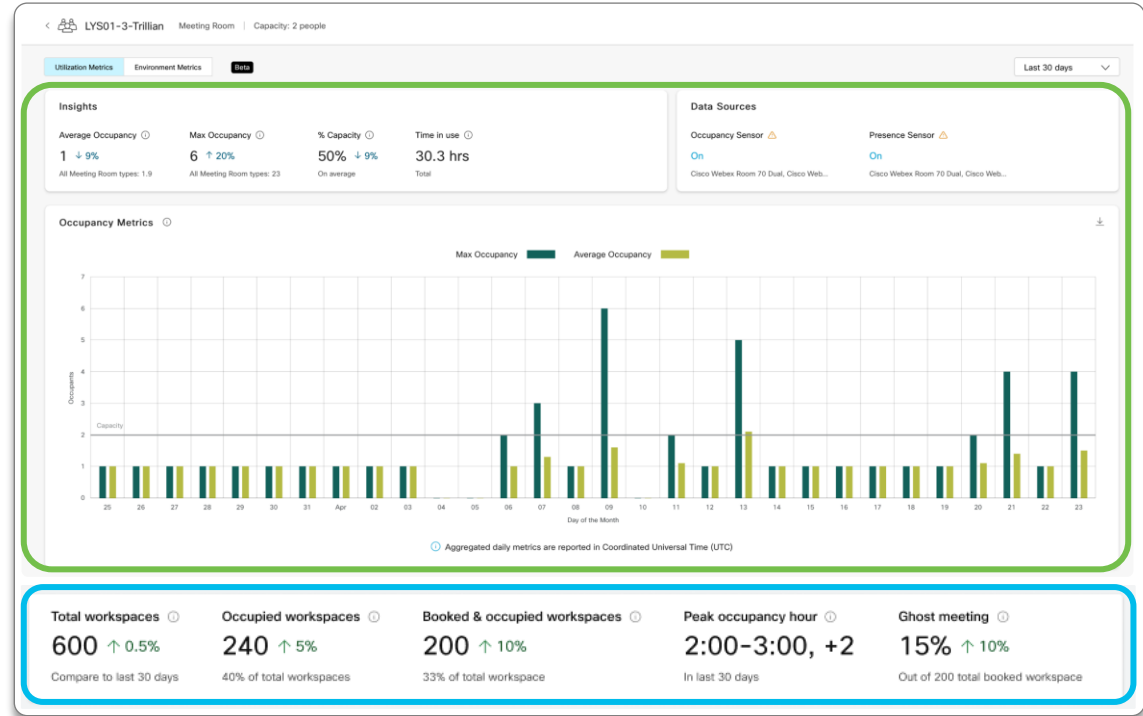
☐ Allow capturing workspace Utilization data
☐ Allow capturing workspace Environmental data

Supported devices
See device list

☒ Enable sensor data configurations on all supported devices
This tool is on the following room analytics configurations for 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.

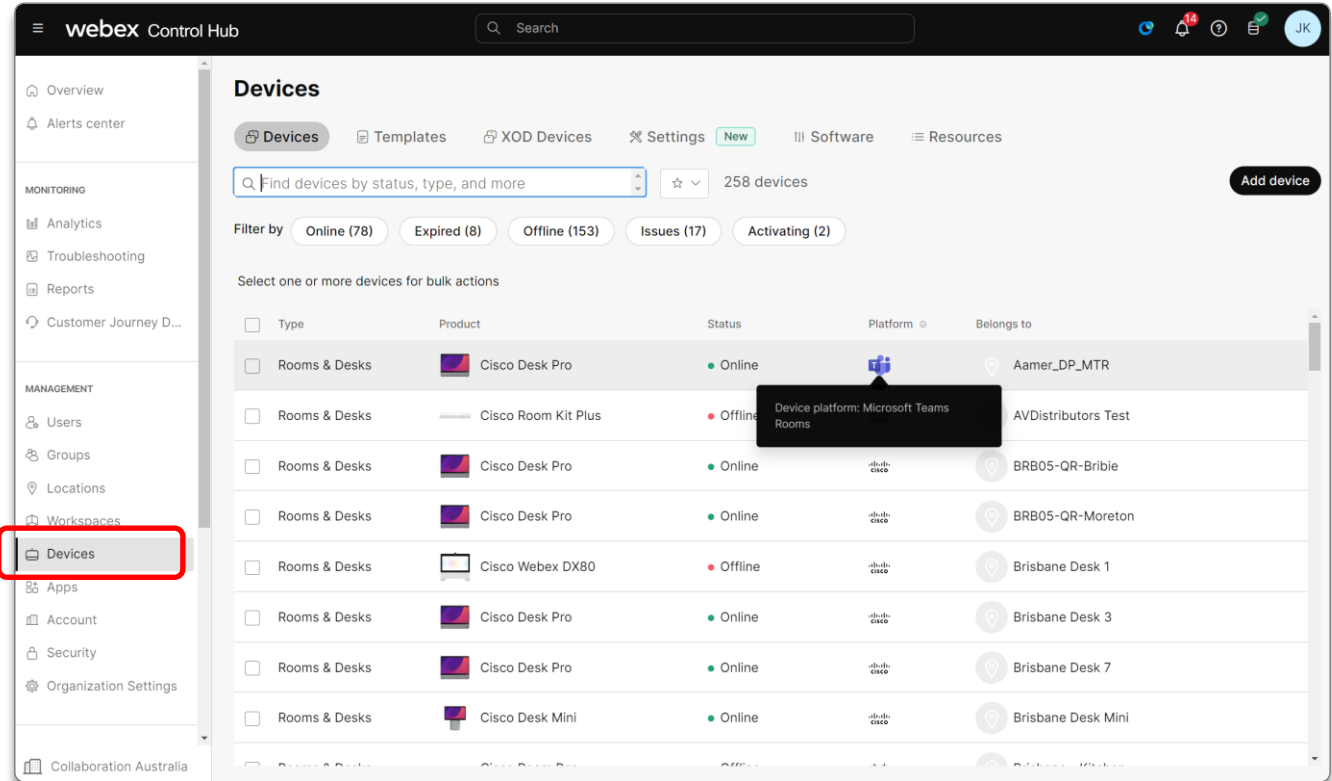


VIP User's Screen Sharing Frustrations



Devices View

- Add/Remove individual devices and peripherals
- Individual/Bulk configuration of devices
- View both MTR and RoomOS
- Software Management
- Export via CSV!



Devices (Detailed)

The screenshot displays the Cisco Webex Control Hub interface for a specific device, a Cisco Room Bar Pro. The left sidebar contains navigation menus for Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports, Customer Journey D...), MANAGEMENT (Users, Groups, Locations, Devices, Apps, Account, Security, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling, Vidcast, Contact Center, Connected UC, Collaboration Australia). The 'Devices' menu item is highlighted with a red box. The main content area is titled 'Cisco Room Bar Pro' and includes tabs for Overview and History. The Overview tab is active, showing details such as IP address (10.66.234.42), MAC address (BC:8D:1F:E0:37:21), and SIP address (brisaner_room_bar_pro@collabau.rooms.webex.com). It also lists connected peripherals (Cisco Table Microphone Pro, Cisco Room Navigator, SAM SAMSUNG), issues (Signal interference from other devices), configurations (All configurations, Configuration templates, Digital signage, Navigator persistent web app, Macros), and software (Cisco Platform, RoomOS November 2024). A 'Not Monitored' alert is shown at the bottom. Blue callout boxes on the right side of the screen point to specific sections: 'Network' points to the IP address, 'Peripherals' points to the Connected Peripherals section, 'Issues' points to the Issues & Information section, 'Configuration' points to the Configurations section, and 'Software' points to the Software section.

webex Control Hub

Search

Overview

Alerts center

MONITORING

Analytics

Troubleshooting

Reports

Customer Journey D...

MANAGEMENT

Users

Groups

Locations

Devices

Apps

Account

Security

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Vidcast

Contact Center

Connected UC

Collaboration Australia

Devices

Cisco Room Bar Pro

Issues Rooms & Desks Idle Device platform

Actions

Brisbane Room Bar Pro

Occupied: No Occupants: Off

Overview History

Details

Wired

Network connectivity

10.66.234.42

IP address

BC:8D:1F:E0:37:21

MAC address

FOC2738HNDG

Serial number

brisaner_room_bar_pro@collabau.rooms.webex.com Primary

brisaner_room_bar_pro@collabau.room.ciscospark.com

SIP address

3338

Lines

Software

Cisco

Platform

Beta

Channel

RoomOS November 2024

Release

RoomOS 11.22.1.0 52d89f43d8e

Version

Alerts

Not Monitored

No alert rules set for this device.

Create Rule

Connected Peripherals

Cisco Table Microphone Pro

Cisco Room Navigator

SAM SAMSUNG

Issues & Information

Signal interference from other devices

Configurations

All configurations 916

Configuration templates

Digital signage Disabled

Navigator persistent web app Disabled

Macros 1

Support

Device Logs Manage

Remote access Manage

Network

Peripherals

Issues

Configuration

Software

Configure a Device (e.g. Miracast)

The image shows three sequential screenshots of the Cisco configuration interface for a Cisco Room Bar Pro, illustrating the steps to configure Miracast.

Screenshot 1: The 'Configurations' menu is highlighted with a red box and a red circle containing the number 1. The menu includes 'All configurations' (916), 'Configuration templates', 'Digital signage' (Disabled), 'Navigator persistent web app' (Disabled), and 'Macros' (1). Below this is the 'Support' section with links for 'Device Logs', 'Remote access', 'Local Device Controls', and 'Cisco Support'.

Screenshot 2: The 'Select configurations' screen is shown, with a red box and a red circle containing the number 2. A search bar contains 'Miracast', and a list of configurations is displayed, including 'Video > Input > Miracast > Max Bitrate', 'Video > Input > Miracast > Mode', 'Video > Input > Miracast > Pin Length', 'Video > Input > Miracast > Presentation Selection', 'Video > Input > Miracast > Quality', and 'Video > Input > Miracast > Transport'. The 'Mode' configuration is selected.

Screenshot 3: The 'Mode' configuration screen is shown, with a red box and a red circle containing the number 3. The 'Mode' dropdown menu is open, showing options: 'Off (Default)', 'Manual', 'Off', and 'On'. The 'On' option is highlighted with a red box.



Imagine doing that 1000 times!

Devices Templates

The screenshot shows the Cisco ISE 'Devices' management page. The left sidebar contains a 'MANAGEMENT' section with links to Users, Groups, Workspaces, **Devices** (highlighted with a red box and '1'), Apps, Account, and Settings. The main content area is titled 'Devices' and has a sub-header with tabs: Devices, **Templates** (highlighted with a red box and '2'), Settings, Software, My alerts, and Resources. Below the tabs is a search bar and a count of '3 templates'. A table lists the templates:

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

On the right side of the main content area, there is a 'Create template' button, which is highlighted with a red arrow.

General **Configure** Review Summary

Select configurations for template

Select configurations to add to the template. Configuration options vary based on the filters applied.

Template information

Filter by device type

Search by configuration name

1379 configurations

Apps

Wallpaper Bundles Halfwake Image

Whiteboard Url

Audio

Connector Setup

Default Volume

Device type A: 75

Supported device types

Configuration value

Default

Clear

A: Cisco Board 55 +7

0 75 100

×

Factory

70

×

B: Cisco Codec Pro +12

0 50 100

×

Factory

50

Ethernet

Previous

Next

1379 Device
Configurations available
via Cloud xAPI !

1

MANAGEMENT

Users

Groups

Workspaces

2

Devices

Apps

Account

Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Vidcast

Connected UC

Hybrid

Reports

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	Offline

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 >

Global and Location Devices Templates

The screenshot displays the Webex Control Hub interface. The left sidebar contains navigation options: Troubleshooting, Reports, Customer Journey Data, MANAGEMENT, Users, Groups, Locations, Workspaces, **Devices** (highlighted with a red box and labeled 1), Apps, Account, and Security. The top navigation bar includes the Webex logo, a search bar, and tabs for Devices, Templates, XOD Devices, **Settings** (highlighted with a red box and labeled 2), Software, and Resources. Below the Settings tab, the sub-navigation bar shows Settings and **Configuration Defaults** (highlighted with a red box and labeled 3), with a 'New' button next to it. The main content area is titled 'Device configuration defaults' and includes a description: 'Set device configuration defaults for all devices in your organization or specific location.' It also lists 'Supported devices' as 'Room, Boards, Desk devices, and 9800 series phones.' On the right, there are three summary cards: '9 Org-wide device configuration defaults' with an 'Open org-wide defaults >' button (indicated by a red arrow), '0 Locations with device configuration defaults' with a 'Set defaults on location' button, and 'Device configurations hierarchy'.



Active org-wide device configuration defaults

Device configurations listed below are applied to all devices in your organization.

Note: Note: Location and device configurations override global device configurations. [More on device configurations hierarchy](#)



8 active configurations

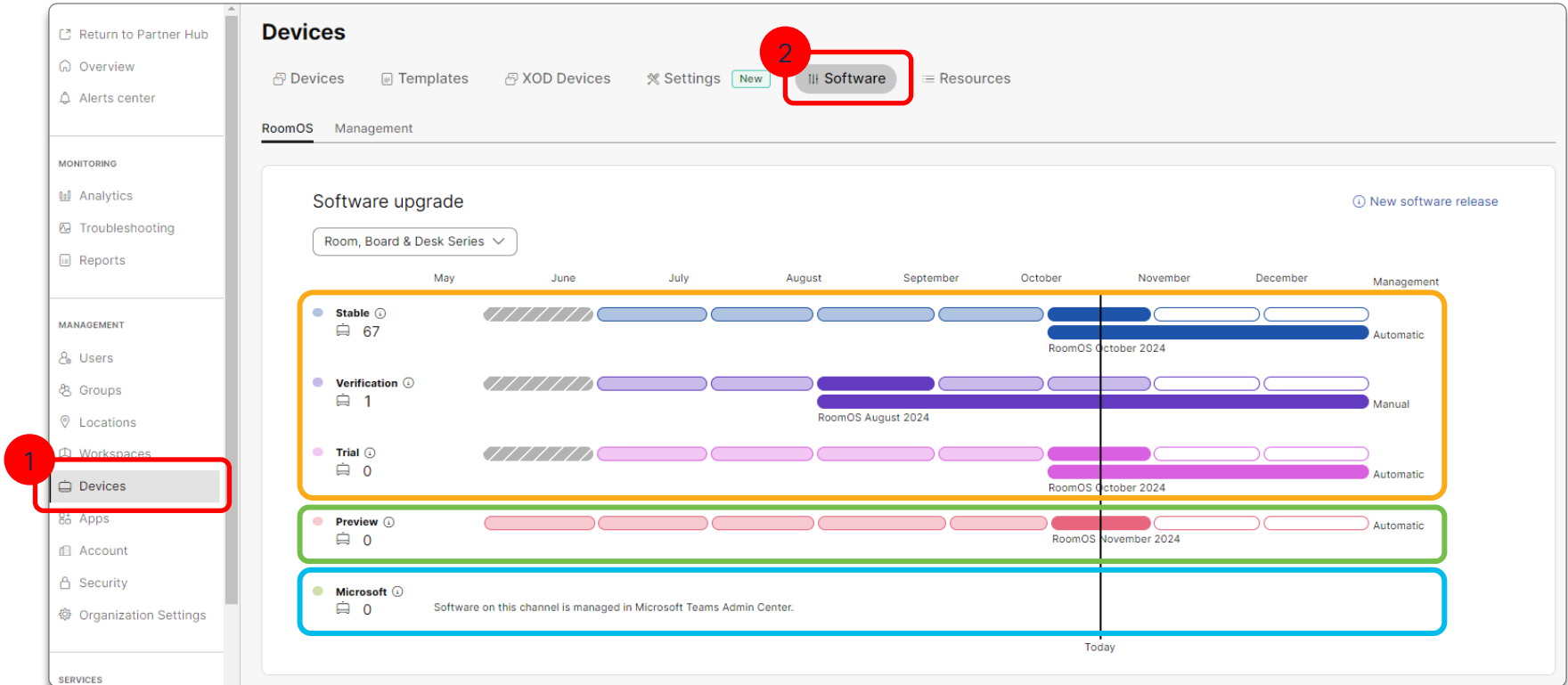
Add configurations

Configuration	Value	Actions
Macros Provisioning Mode	On	Edit
Room Analytics Ambient Noise Estimation Mode	On	Edit
Room Analytics People Count Out Of Call	On	Edit
Room Analytics People Presence Detector	On	Edit
Thousand Eyes Connection String	S3FD77CY+VOrk+4fbbgjBS0qLaB4III0kbbpau...	Edit
Thousand Eyes Enabled	True	Edit
User Interface Features Call Join Zoom	Auto	Edit
WebRTC Provider Google Meet Mode	On	Edit

Close



Advanced Software Management



Devices

[Devices](#) [Templates](#) [XOD Devices](#) [Settings](#)

Stable ⓘ

Software version

RoomOS October 2024

Release

RoomOS 11.21.1.4 2a8ad5d61cc

Version

October 8, 2024

Last updated

-

Expiry date

-

Next release

-

Next release scheduled

1449/1.0.96.2024091202

Teams App

Release Versions

Changes

Software updates take place at night

Verification ⓘ

Software version

RoomOS July 2024

Release

Manage software release

☒ Automatic software upgrade☐ Manually select software☒ RoomOS October 2024

Supported platforms:

☐ RoomOS September 2024

Supported platforms:

☐ RoomOS August 2024

Supported platforms:

☐ RoomOS July 2024

Supported platforms:

☐ RoomOS June 2024

⚠ Software version expires in 11 day(s).

Supported platforms:



Time of upgrade

☒ Upgrade night-time ⓘ☐ Upgrade now ⓘ

Stable

68/136 ⓘ

Channel

Devices

RoomOS October 2024

Release

RoomOS 11.21.1.4 2a8ad5d61cc

Version

Microsoft, Cisco

Supported platforms

-

Expiry date

1449/1.0.96.2024091202

Teams app

Cancel

Save



Automatic or
Manual
Software
Updates

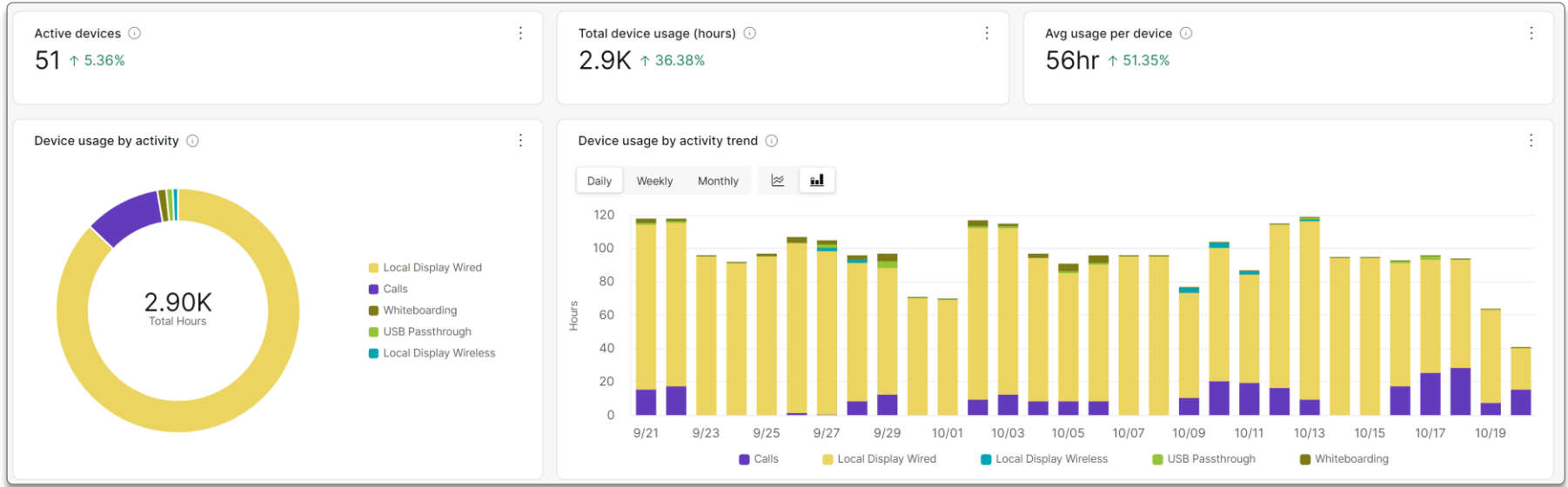


Time-of-day
Installation

Understanding and Optimising VC Spaces

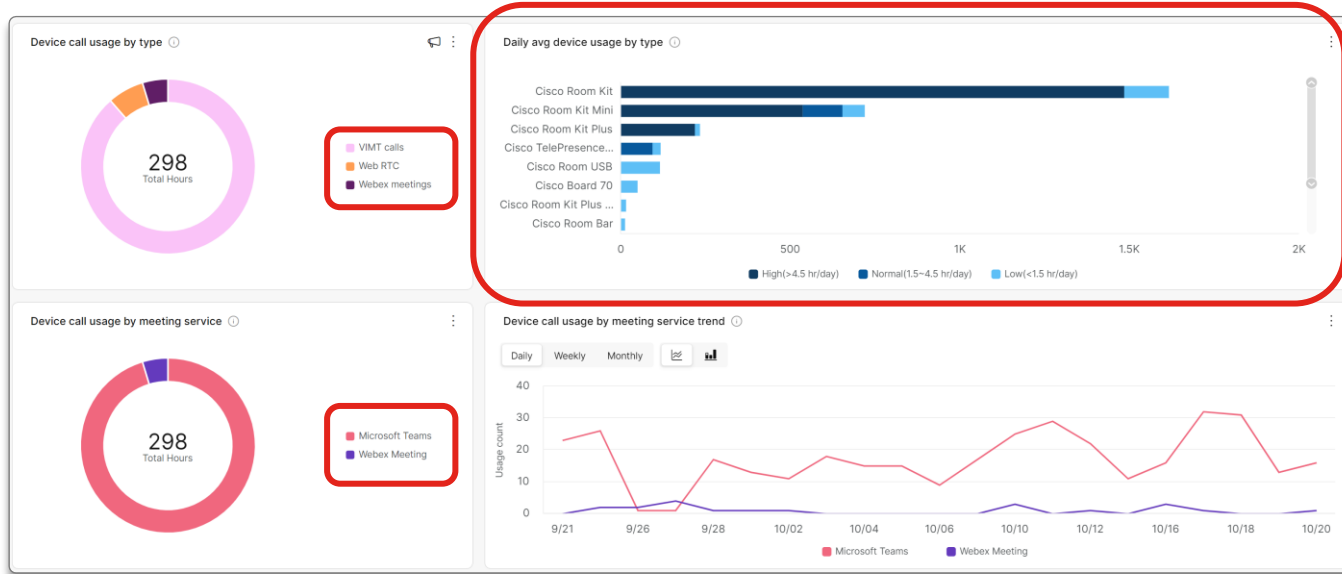


Devices Activity Utilisation



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

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.
- **NEW!** CVI Cross Tenant join provides better experience than WebRTC and should be enabled.
- 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-2023-001	Cisco Room Kit		10.25.80.93	CONNECTED	31	31
RES-CO-2023-002	Cisco TelePresence MX700 SpeakerTrack		10.25.80.85	CONNECTED	93	25
RES-CO-2023-003	Cisco Room Kit		10.25.80.72	CONNECTED	25	24
RES-CO-2023-004	Cisco Room Kit		10.25.80.116	CONNECTED	534	22
RES-CO-2023-005	Cisco TelePresence MX700 SpeakerTrack		10.25.80.79	CONNECTED	24	21
RES-CO-2023-006	Cisco Room Kit		10.25.80.69	CONNECTED	661	19
RES-CO-2023-007	Cisco Room Kit Plus		10.26.72.176	CONNECTED_WITH_JS...	15	15
RES-CO-2023-008	Cisco Room Kit Mini		10.25.181.47	CONNECTED	24	13
RES-CO-2023-009	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 ⓘ

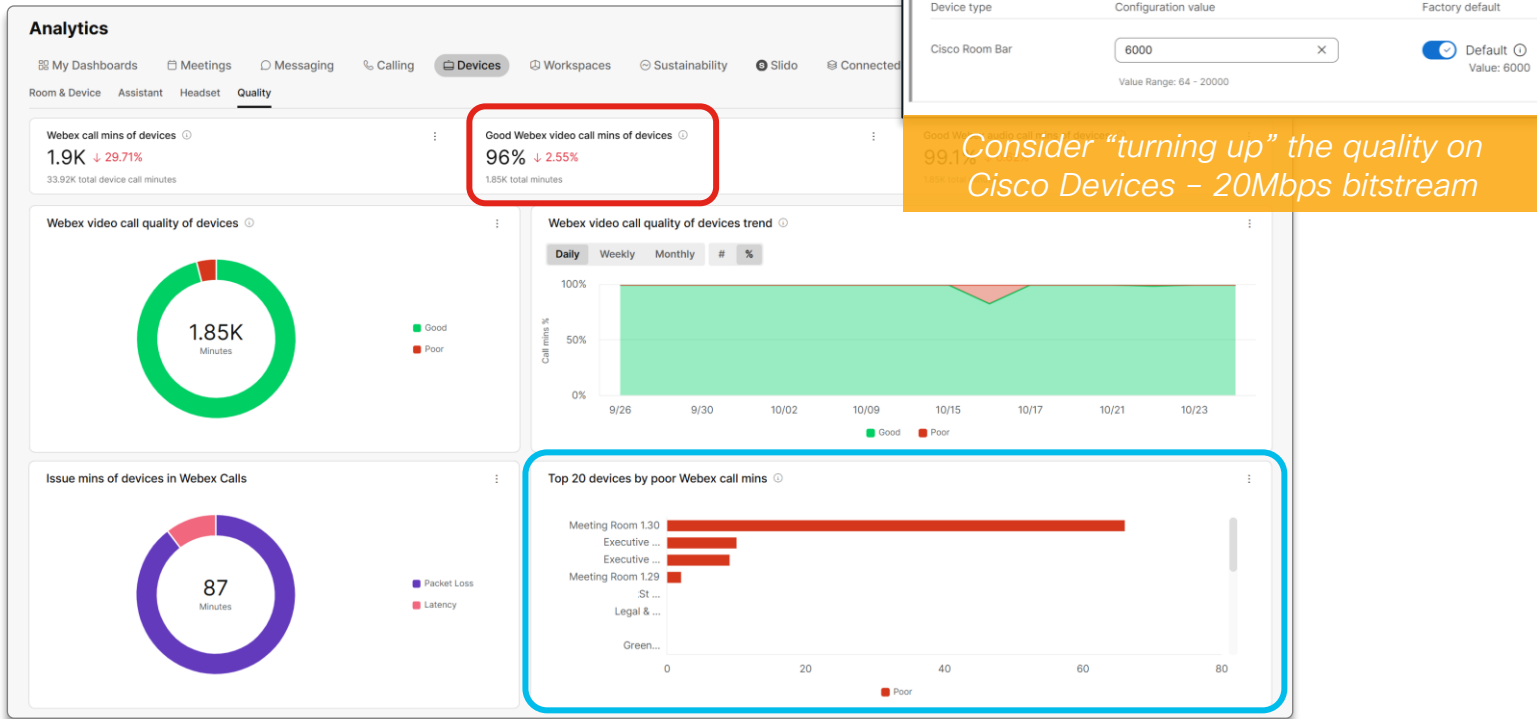
Search by Assigned To, Device ID, Device Type, Status...

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-00 Executive Meeting Room 101	Cisco Room USB		10.25.80.66	CONNECTED	0	0
RES-000	Cisco Room Kit Mini		10.25.80.104	CONNECTED	0	0
RES-00 BCS Meeting Room 1.12	Cisco Room Kit Mini		10.25.80.128	CONNECTED	0	0
RES-00 BCS Office	Cisco TelePresence SX20		10.25.80.73	CONNECTED_WITH_IS...	0	0
RES-00 Albany SRS	Cisco TelePresence SX20		10.192.26.130	CONNECTED_WITH_IS...	1	0
RES-000 Alaska	Cisco Room Kit Mini		10.30.65.6	CONNECTED_WITH_IS...	1	0
RES-000	Cisco Room USB		10.25.80.108	CONNECTED	1	0
RES-000	Cisco Room Kit Mini		10.25.80.97	CONNECTED	1	0

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

further reading...
Collaboration Room Design and Customisation [BRKCOL-2533]

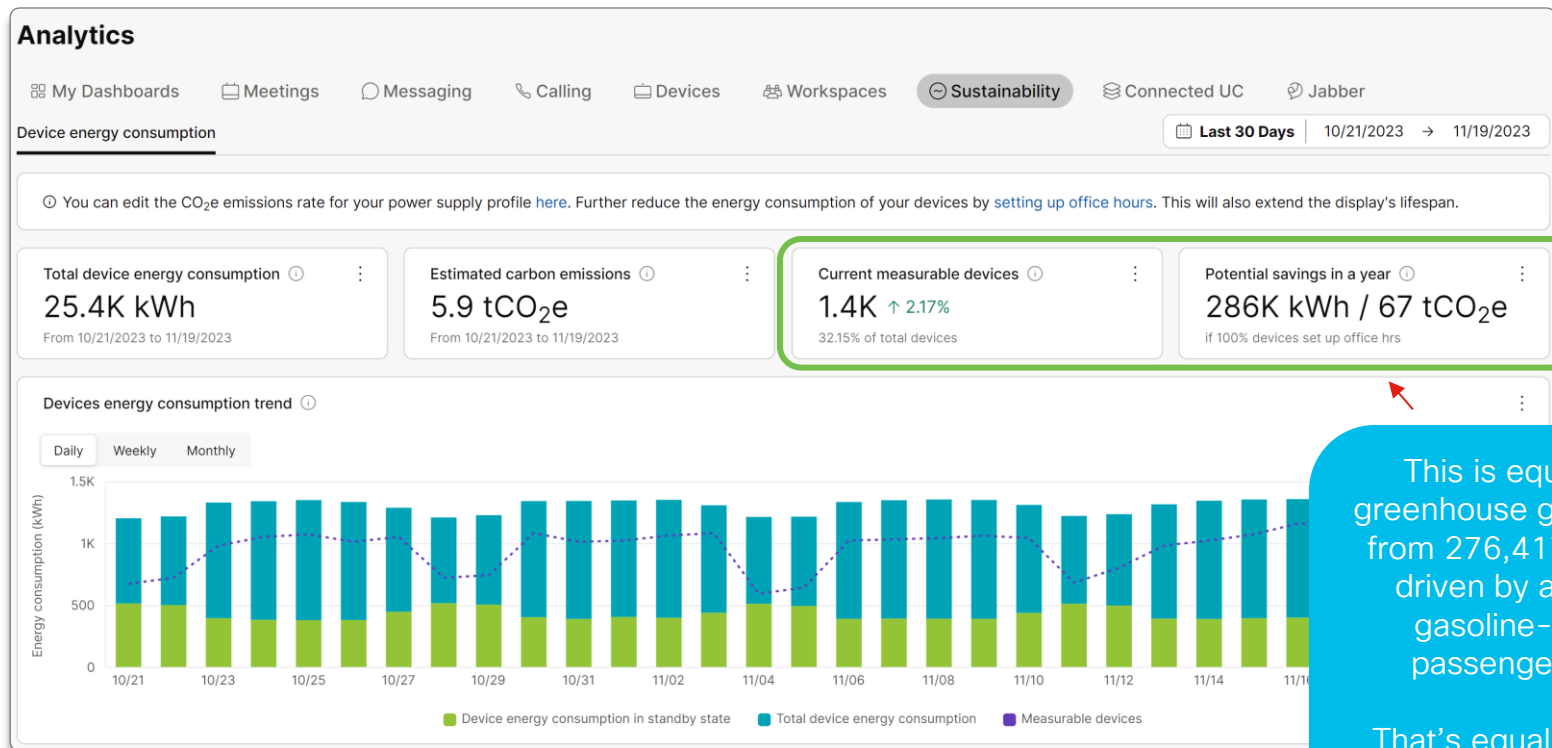
Call Quality and Performance



- Call Quality for Cisco Devices is rated as excellent – 96% of calls performed with optimal network conditions.

Sustainability

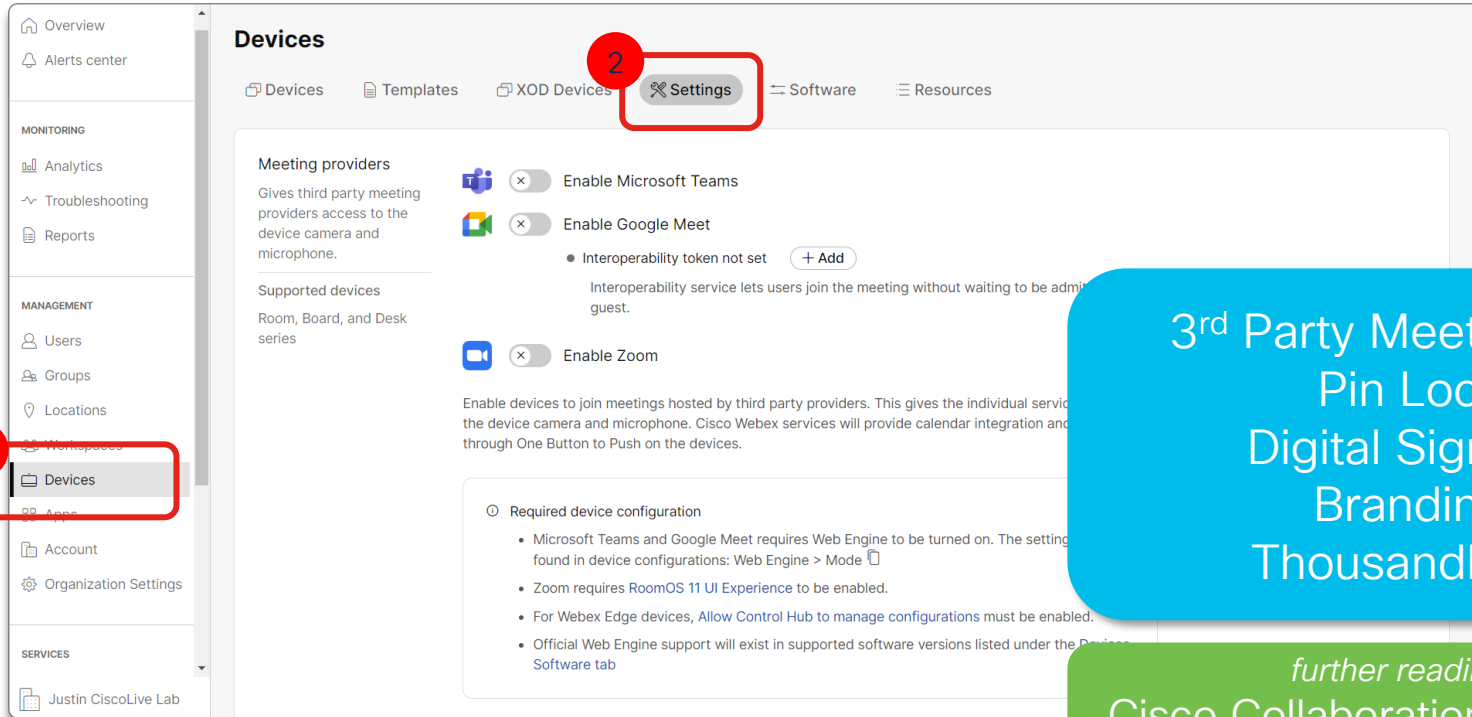
Potential Energy Savings per year by using “Office Hours” auto-standby feature.



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

That's equal to driving 7 times around the globe.

Optimise your investment in Room OS



Managing Personal Devices (Including Headsets)



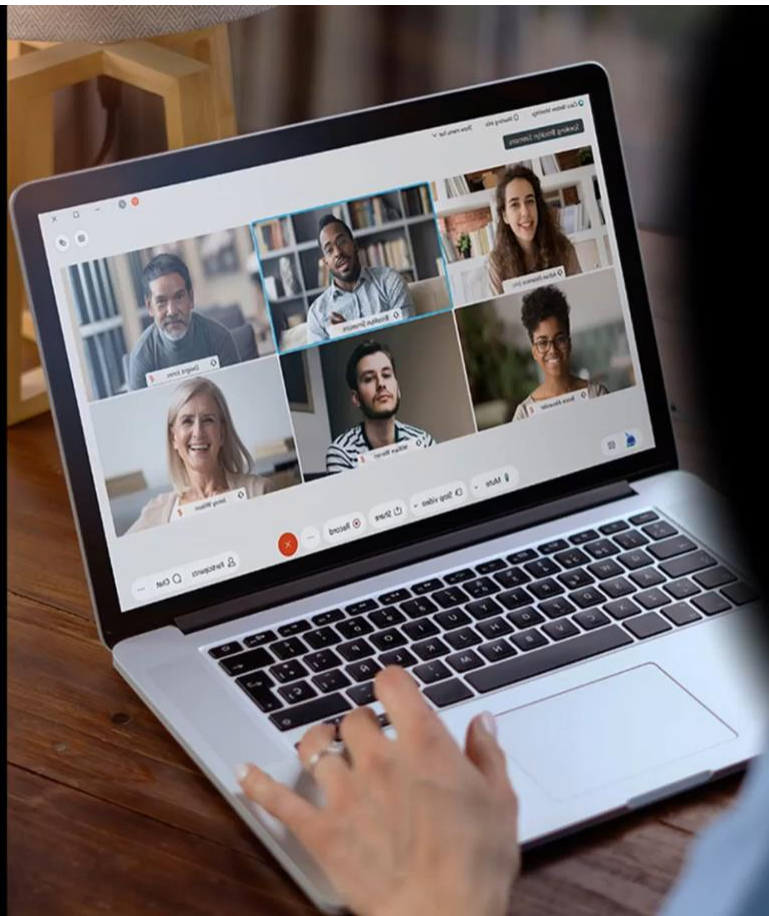
Cisco Desk Cam



Cisco 722



Cisco 950

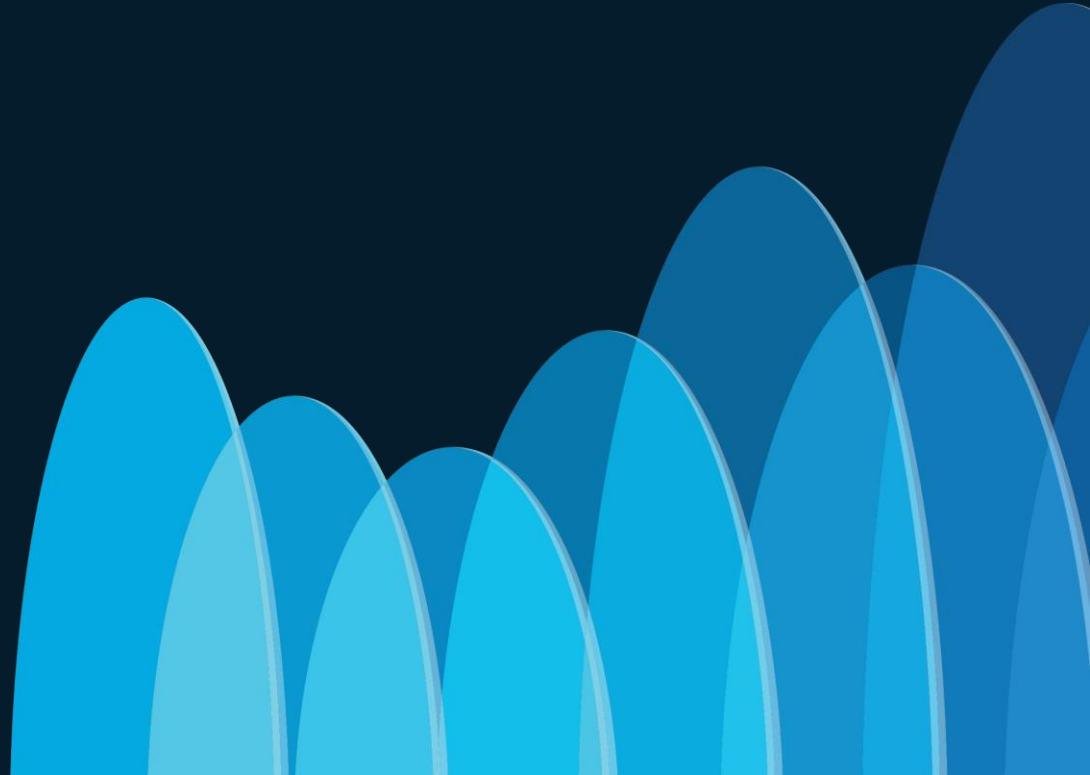


Headset and Camera Manageability in Control Hub

Quiz Time



Integrated Monitoring and Troubleshooting



BEFORE

Bad Meetings/
Calls are
Expected



NOW

Bad Meetings/
Calls are
Catastrophic!



Proactive Quality Alerts

The screenshot displays the Cisco Alerts center interface. On the left, a sidebar menu is visible with sections for MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Security, Organization Settings), and SERVICES (Updates & Migrations, Cumulus Organization). The 'Alerts center' option is highlighted in the sidebar and linked to the main content area. The main content area, titled 'Alerts center', has tabs for Alerts, Requests, and Manage. Below the tabs, there are filters for 'All alerts' and 'My alerts', a search bar, and a filter dropdown set to 'All'. The table below shows a list of alerts with columns for Severity, Alerts, Action, and Date. The alerts are categorized by severity (High) and include details about audio and video packet loss exceeding thresholds.

Severity	Alerts	Action	Date
High	Vandelay Board Room Issues - Audio Packet Loss was 89% which exceeded the threshold ...	View diagnostics	Today, 8:45 PM
High	Device live meeting alert (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 83% which ...	View Diagnostics	Today, 8:43 PM
High	Live Meeting Alerts (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 83% which exce...	View diagnostics	Today, 8:43 PM
High	Vandelay Board Room Issues - Audio Packet Loss was 69% which exceeded the threshold ...	View diagnostics	Today, 8:21 PM
High	Live Meeting Alerts (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 74% which exce...	View diagnostics	Today, 8:20 PM
High	Device live meeting alert (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 74% which ...	View Diagnostics	Today, 8:20 PM
High	Vandelay Board Room Issues - Audio Packet Loss was 79% which exceeded the threshold ...	View diagnostics	Today, 7:04 AM
High	Device live meeting alert (https://eurl.io/#abkTpBYof) - Video Packet Loss was 12% which ...	View Diagnostics	Today, 6:56 AM
High	Live Meeting Alerts (https://eurl.io/#abkTpBYof) - Video Packet Loss was 14% which excee...	View diagnostics	Today, 6:54 AM
High	Vandelay Board Room Issues - Audio Packet Loss was 75% which exceeded the threshold ...	View diagnostics	Today, 6:15 AM
High	Device live meeting alert (https://eurl.io/#abkTpBYof) - Audio Packet Loss was 75% which ...	View Diagnostics	Today, 6:06 AM

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, Webhook or PagerDuty

The screenshot shows the configuration interface for Proactive Alerts, divided into three main sections:

- Target:** This section allows monitoring up to 30 user emails or devices. It includes a radio button to select between "User email(s)" (selected) and "Device name(s)". Below is a text input field for "Enter user emails separated by commas" and a "Clear All" link. There is also a checkbox for "Monitor all participants".
- Rules:** This section defines the conditions for triggering an alert. It lists thresholds for Audio, Video, and Hardware. For Audio and Video, thresholds are set for Packet Loss (8%), Latency (800 ms), and Jitter (800 ms). For Hardware, a threshold is set for CPU (90%). The duration of the alert can be set as "Accumulated" or "Consecutive" time, with values of 8 minutes and 3 minutes respectively.
- Delivery channel:** This section specifies how alerts are delivered. It includes a checkbox for "Email" with a corresponding text input field. There are also checkboxes for "Webex space", "Webhook", and "PagerDuty". The "Webhook" option includes a note about editing the callback URL in the organization settings.

“That user” is reporting an issue again...



Control Hub Troubleshooting

Troubleshooting

Meetings & Calls | Live Meetings | Status | Video Mesh | Logs | Watermark Analysis

Search: juskelly@cisco.com x 18 Meetings & 30 Calls

Last 21 Days | 10/15/2024 → 11/04/2024 | (GMT +08:00) Australia/Perth

Justin Kelly • Active

Poor Meeting Minutes: 0 min (0 poor meetings)

Total Meeting Minutes: 771 mins (18 total meetings)

Poor Minutes of Call on Webex: 4 mins (2 poor calls)

Total Minutes of Call on Webex: 473 mins (27 total calls)

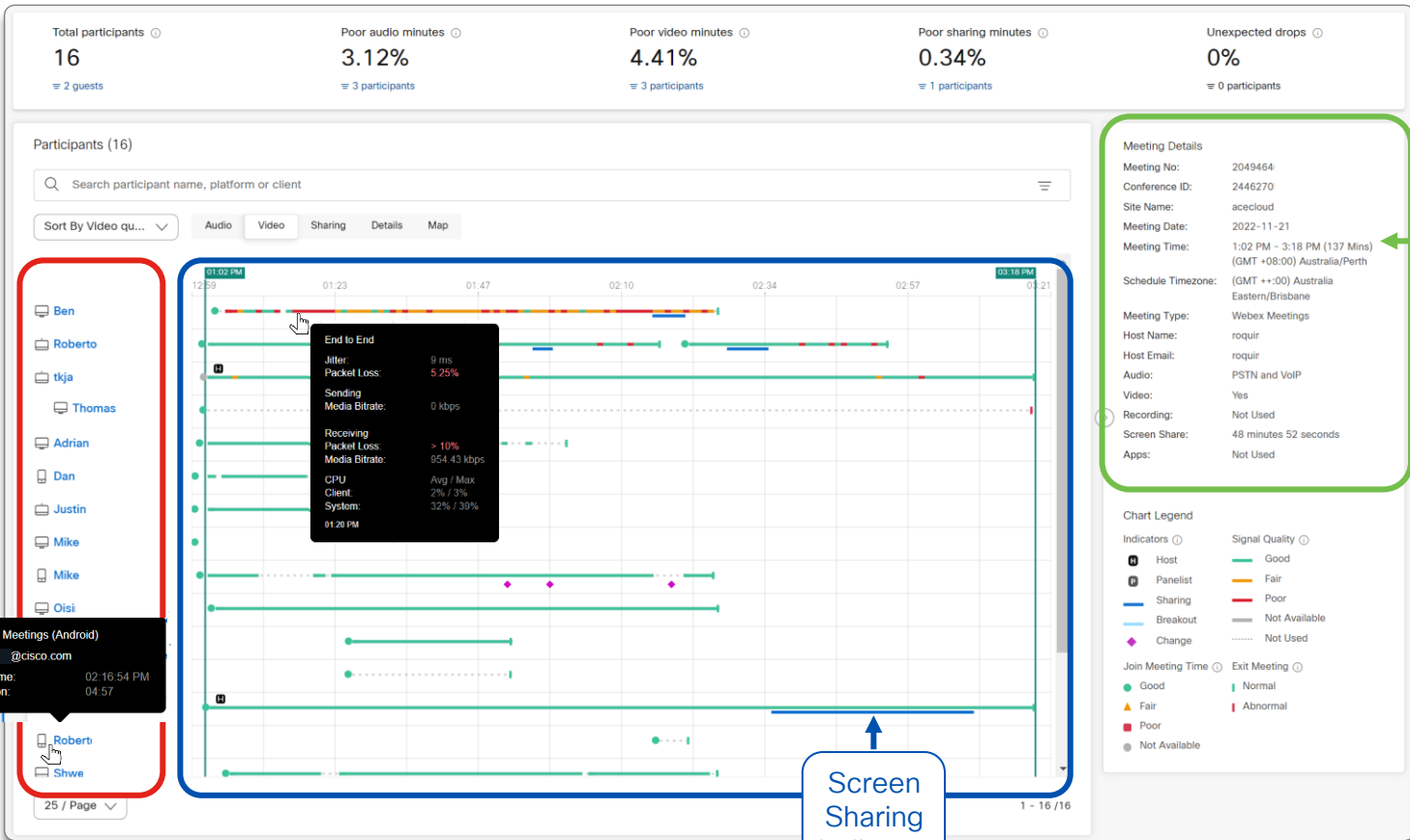
Poor Webex calling Minutes: 0 min (0 poor calls)

Justin Kelly's meetings & calls

Overall	Personal	Service	Start Time	Meeting / Caller number	Name	Host / Caller	Participants	Duration	Site / Location	Conference / Call ID
Poor	• Poor	☎	2024-10-22 09:59:22 AM	N/A	Justin Kelly →...	juskelly@...	1	11:15	N/A	4c2cf126-8de7-...
Good	• Good	☎	2024-10-21 03:48:08 PM	N/A	Rocco Buono...	rbuonoco	3	11:40	N/A	6dce103d-5622...
Good	• Good	☎	2024-10-21 03:47:16 PM	N/A	Justin Kelly(J...	juskelly	3	00:41	N/A	5804daf3-a715...
Good	• Good	☎	2024-10-21 02:22:31 PM	N/A	Conference Call	rbuonoco	6	56:34	N/A	9841db36-2eb1...

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

Webex Meeting Troubleshooting: Details



General Meeting Information

OS, App or Browser info

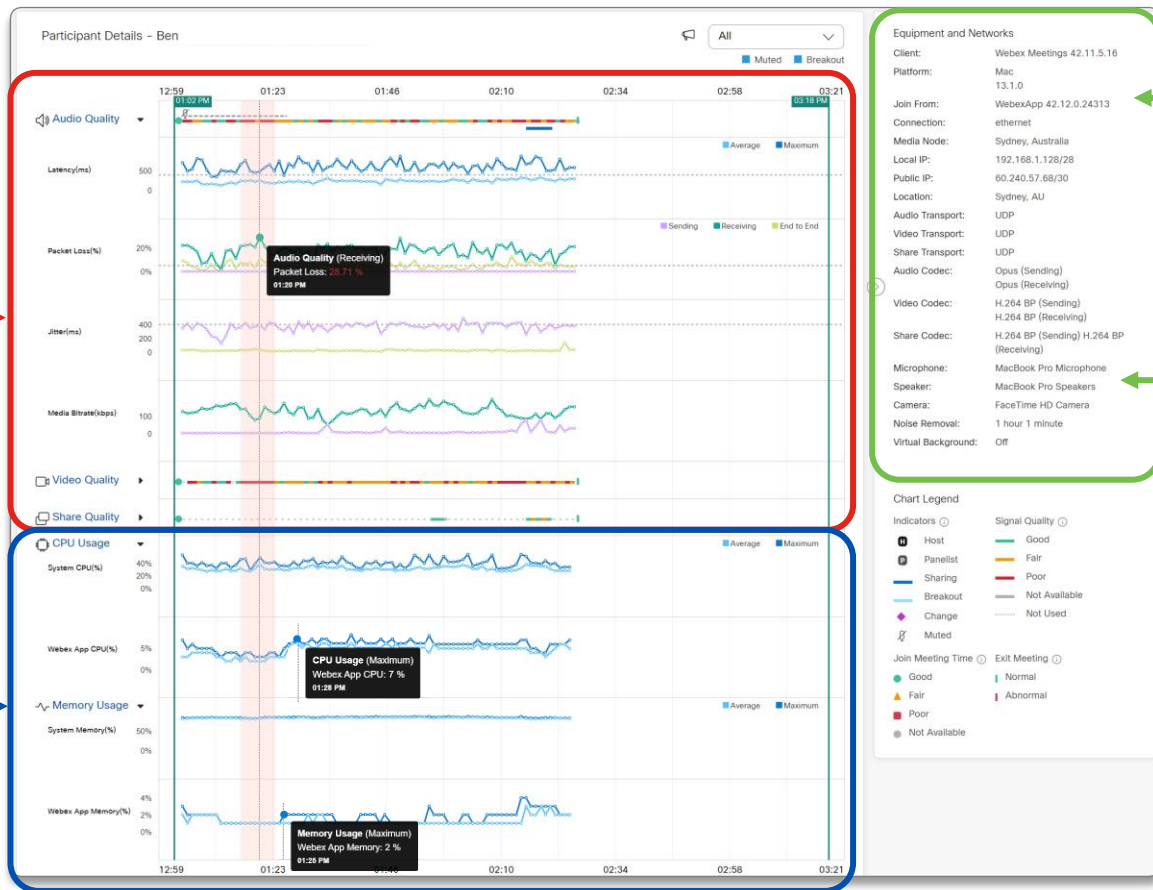
Screen Sharing Indicator

cisco Live!

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?

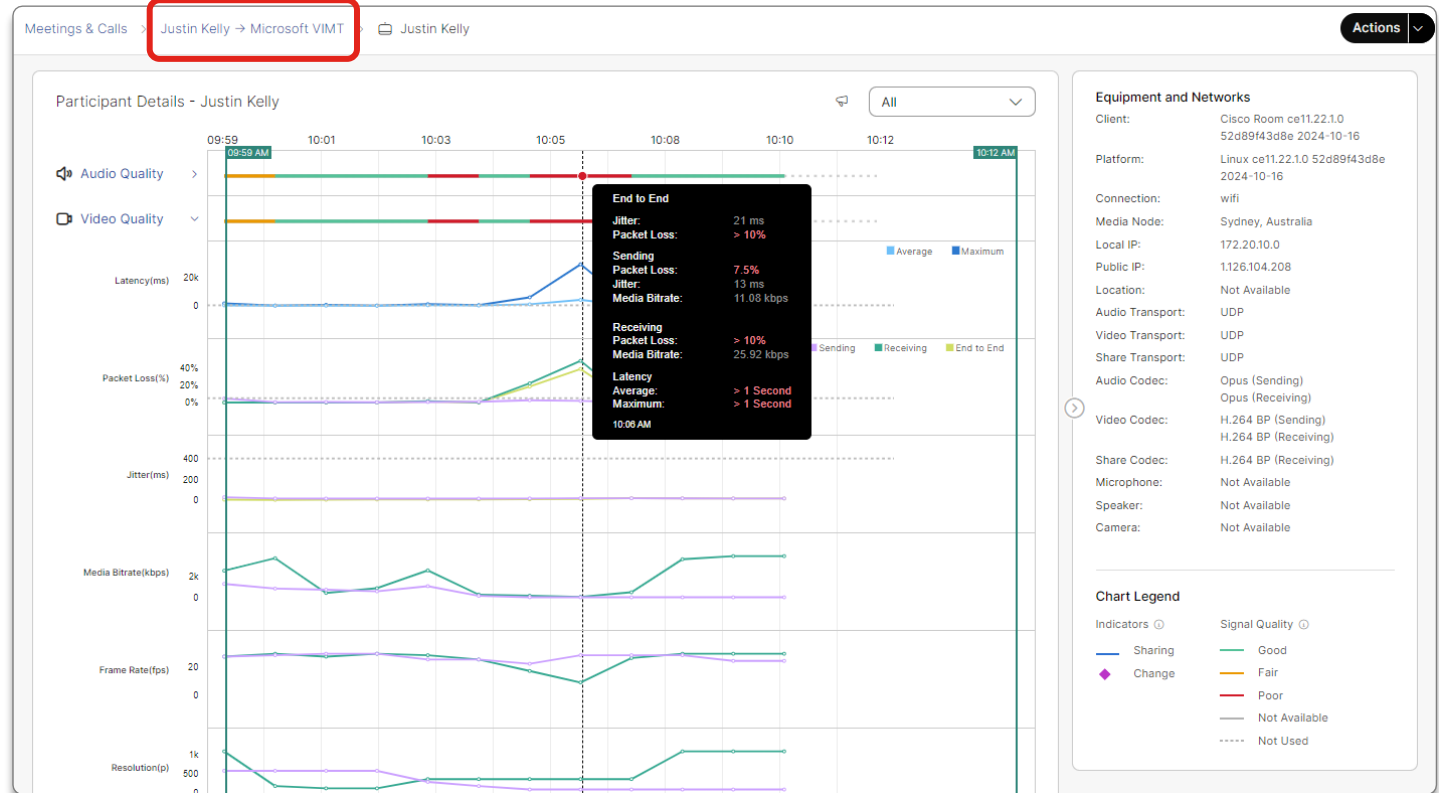
Device Centric Troubleshooting

The screenshot shows the Cisco Webex Control Hub interface for troubleshooting a Director device. The left sidebar contains navigation links for Return to Partner Hub, Overview, Alerts center, MONITORING (Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Groups, Locations, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Updates & Migrations, Messaging, Meeting, Calling). The main content area is titled 'Troubleshooting' and includes tabs for Meetings & Calls, Live Meetings, Status, Admin Activities, Connected UC, Logs, and Watermark Analysis. The 'Meetings & Calls' tab is active, showing a search filter for 'Device = Director' and 4 calls. A summary card for the 'Director' device shows its status as 'Online', workspace as 'Director', product name as 'Cisco Room Bar', device platform as 'CISCO', and location as 'N/A'. The 'Details' section provides further information: Wired Network Connectivity (E4:62:C4:AD:69:24 MAC Address, FOC2652NNDF Serial Number), Rooms & Desks Type (10.25.80.119 IP Address, director, SIP Address), and RoomOS October 2023 (RoomOS 11.9.1.11 718c82a6f42 Software Version, Stable Software Channel). Below this, four summary cards show 'Meetings with poor quality' (0), 'Calls on Webex with poor quality' (0 out of 3), 'Webex callings with poor quality' (0), and 'WebRTC with poor quality' (0 out of 1). The 'All meetings & calls' table lists four recent calls, all with 'Good' quality.

Overall	Quality	Service	Start Time	Meeting / Caller number	Name	Host / Caller	Participants	Duration	Site / Location	Conference / Call ID
Good	Good	WebRTC	2023-10-18 02:00:23 PM	N/A	Director	director	13	58:03	N/A	9c71fe11
Good	Good	WebRTC	2023-10-18 01:02:59 PM	N/A	Director	director	5	39:52	N/A	ebac7a5b
Good	Good	WebRTC	2023-10-17 12:35:22 PM	N/A	WebRTC Call	N/A	1	1:38:15	N/A	f9e9dbf4-
Good	Good	WebRTC	2023-10-17 09:30:14 AM	N/A	Director	director	2	46:06	N/A	c0fce24d-

Device troubleshooting for Microsoft CVI

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



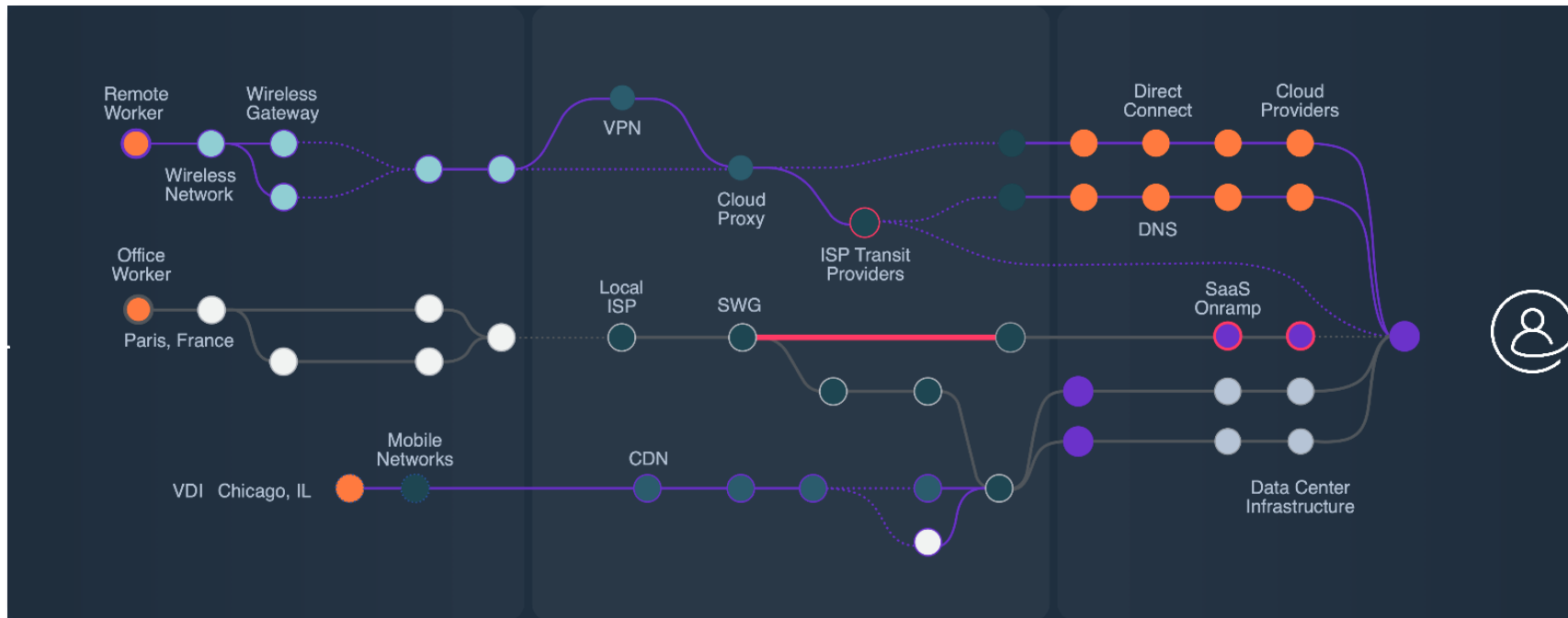
Webex and ThousandEyes Integration

The issue could be anywhere!

WFH and SD-WAN Networks

Cloud-based Network Services

Hybrid Cloud and SaaS Infrastructure



- Overview
- Alerts center
- MONITORING
- Webex Experience
- Analytics
- Troubleshooting
- Reports
- MANAGEMENT
- Users
- Workspaces
- Devices
- Apps
- Account
- Organization Settings
- SERVICES
- Updates & Migrations
- Messaging
- Meeting
- Calling
- Connected UC
- Hybrid
- Cumulus Organization

Troubleshooting

Meetings & CallsLive MeetingsStatusConnected UCLogs

All Sites

Export as JSON

Total Live Meetings 2

Total Live Participants 7

Meetings with Good Network 1

Participants with Good Network 6

Live Meetings Map

Network Performance

AudioVideo

IP by Network Performance

72.49.7.216/30	<div></div>
173.39.243.144/30	<div></div>
92.109.77.40/30	<div></div>
72.49.7.208/30	<div></div>

SiteName = All SitesEmail/Meeting #/Conf ID/Device Name2 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

- Overview
- Alerts center
- MONITORING
- Webex Experience
- Analytics
- Troubleshooting
- Reports
- MANAGEMENT
- Users
- Workspaces
- Devices
- Apps
- Account
- Organization Settings
- SERVICES
- Updates & Migrations
- Messaging
- Meeting
- Calling
- Connected UC
- Hybrid
- Cumulus Organization

Troubleshooting

Meetings & CallsLive MeetingsStatusConnected UCLogs

Packet LossLatency

IP by Network Performance

72.49.7.216/30	
173.39.243.144/30	
92.109.77.40/30	
72.49.7.208/30	

SiteName = All SitesEmail/Meeting #/Conf ID/Device Name2 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

Total participants ⓘ

Poor audio minutes ⓘ

Poor video minutes ⓘ

Poor sharing minutes ⓘ

Unexpected drops ⓘ

≡ 6 guests

≡ 2 participants

≡ 2 participants

≡ 0 participants

≡ 0 participants

⚡ Troubleshooting

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

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 ①

- Host
- Panelist
- Sharing
- Breakout
- Change

Signal Quality ②

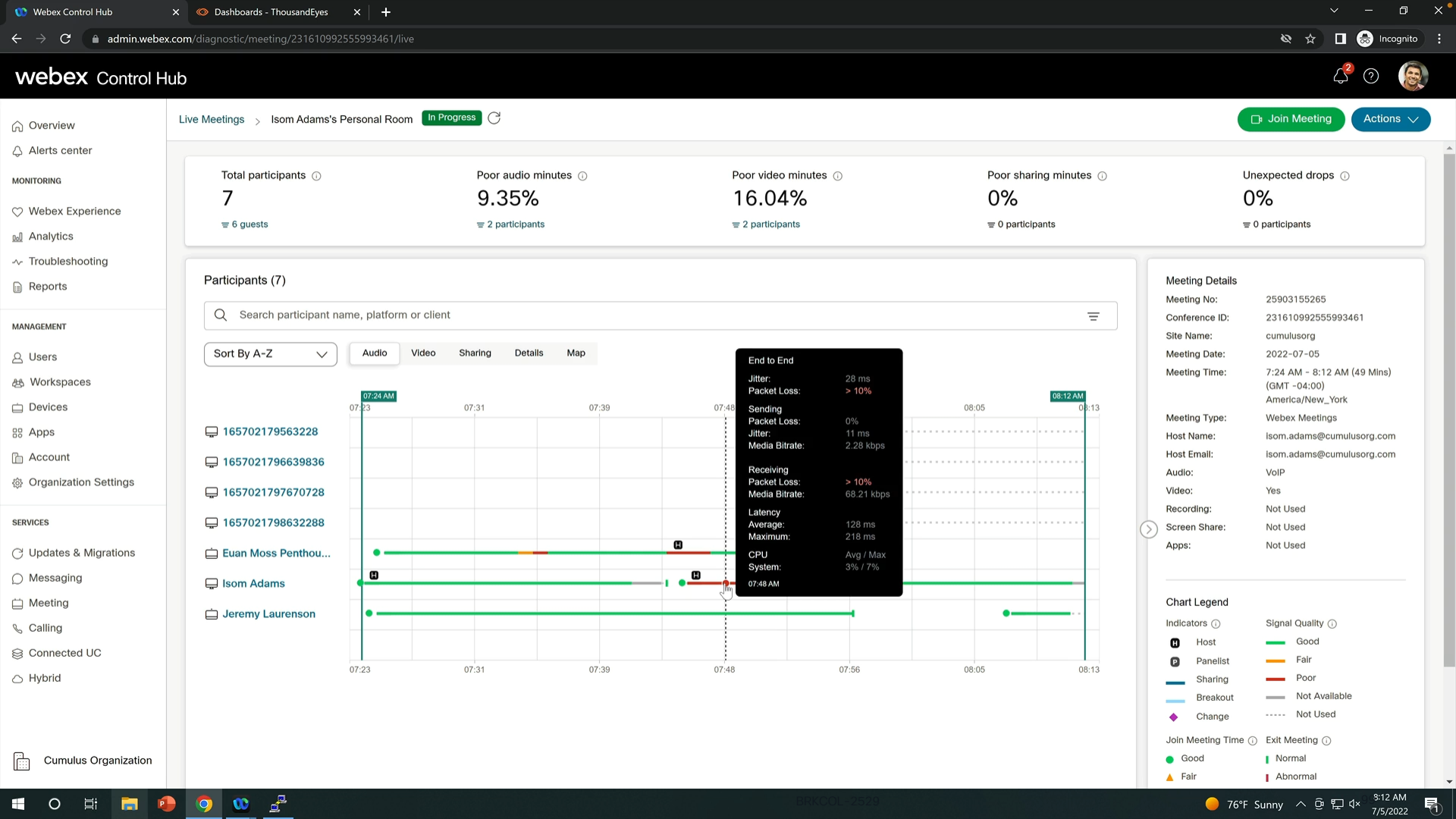
- Good
- Fair
- Poor
- Not Available
- Not Used

Join Meeting Time ③

- Good
- Fair

Exit Meeting ④

- Normal
- Abnormal

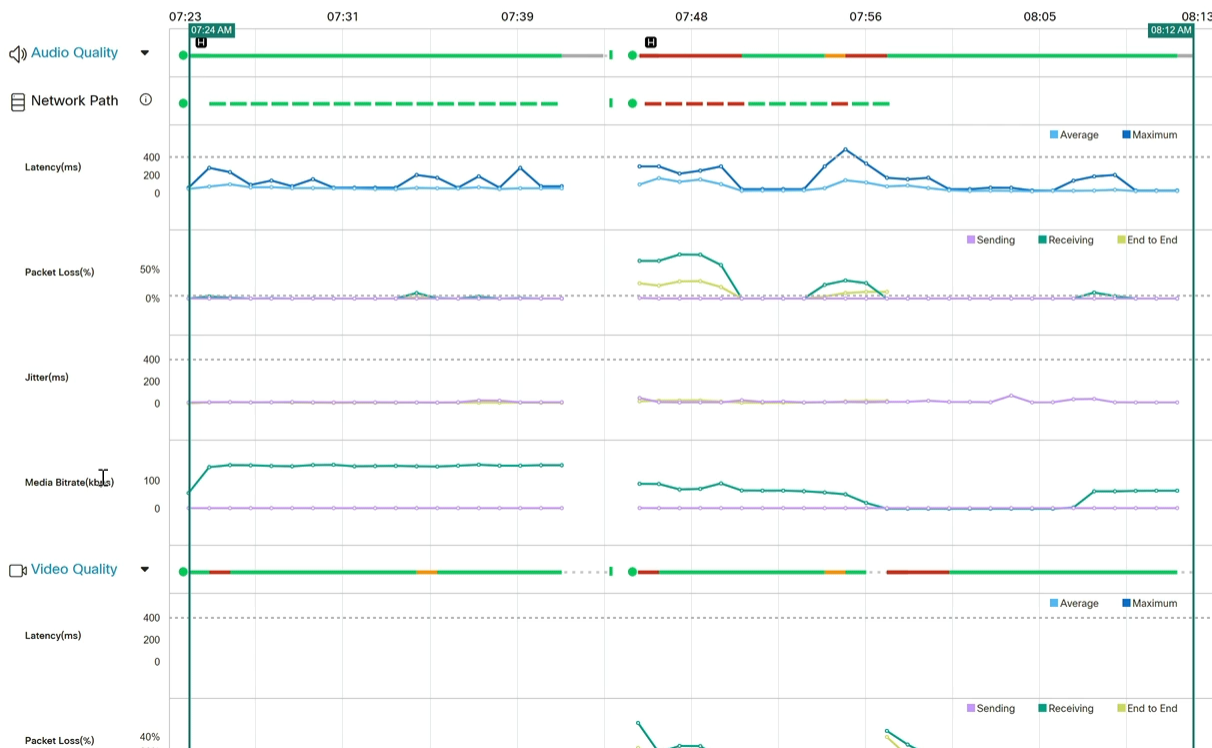


 Reports

⚙ Organization Settings

Hybrid

All



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

Indicators ⓘ

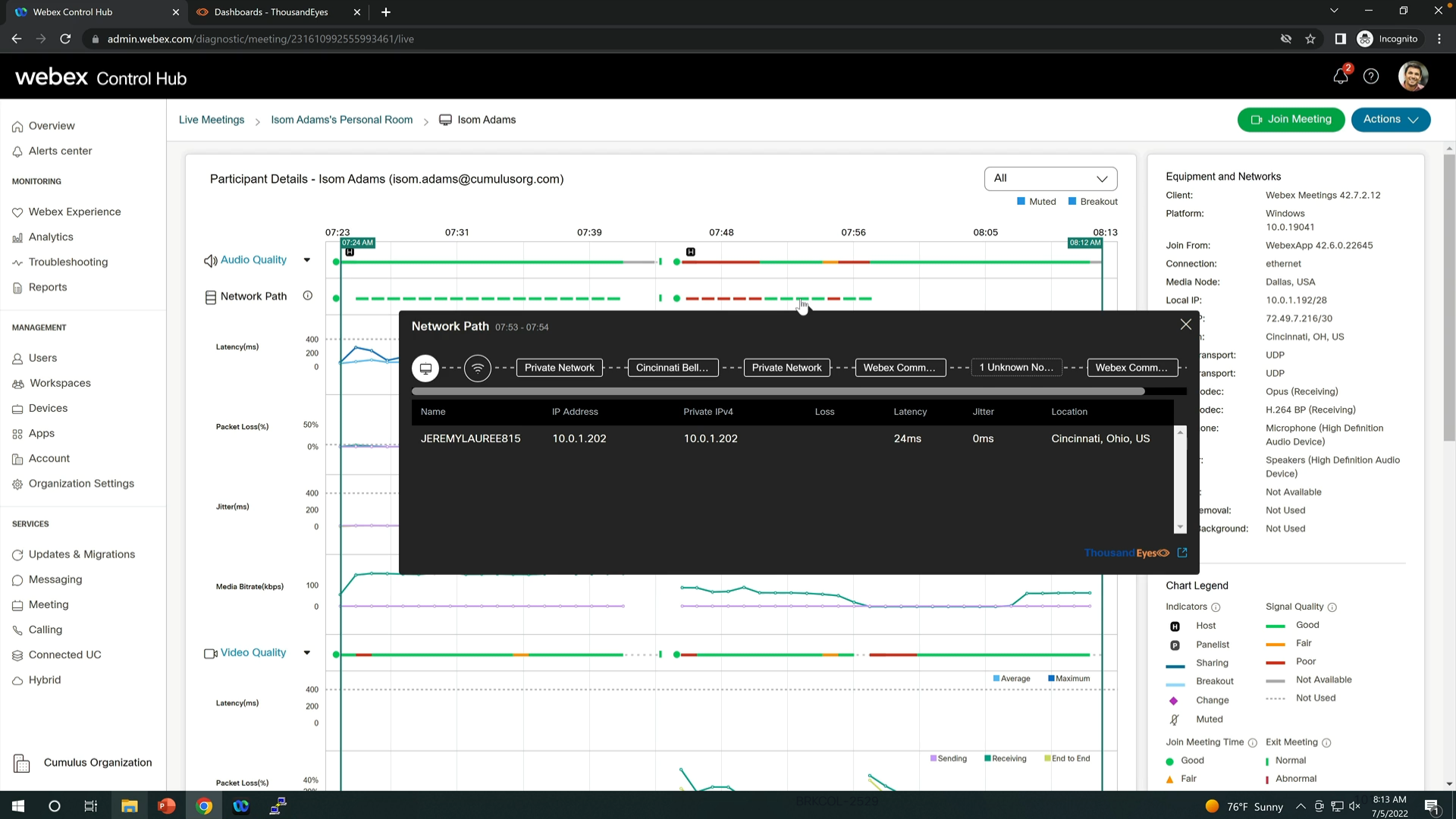
- H** Host
- P** Panellist
- Sharing
- Breakout
- Change
- Muted

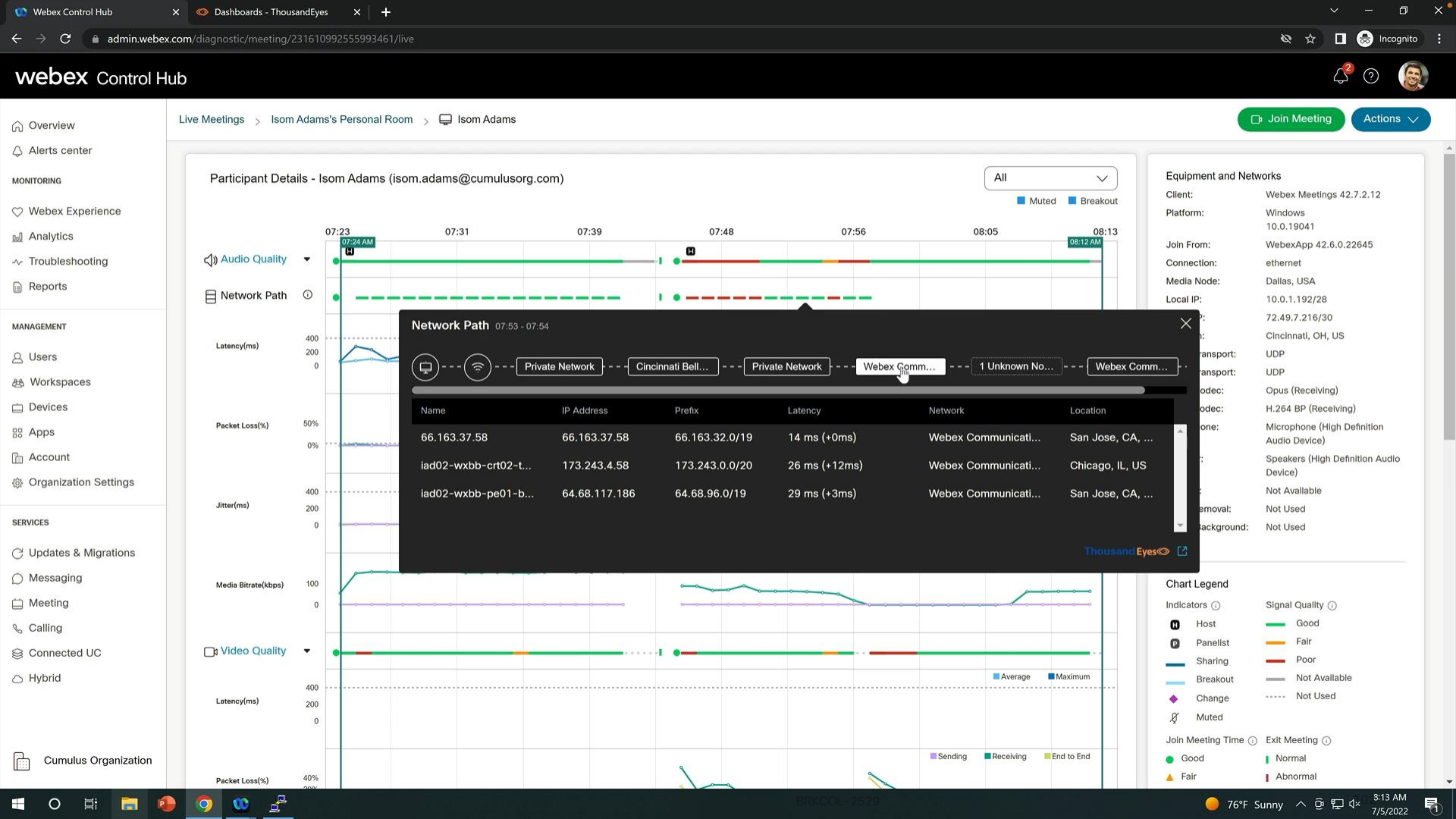
Signal Quality ⓘ

- Good
- Fair
- Poor
- Not Available
- Not Used

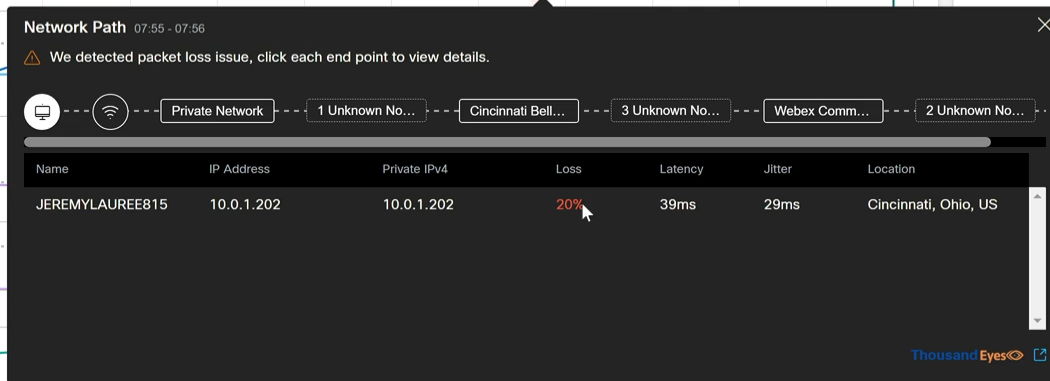
Join Meeting Time ⓘ Exit Meeting ⓘ

- Good
- Fair
- Abnormal
- Normal
- Abnormal





All



Port:	UDP
Port:	UDP
Known No...	Opus (Receiving)
	H.264 BP (Receiving)
	Microphone (High Definition Audio Device)
io, US	Speakers (High Definition Audio Device)
	Not Available
	Not Used
und:	Not Used

Indicators

- H** Host
- P** Panellist
- Sharing**
- Breakout**
- Change**
- Muted**

Signal Quality

- Good**
- Fair**
- Poor**
- Not Available**
- Not Used**

Join Meeting Time

- Good**
- Fair**

Exit Meeting

- Normal**
- Abnormal**

Webex Control Hub

Views - ThousandEyes

app.thousandeyes.com/view/endpoint-agent/?roundId=1730920620&metric=loss&scenarioId=astNetwork&filters=N4lgZglgNgLgpgJwM4gFygLYEMDGALCAOzgEkATNAbRABYA2OgdgEYAOHAVgFoAmHnHxBOZgGyUWGo27MADlyzCew3LgBGIALoBfHUA&testId=...

ThousandEyes

Endpoint Agents

Cloud & Enterprise Agents

Endpoint Agents

Overview

Views

Agent Views

Test Settings

Agent Settings

Cloud Insights

Devices

Internet Insights

Dashboards

Alerts

Integrations

Sharing

Account Settings

Webex new - Dynamic

Agent Jerry's Apartment

Add a filter

Save and Share

Endpoint Agent

Jerry's Apartment

IP Address10.10.20.4

Private IPv4 Address10.10.20.4

Public IPv4 Address129.222.79.182

NetworkSpace Exploration Technologies Corporation (AS 14593)

LocationDallas, Texas, US

Loss90%

Latency74 ms

Jitter< 1 ms

CPU Load17.1%

Memory63.7%

ProtocolTCP

Probing ModeSACK

Path Trace ModeDATA_IN_SESSION (with decremmenting TTL)

Show only this agent

Show traceroute style output

Show in Agent View

Loss

Average Loss

Number of Measurements

Showing data from Wed, Nov 6 19:17 - 19:18 UTC (7 hours ago)

Apply to the entire view

10 hops

Highlight nodes that match all / any

Search on Network, Country, IP address, Prefix, or Title...

Node Labels by None

Jerry's Apartment

Monks

Private Network

Unknown

Private Network

Unknown

Space Exp... (AS 14593)

Unknown

Webex Com... AS 13445

Unknown

23.89.13.171 (23.89.13.171)

further reading...

Webex and Microsoft Visibility with ThousandEyes [BRKCOL-2071]

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#CiscoLiveAPJC

BRKCOL-2529

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Steve's First Week Achievements in Control Hub

Fundamentals



Domains



Users
And Groups



Locations



Admins

Calling



Calling
Setup



Number
Sync



Calling
Analytics



Contact
Center

Devices



Identified
AV Issues



Configured
Miracast



VC Room
Audit



Managed
Headsets

Troubleshooting



Proactive
Alerts



User
Diagnostics



VC Room
Diagnostics



Network
Observability

Congratulations – You made it!



Keynote Deep Dives

Wednesday
10:30am – 11:30am



Experiences Amplified:
How AI Can Fuel Better Employee and Customer Experiences

Level 1
Room 106



Smart, Secure, Seamless:
Transforming Experiences with Next-Generation Networking

Level 2
Room 204



Harness a Bold New Era:
Transform Data Centre and Service Provider Connectivity

Level 2
Room 203



Securing User to Application and Everything in Between

Level 2
Melbourne Room 2



Unlocking Digital Resilience through Unified Observability

The HUB
Centre Stage

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Thank you

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