

Monitoring Cisco Unified Contact Center Enterprise

Cisco: Contact Center Enterprise PowerPack Beta version 101, revision 2

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Chapter

Introduction

Overview

This manual describes how to monitor Cisco Contact Center Enterprise services in SL1 using the Dynamic Applications in the Cisco: Contact Center Enterprise PowerPack.

The following sections provide an overview of Cisco Unified Contact Center Enterprise and the Cisco: Contact Center Enterprise PowerPack:

What is Cisco Unified Contact Center Enterprise?	1
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NOTE: ScienceLogic provides this documentation for the convenience of ScienceLogic customers. Some of the configuration information contained herein pertains to third-party vendor software that is subject to change without notice to ScienceLogic. ScienceLogic makes every attempt to maintain accurate technical information and cannot be held responsible for defects or changes in third-party vendor software. There is no written or implied guarantee that information contained herein will work for all third-party variants. See the End User License Agreement (EULA) for more information.

What is Cisco Unified Contact Center Enterprise?

Cisco Unified Contact Center Enterprise software offers solutions that enable inbound and outbound contact centers to improve their business processes and productivity. These solutions include real-time chat capabilities, email and social media messaging, web collaboration, and more.

What Does the Cisco: Contact Center Enterprise PowerPack Monitor?

The Cisco: Contact Center Enterprise PowerPack monitors the following Unified Contact Center Enterprise services and components:

- Cisco Unified Contact Center Enterprise
- Cisco Customer Voice Portal (CVP)
- Cisco Unified Intelligence Center (CUIC)
- Cisco Finesse

To monitor these services and components using SL1, you must install the Cisco: Contact Center Enterprise PowerPack. This PowerPack includes:

- An example credential you can use to create Basic/Snippet credentials that enable you to collect data from Cisco Unified Contact Center Enterprise (UCCE) using REST API
- Dynamic Applications to discover and monitor the Unity Express voice mailboxes
- Device Classes and Device Categories for each type of UCCE component device monitored by SL1
- Event Policies and corresponding alerts that are triggered when UCCE component devices meet certain status criteria
- Device dashboards for each type of discovered device

Installing the Cisco: Contact Center Enterprise PowerPack

Before completing the steps in this manual, you must import and install the latest version of the Cisco: Contact Center Enterprise PowerPack.

TIP: By default, installing a new version of a PowerPack overwrites all content from a previous version of that PowerPack that has already been installed on the target system. You can use the Enable Selective PowerPack Field Protection setting in the Behavior Settings page (System > Settings > Behavior) to prevent new PowerPacks from overwriting local changes for some commonly customized fields. (For more information, see the System Administration manual.)

To download and install a PowerPack:

- 1. Download the PowerPack from the ScienceLogic Customer Portal.
- 2. Go to the **PowerPack Manager** page (System > Manage > PowerPacks).
- 3. In the **PowerPack Manager** page, click the **[Actions]** button, then select Import PowerPack.

4. The Import PowerPack dialog box appears:

Import	PowerPack™	×
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- 5. Click the **[Browse]** button and navigate to the PowerPack file.
- 6. When the **PowerPack Installer** modal page appears, click the **[Install]** button to install the PowerPack.

NOTE: If you exit the **PowerPack Installer** modal page without installing the imported PowerPack, the imported PowerPack will not appear in the **PowerPack Manager** page. However, the imported PowerPack will appear in the **Imported PowerPacks** modal page. This page appears when you click the **[Actions]** menu and select *Install PowerPack*.

Chapter

2

Configuration and Credentials

Overview

The following sections describe how to configure Cisco Unified Contact Center Enterprise services for monitoring by SL1 using the Cisco: Contact Center Enterprise PowerPack:

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Configuring Unified Contact Center Enterprise Monitoring Using SNMP

Before you can discover and monitor Cisco Unified Contact Center Enterprise (UCCE) devices in SL1, you must first configure SNMP community strings in each of the UCCE services that you will monitor with SL1. You can then create an SNMP credential in SL1 that enables it to collect data from the UCCE services. Finally, you must compile several Management Information Bases (MIBs) that are required for monitoring UCCE.

Enabling SNMP in Cisco Unified Contact Center Enterprise

To enable SNMP in Cisco Unified Contact Center Enterprise, perform the following steps:

- 1. Log in to the Cisco Unified Contact Center Enterprise Server as an administrator.
- 2. Open Microsoft Management Console (32-bit).
- 3. Click [File], then select Add/Remove Snap-In. The Add or Remove Snap-ins page appears.

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- 4. In the Available snap-ins field, select Cisco SNMP Agent Management, then click [Add >] to move it to the Selected snap-ins field.
- 5. Click **[OK]**.

6. In the left panel of the Microsoft Management Console, click **Cisco SNMP Agent Management**. Then, in the right panel, right-click **Community Names (SNMP v1, v2c)** and select *Properties*.

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7. In the **Community Names (SNMP v1/v2c) Properties** modal page, click the **[Add New Community]** button to enable the fields on the page.

8. Make entries in the following fields:

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- Community Name. Enter a name for the new community string.
- **SNMP Version**. Select SNMP v2c.
- Access Rights. Select Read Only.
- 9. Click **[Save]**, and then click **[OK]**.
- 10. Close the Microsoft Management Console.
- 11. Open the Microsoft Windows Services console.

12. In the Microsoft Windows Services console, select **Cisco Contact Center SNMP Management** from the list of local services, then click the **Restart** hyperlink to restart the service.

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		Application Layer Gateway Service	Provides s		Manual	Local Service		
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- 13. Close the Microsoft Windows Services console.
- 14. Click the Windows [Start] menu, then go to Control Panel > System and Security > Windows Firewall.
- 15. In the left panel, click the **Turn Windows Firewall on or off** hyperlink. The **Customize Settings** page appears.
- 16. Under **Domain network location settings**, select Turn off Windows Firewall, then click **[OK]**.
- 17. To enable SNMP in Cisco Unified Contact Center Enterprise Data Server, log in to Cisco Unified Contact Center Enterprise Data Server as an administrator and repeat steps 2-16.

Enabling SNMP in Cisco Unified Customer Voice Portal (CVP)

To enable SNMP in Cisco Unified Customer Voice Portal, perform the following steps:

1. Log in to Cisco Unified Customer Voice Portal as an administrator.

2. Click the **[SNMP]** tab, then select V1/V2c > Community String.

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3. On the Find, Add, Delete, Edit V1/V2c Community Strings page, click the [Add New] button.

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4. The V1/V2c SNMP Community String Configuration page appears. Make entries in the following fields:

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- Community String Name. Enter a name for the new community string.
- SNMP Version Information. Select V2C.
- For the other fields on the page, use the default values.
- 5. Click the **[Devices]** tab.

🧟 Cisco Unified Customer Voice Portal - Add new Community String - Windows Internet Explorer	_ 8 ×
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V1/V2c SNMP Community String Configuration	
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- 6. Select one or more of the devices in the **Available** field, then click the right-arrow icon to move the selected device(s) to the **Selected** field.
- 7. Click the **[Save & Deploy]** button. A message confirms that the configuration of the SNMP community string was successfully applied to the selected device(s).

Enabling SNMP in Cisco Unified Intelligence Center (CUIC)

To enable SNMP in Cisco Unified Intelligence Center, perform the following steps:

- 1. Log in to Cisco Unified Intelligence Center as an administrator.
- 2. In the left panel, click [Network Management], then select SNMP.

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Admin User Management Control <p< td=""><td>s affiliales in the U.S. and certain other countries. s dees not imply third party authority to import, export, distribute or use encryption. tons if you are unable to comply with U.S. and local laws, return this product immediately.</td></p<>	s affiliales in the U.S. and certain other countries. s dees not imply third party authority to import, export, distribute or use encryption. tons if you are unable to comply with U.S. and local laws, return this product immediately.
Copyright @ 2014 Cisco Systems, Inc.	

3. On the SNMP Community String Configuration page, under Search Options, click [Find]. The Search Results section appears.

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- 4. Under Search Results, click [Add New].
- 5. Enter values in the following fields:

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- Community String Name. Enter a name for the new community string.
- Access Privileges. Select ReadOnly.
- For the other fields on the page, use the default values.
- 6. Click [Save].

7. Click [OK] to restart the SNMP master agent.



Enabling SNMP in Cisco Finesse Server

To enable SNMP in Cisco Finesse Server, perform the following steps:

- 1. Log in to Cisco Unified Operating System Administration as an administrator.
- 2. In the top-right corner of the page, in the **Navigation** field, select Cisco Unified Serviceability and then click **[Go]**.



NOTE: You might be required to enter your login credentials again before proceeding.

3. Click the **[SNMP]** tab, then select V1/V2c > Community String.

Cisco Unified Serviceability For Cisco Unified Communications Solutions	Navigation Cisco Unified Serviceability - Go
	Administrator About Logout
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V1/V2c <u>Community String</u>	
Cisco Unifie 1 V2 • Notification Destination	
SystemGroup	
System version: 10.5 1.10000-5	
VMware Installation: 4 vCPU Intel(R) Xeon(R) CPU E7- 2830 @ 2.13GHz, disk	1: 146Gbytes, 8192Mbytes RAM
Copyright © 1999 - 2011 Cisco Systems, Inc. All rights reserved.	
This product contains cryptographic features and is subject to United States and local country la exporters, distributors and users are responsible for compliance with U.S. and local country law	ws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, s. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.
A summary of U.S. laws governing Cisco cryptographic products may be found at our Export C	ampliance Product Report web site.
For information about Cisco Unified Communications Manager please visit our Unified Commun	cations System Documentation web site.
For Cisco Technical Support please visit our Technical Support web site.	

4. On the SNMP Community String Configuration page, under Search Options, click [Find]. The Search Results section appears.

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Search Options		
Find Community Strings where Name begins with	- Find	
(Community Strings where Name begins with any)		
- Search Results		
Add New		
" - indicates required item.		

5. Under Search Results, click [Add New].

6. Enter values in the following fields:

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🔚 Save 🔛 Clear All 🔄 Cancel	
Status	
3 Status : Ready	
Server* CUIC1 -	
Community String Information	
Community String Name* public	
Host IP Addresses Information	
Accept SNMP Packets from any host O Accept SNMP Packets only from these hosts	
Host IP Address	
Insert	
Host IP Addresses	
Remove	
Access Privileges	
Access Privileges* ReadOnly	
Notify access privilege is required in order to configure Notification Destinations.	
Apply To All Nodes	
Save Clear All Cancel	
Image: a state of the state	

- Community String Name. Enter a name for the new community string.
- Access Privileges. Select ReadOnly.
- For the other fields on the page, use the default values.
- 7. Click [Save].
- 8. Click [OK] to restart the SNMP master agent.

SNMP master agent needs to be restarted in order for these changes to take effect. It is recommended to restart the SNMP master agent changes are completed.	jent once all the configuration
Restarting SNMP Master Agent also restarts the Host Resources Agent if it is running.	
Master agent restart will take around 1min	
Press OK to restart the SNMP master agent now or Cancel to restart later.	
	OK Cancel

Creating an SNMP Credential for Unified Contact Center Enterprise

To configure SL1 to monitor Cisco Unified Contact Center Enterprise (UCCE), you must create an SNMP credential. This credential allows the Dynamic Applications in the Cisco: Contact Center Enterprise PowerPack to communicate with your UCCE account.

To configure an SNMP credential for UCCE:

- 1. Go to the **Credential Management** page (System > Manage > Credentials).
- 2. Click the [Create] button.

3. In the drop-down list that appears, select SNMP Credential. The Credential Editor page appears:

Credential Editor		×					
Create New SNMP Credential		Reset					
Basic Settings Profile	Name	SNMP Version					
Port	Timeout(ms)	Retries					
SNMP V1/V2 Settings SNMP Community (Read-	SNMP V1/V2 Settings SNMP Community (Read-Only) SNMP Community (Read/Write)						
SNMP V3 Settings Security Name	Sec	curity Passphrase					
Authentication Protocol	Security Level [[Authentication Only]]	SNMP v3 Engine ID					
Context Name	Privacy Protocol	Privacy Protocol Pass Phrase					
1	Save						

- 4. In the **Profile Name** field, enter a name for the credential.
- 5. In the **SNMP Version** field, select SNMP V2.
- 6. In the SNMP Community (Read Only) field, enter the community string for the UCCE services.
- 7. Optionally, supply values in the other fields in this page. In most cases, you can use the default values for the other fields.
- 8. Click the [Save] button.

Compiling SNMP MIBs for Unified Contact Center Enterprise

You must manually compile some of the Management Information Base (MIB) files that are required for monitoring Cisco Unified Contact Center Enterprise in SL1. To compile these MIBs, perform the following steps:

- 1. Go to the **MIB Compiler** page (System > Tools > MIB Compiler).
- 2. Locate the CISCO-CONTACT-CENTER-APPS-MIB and then click its lightning bolt icon (🖉).
- 3. Repeat step 2 for the CISCO-CUICAPPS-MIB and the CISCO-CVP-MIB.

NOTE: The MIB Compiler page displays "Yes" in the Compiled column for the MIBs before these steps are completed. However, you must still compile the MIBs manually using the lightning bolt icon (*I*).

If the message "MIB File Missing" appears when you click the lightning bolt icon (🥍), you must download and import the MIB(s) before compiling them. To do so:

- 1. Download the MIB(s) you need:
 - CISCO-CONTACT-CENTER-APPS-MIB: <u>ftp://ftp.cisco.com/pub/mibs/v2/CISCO-CONTACT-</u> <u>CENTER-APPS-MIB.my</u>
 - CISCO-CUICAPPS-MIB: ftp://ftp.cisco.com/pub/mibs/v2/CISCO-CUICAPPS-MIB.my
 - CISCO-CVP-MIB: ftp://ftp.cisco.com/pub/mibs/v2/CISCO-CVP-MIB.my
- 2. Go to the **MIB Compiler** page (System > Tools > MIB Compiler).
- 3. Click the [Import] button.
- 4. Click the [Browse] button to locate the downloaded MIB. Select the MIB, and then click the [Import] button.
- 5. Click **[OK]** to confirm.
- 6. On the **MIB Compiler** page, locate the imported MIB and click its lightning bolt icon (🖉) to compile it.
- 7. If you downloaded more than one MIB, repeat steps 2-6 for the additional MIB(s) that need to be imported and compiled.

Configuring Unified Contact Center Enterprise Monitoring Using REST API

Some Dynamic Applications in the Cisco: Contact Center Enterprise PowerPack collect data from Cisco Unified Contact Center Enterprise (UCCE) using the UCCE REST API. These Dynamic Applications require a Basic/Snippet credential to enable SL1 to communicate with your UCCE account. An example Basic/Snippet credential that you can edit for your own use is included in the Cisco: Contact Center Enterprise PowerPack.

To create a Basic/Snippet credential to monitor UCCE:

- 1. Go to the Credential Management page (System > Manage > Credentials).
- 2. Locate the Cisco: CCE Sample Credential, then click its wrench icon (²). The Edit Basic/Snippet Credential modal page appears.

3. Enter values in the following fields:

Credential Editor [157]				>
Edit Basic/Snippet Credential #157			New	Reset
Basic Settings				
	Credential Name			
Cisco: CCE Sample Credential				
Hostname/IP	Port		Timeout(ms)	
[%D	60000			
Us	ername		Password	
administrator				
	Save Save As			

- Credential Name. Enter a new name for the credential.
- Hostname/IP. Enter "%D".
- Port. Enter "7890".
- Timeout. Enter "60000".
- Username. Enter the username for a user with administrator access to the UCCE system.
- Password. Enter the password for the UCCE administrator account.
- 4. Click the **[Save As]** button.
- 5. When the confirmation message appears, click **[OK]**.

Chapter



Discovery

Overview

The following sections describe how to discover Cisco Unified Contact Center Enterprise devices for monitoring by SL1 using the Cisco: Contact Center Enterprise PowerPack:

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Viewing Cisco Unified Contact Center Enterprise Component Devices	21

Discovering Component Devices in Cisco Unified Contact Center Enterprise

When you discover your Cisco Unified Contact Center Enterprise (UCCE) instance with SL1, SL1 auto-aligns a series of Dynamic Applications to discover, configure, and monitor UCCE, Customer Voice Portal (CVP), Cisco Unified Intelligence Center (CUIC), and/or Finesse services, and all the associated component devices.

To discover your UCCE instance, perform the following steps:

1. Go to the **Discovery Control Panel** page (System > Manage > Discovery).

2. Click the [Create] button. The Discovery Session Editor page appears:



- 3. Supply values in the following fields:
 - IP Address/Hostname Discovery List. Enter the IP address(es) or the range of IP addresses for the UCCE, CVP, CUIC, and/or Finesse services you want to discover.
 - SNMP Credentials. Select the SNMP credential you created.
 - Other Credentials. Select the Basic/Snippet credential you created.
- 4. Optionally, supply values in the other fields in this page. For a description of the fields in this page, see the **Discovery & Credentials** manual.
- 5. Click the **[Save]** button.
- 6. The **Discovery Control Panel** page refreshes. Click the lightning bolt icon (*I*) for the discovery session you created.
- 7. In the pop-up window that appears, click the **[OK]** button. The **Discovery Session** page displays the progress of the discovery session.

Viewing Cisco Unified Contact Center Enterprise Component Devices

When SL1 discovers your Cisco Unified Contact Center Enterprise (UCCE), Customer Voice Portal (CVP), Cisco Unified Intelligence Center (CUIC), or Finesse services, SL1 creates component devices that represent each component in those services.

In addition to the **Device Manager** page, you can view all associated component devices in the following places in the user interface:

• The **Device View** modal page (click the bar-graph icon [⁴¹¹] for a device, and then click the **Topology** tab) displays a map of the selected device and all of the devices with which it has parent-child relationships. Double-clicking any of the devices listed reloads the page to make the selected device the primary device:



• The **Device Components** page (Registry > Devices > Device Components) displays a list of all root devices and component devices discovered by SL1, in an indented view, so you can easily view the hierarchy and relationships between child devices, parent devices, and root devices. To view the component devices associated with your service, find the UCCE, CVP, CUIC, or Finesse device and click its plus icon (+):



The Component Map page (Views > Device Maps > Components) allows you to view devices by root
node and view the relationships between root nodes, parent components, and child components in a map.
This view makes it easy to visualize and manage root nodes and their components. SL1 automatically
updates the Component Map as new component devices are discovered. The platform also updates each
map with the latest status and event information. To view the map for your UCCE, CVP, CUIC, or Finesse
service, go to the Component Map page and select the map from the list in the left NavBar. To learn more
about the Component Map page, see the Views manual.



Chapter



Dashboards

Overview

The following sections describe the device dashboards that are included in the Cisco: Contact Center Enterprise PowerPack.

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Cisco: CCE Logger	
Cisco: CCE Peripheral Gateway	
Cisco: CUIC	32
Cisco: CVP H323	
Cisco: CVP ICM	
Cisco: CVP IVR	35
Cisco: CVP Reporting	
Cisco: CVP SIP	
Cisco: CVP VXML	
Host Resource and IF MIBS+Topology	

Device Dashboards

The Cisco: Contact Center Enterprise PowerPack includes device dashboards that provide summary information for Contact Center Enterprise component devices. The following device dashboards in the Cisco: Contact Center Enterprise PowerPack are aligned as the default device dashboard for the equivalent device class.

Cisco: CCE Admin and Data Server

Close	<u>S</u> ummary	<u>P</u> erformance	Topo	ology	<u>C</u> onfigs	Journals In	Iterfaces	Lo	gs			
Events Device Dashbo	Tickets ard: Cisco: CCE Admin and	Software Data Server ▼	Proc	esses	Services T	CP Ports Or	ganization	As	set			
Device I Organic Root D Parent D Device Host	Name 10 DistAW Distributor ID 2279 Class Cisco Systems cation System levice ccedata levice poce name	2			Managed Type Category Sub-Class Uptime Group / Collector	Component Device UC.ContactCenter CCE Administration a 0 days, 00:00:00 CUG em7_ao	ind Data Servi	er			CCE Data Stor	·e
ICM Distributo	r - DB Write Average Time	0400			There are	: no events or tickets f	or this device			Elements	Active Even Cleared Even Active Tickets [OW] Resolved Ticke Log Message Software Title Processe	ts 5 5 5 6 6 6 6 6 6 6 6 6 7 7 7 7 7 7 7 7 7 7
0.13	18. Mar	04:00	08:00								Service TCR Por	is 🎲
DB Write Dec	Do Mile Received	Trocessea		Queue Depth	_	_	_	Write Aver	ana Tima			
0.07Records				1Transaction	5			0.07ns				
0.06Records								0.06ns				
0.05Records				0.8Transaction:	5			0.05ns				
0.04Records				0.6Transaction:	5			0.04ns				
0.03Records								0.03ns				
0.02Records				0.4Transaction:	5			0.02ns				
0.01Records				0.2Transaction:	5			0.01ns				
0Records	18. Mar Agent DB Write Rcds Pro CallType DB Write Rcds P Service DB Write Rcds Pro Route DB Write Rcds Pro Route DB Write Rcds Pro Agent Skill Group DB Write	04:00 cessed Processed cessed cessed te Rcds Processed	08:00	OTransaction	18. Mar Agent Queue Depth — Service Queue Depth Agent Skill Group Queu	04:00 - CallType Queue Dep — Route Queue Dep le Depth	08:00	Ons -	18. Mar Agent DB CallType Service D Route DB Agent Ski	Write Avera DB Write Avera DB Write Avera Write Avera ill Group DB	04:00 age Time erage Time erage Time ge Time Write Avg Time	08:00

The Cisco: CCE Admin and Data Server device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Four instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - DB Write Average Time
 - DB Write Records Processed

- Queue Depth
- Write Average Time

Cisco: CCE Call Router

Close <u>E</u> vents Device Dashboard: (<u>Summary</u> <u>T</u> ickets Cisco: CCE Call Route	<u>P</u> erformance Software	e T <u>o</u> p Proc	ology esses	<u>C</u> onfigs Service	s Jo s TC	urnals P Ports C	Interfaces Organization	Logs Asset			
Device Name ID Class Organization Root Device Parent Device Device Hostname	10 Router RouterA 1 2258 Cisco Systems System JBS-snmpsim-CCE pcce					Managed Type Category Sub-Class Uptime Group / Collector	Component Devi UC.ContactCentr CCE Call Router 0 days, 00:00:00 CUG em7_ao	ce er				all Router
Number of Logged 20Agents 10Agents 0Agents	In Agents	06 ¹ 00 Logged On	08:00			There are	no events or ticke	ets for this devic	e		Elements Active E Cleared E Active Tickets [(Resolved Ti Log Mess Software Proce	✓ ▲ vents 8 ▲ vvents 8 ▲ OVVP1
Router Calls Per Se	c (Last 12 hours)			Router C	alls in Progress ((Last 12 hours)			Peripheral Gatew	ay and NIC Cou	ints	
0.05Calls/Sec				10Calls					2PGs Enabled			- 0.05Nics
0Calls/Sec	18. Mar	04:00	08:00	0Calls	18.	Mar	04:00	08:00	0PGs Enabled	18 Mar	06:00	ONics
	- Router Calls	Per Sec	00.00		_	- Router Calls I	n Progress	00.00	- Route	r PGs Enabled	Count — Router	Vic Count
No Matching Data (Router Calls	Per Sec		No Match	ning Data (Last 1	- Router Calls I 2 hours)	n Progress	00.00	Route No Matching Data	r PGs Enabled I (Last 12 hours	Count — Router	Nic Count
No Matching Data (- Router Calls	Per Sec		No Match	hing Data (Last 1	- Router Calls I 2 hours)	n Progress	00.00	Route No Matching Data	r PGs Enabled I (Last 12 hours	Count — Router	Nic Count

The **Cisco: CCE Call Router** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Number of Logged In Agents
 - Router Calls Per Sec
 - Calls In Router and Calls In Queue
 - Router Calls In Progress
 - Pending PQA Agent Count

- Peripheral Gateway and NIC Counts
- Pending PQ Count

Cisco: CCE Campaign

Close Summary Performance Events Tickets Software Device Dashboard: Cisco: CCE Campaign ▼	T <u>opology C</u> onfigs Processes Services T	Journals Interfaces CP Ports Organization	on Asset	
Device Name ID Campaign CampaignManager 3 ID 2280 Class Cisco Systems Organization System Root Device ccedata Parent Device Decedata Device Hostname Exelement Device	Managed Ty Catego Sub-Cla Uptin Group / Collect	Component Device UC.ContactCenter CCE Campaign days, 00:00:00 CUG em7_ao		CCE Campaign
Vitals [Current] Overall Healthy Vitals [Average] Avail (24 Hr.) Undefined Latency (24 Hr.) Unknown ms	There are no events or ticke	ts for this device		Elements - 4 Active Events - 4 Cleared Events 4 4 Active Tickets - 5 Log Messages 5 5 Software Titles - 5 Processes - 5 Services - 5 TCP Ports - 4
Active Dialers 2	Average Queue Time		Queue Depth	
	1Messages		0.05Messages 0.025Messages	
	OMessages 18. Mar	04:00 08:	00 OMessages	18. Mar 04:00 08:00
	- Avg Queue Ti	me (Messages)		Queue Depth (Messages)
Database Utilization		Do Not Call Number Count		
0.05%		0.05Entries		
0.025%	P	025Entries		
0% 22:00 18. Mar 02:00 04:	0 08:00 08:00	0Entries	18. Mar 03:0 — Do Not Call Number Cot	0 08:00 09:0

The **Cisco: CCE Campaign** device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Five instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Active Dialers
 - Average Queue Time
 - Queue Depth
 - Database Utilization
 - Do Not Call Number Count

Cisco: CCE CTI Gateway

Close	<u>S</u> ummary	<u>P</u> erformance	T <u>o</u> pology	<u>C</u> onfigs	Journals	Interfaces	Logs			
<u>Events</u>	<u>T</u> ickets	Software	Processes	S ervic es	TCP Ports	Organization	Asset			
Device Dashboard: 0	Cisco: CCE CTI Gatew	ray 🔻								1
Device Name ID	10 CG CG1A 4 2262			Mana	ged Type Compo Category UC.Cor	nent Device ntactCenter				T
Class	Cisco Systems			s	ub-Class CCE C	TI Gateway			2	2
Organization	System				Uptime 0 days,	00:00:00			CCE CTI C	Gateway
Root Device	JBS-snmpsim-CCE			Group /	Collector CUG e	m7_ao			A. 22 .	
Parent Device	pcce									
Device Hostname									IU CG	CGTA 4
Vitals [Current]								Element	3	
Overall Health He	althy								Active Events	s 🥼
Vitals [Average]									Cleared Events	7 👃
Avail. (24 Hr.) Un	defined			There are no events o	r tickets for this d	evice			Active Tickets [OWP	- 13
Latency (24 Hr.) Un	known ms								Resolved Tickets	- 10
									Log Message	18 🗟
									Software Title	··· ·
									Processer	
									Service	
									Service.	· · · · ·
Talking Agents					Session Counts	- Open and Total Sessio	ins			
					_					
					4Sassions					
					2Sessions					
					OSessions					
22:00	18. Mar	02:00 04:00	00:00	08:00		22:00 18. Ma	r 02:00	04:00	06:00	08:00
	l	- No Matching Data					Open Sessions — No	Matching Data		
Ready Agent Count	and Logged In Agent (Count			Session Counts	- Failed, Closed, and Ur	nknown Total Sessions			
22:00	18. Mar	02:00 04:00	00:00	08:00	22:00	18. Mar	02:00 04	:00	06:00	08:00
	ſ	No Matchine D. I	1				No Materia D	at a		
	l	- No Matching Data					— No Matching D	ata		

The Cisco: CCE CTI Gateway device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Four instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Talking Agents
 - Ready Agent Count and Logged In Agent Count
 - Session Counts Open and Total Sessions
 - Session Counts Failed, Closed and Unknown Sessions

Cisco: CCE CTI Object Server

Close	<u>S</u> ummary	<u>P</u> erformance	T <u>o</u> polog	ıy <u>C</u> onfig:	S J	ournals	Interfaces	<u>L</u> ogs		
<u>E</u> vents	Tickets	Software	Process	es Service	es T(CP Ports	Organization	Asset		
Device Dashboard:	Cisco: CCE CTI Object	Server 🔻								
Device Name ID Class Organization Root Device Parent Device Device Hostname	I0 CTIOS CTIOS1 5 2261 Cisco Systems System JBS-snmpsim-CCE pcce			c	Managed Type Category Sub-Class Uptime Broup / Collector	Component D UC.ContactCe CCE CTI Obje 0 days, 00:00: CUG em7_ac	evice enter ect Server 00			
Active Clients and Ca	all Count		Tic	kets and Events					Elements	1
0.05Calis 0.025Calis 0Calis	18. Mar Active Client No	04 ¹ 00 Matching Data	08:00	1. Cit	SCO: CCE CTI O	ibject Server (1	854) call(s) failed		Ac	Active Events 1 4 Cleared Events 7 4 three Tickets (OWP)
Active Monitors			Clic	ent and CTI Message	Rate			Queue Sizes		
0.05Monitors 0.025Monitors										
OMonitors	18. Mar — Active Moni	04:00	08:00 :00	18. Mar	03:00	08	:00 09:0	18. Mar	04:00	08:00
			Co	offgured Teams and S	kil Crouns			Transfer Count and Co	I Enilod Count	
00 18. M	ar 03:00	08:00	09:0:00	18. Mar	03:00	08	09:0	18. Mar	04:00	08:00
	- No Matching	Data		l	- No Match	ing Data		l	- No Matching D	ata

The Cisco: CCE CTI Object Server device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Active Clients and Call Count
 - Active Monitors
 - Configured Agents
 - Client and CTI Message Rate
 - Configured Teams and Skill Group
 - Queue Sizes
 - Transfer Count and Call Failed Count

Cisco: CCE Dialer

Close	<u>S</u> ummary	<u>P</u> erformance	T <u>o</u> pology	<u>C</u> onf	figs Jo	ournals	Interfaces	<u>L</u> ogs			
<u>E</u> vents	<u>T</u> ickets	Software	Processes	Servi	ices TC	P Ports	Organization	Asset			
Device Dashboard:	Cisco: CCE Dialer V										
Device Name ID Class	10 Dialer Dialer 6 2263 Cisco Systems				Managed Type Category Sub-Class	Component De UC.ContactCer CCE Dialer	evice nter				I
Organization	System				Uptime	0 days, 00:00:0	10				CCE Dialer
Parent Device Parent Device Device Hostname	JBS-snmpsim-CCE pcce				Group / Collector	CUG em7_ao					💭 📶 🖶 🥜 O Dialer Dialer 6
Ports Used and Port	s Blocked (Percentage)									Elements	
75%										Ac	ared Events 7
50%					There are r	no events or ticke	ets for this device			Active Tic	kets [OWP] 🐯
										Reso	ved Tickets 👪
25%										Sof	tware Titles 🕥
0%	1	1									Processes 🎡
18	. Mar 04	H:00 (00:80								Services 🙀
_	% Ports Used %	Ports Blocked									TCP Ports 📥
Port Counts			Agents 7	alking				Call Counts			
20Ports											
			0.05Age	nts							
10Ports			0.025Age	nts							
0Ports	18. Mar (04:00	08:00	ote							
Configured F	Ports — Idle Ports - mer Ports — Blocker	 Busy Reservation Ports 	Ports		18. Mar	04:00 Agents	08:00	18.	Mar	04:00	08:00
Call Attempts			Ports Ac	ively Dialling				Queue Depth			
								1.05Messages			
								1Messages			
								0.95Messages			
18. Ma	r 03:00	06:00	09:00	18. Mar	03:00	06:00	09:00		18	I. Mar 04:00	08:00
	- No Matching	Data			- No Matchi	ng Data				- Queue Depth	

The **Cisco: CCE Dialer** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Ports Used and Ports Blocked
 - Port Counts
 - Call Attempts
 - Agents Talking
 - Ports Actively Dialing
 - Call Counts
 - Queue Depth

Cisco: CCE Logger



The **Cisco: CCE Logger** device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Three instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Average DB Write Time
 - Number of Database Records Written/Second
 - Number of Database Records Processed

Cisco: CCE Peripheral Gateway

Close	<u>S</u> ummary	<u>P</u> erformance	T <u>o</u> pology	<u>C</u> onfig	Jo Jo	urnals	Interfaces	<u>L</u> ogs				
<u>E</u> vents	<u>T</u> ickets	Software	Processes	Servic	es TCI	P Ports	Organization	Asset				
Device Dashboard:	Cisco: CCE Peripheral (Gateway 🔻										
Device Name	I0 PG PG1A 2				Managed Type	Component Dev	ice					
ID	2260				Category	UC.ContactCent	ter			CO I		
Class	Cisco Systems				Sub-Class	CCE Peripheral	Gateway (PG)			\sim		
Organization	System				Uptime	0 days, 00:00:00)		CCE PG			
Parent Device	JBS-snmpsim-CCE				Group / Collector	CUG em/_ao			4	🗢 📶 🖶 🥜 👘		
Device Hostname	poor									IO PG PG1A 2		
			_									
Agent Counts									Elements	otive Events		
20Agents										and Events 10		
					Antius Tis	ared Events 10 1						
					There are n	o events or ticket	s for this device		Active Tic	kets [OWP] 🛃		
10Agents									Reso	a Massagas 21		
									Set	filles		
									30	Decessor 2		
0Agents .	8. Mar 0	4:00 08	00							Processes 👷		
A susta Tal	ine Aresta Des	t. Annata Lanaa								TCD Date		
Agents Tai	king — Agents Real	ay — Agents Logged		_								
Call Counters			Commu	nications Manag	er PIM Counts - A	gent and Call Cou	unt	Communications Manag	er PIM Counts - Message	s and Calls/Second		
10Calls												
5Calls												
OCalls 18	Mar 04	00 08:	00									
	eripheral Gateway De	rformance Calle In Pi	ograss	18. Mar	03:00	06:00	09:00	18. Mar	04:00	08:00		
- No Matching I	ata	formance cans in th	ogress		- No Matchir	ig Data			- No Matching Data			
PIM Count			VRU PIN	I - Calls at VRU	and VRU TCP C	onnection Resets		VRU PIM - New Calls/S	econd and Pre-Routed Ca	lls/Second		
				_	_							
2PIMs												
1PIMs												
OPIMs 18	Mar 04	00 08	00	18. Mar	03:00	06:00	09:00	18. Mar	04:00	08:00		
	DINC				No Mat 11	- Data	00.00		No Matchine R. (
	PIM Cou	int			- No Matchir	ig Data			- No Matching Data			

The Cisco: CCE Peripheral Gateway device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Agent Counts
 - Call Counters
 - PIM Count
 - Communications Manager PIM Counts (Agent and Call Counts)
 - Communications Manager PIM Counts (Messages/sec and Calls/Second)
 - VRU PIM Calls at VRU and VRU TCP Connection Resets
 - VRU PIM New Calls/Second and Pre-Routed Calls/Second

Cisco: CUIC



The Cisco: CUIC device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Vitals
 - Database Performance
 - Security Performance Users
 - Reporting Engine Performance Real Time Reports
 - Security Performance Login Failed Attempts
 - Reporting Engine Performance Historical Reports
 - Scheduler Performance

Cisco: CVP H323

Close	<u>S</u> ummary	Performance	T <u>opology</u>	<u>C</u> onfigs	Journals	Interfaces	<u>L</u> ogs	
<u>E</u> vents	<u>T</u> ickets	Software	Processes	Services	TCP Ports	Organization	Asset	
Device Dashboard:	Cisco: CVP H323 V							
Device Name ID Class Organization Root Device Parent Device Hostname Vitals (Last 12 hours 0.05Calls	H323 2 2273 Cisco Systems System cvp1 cvp1		Tickets an 1.	d Events	ed Type Component Category UC Contact th-Class CVP H323 I Uptime 0 days, 00:0 Collector CUG em7_	us is (disabled)	Elements	
0.025Calls								Log Messages 4 Q Software Titles Q
OCalls	18. Mar 04	00 08:00						Processes 😪
- Calls In Pro	oress — Calls Finish	ed — Transferred Ca	Is					TCP Ports all
11222 0011 11			11222.0-11.4				11222 O-1 T	
H323 CPU Usage								(cuircus
0.05%			0.05Calls/M	linute			0.05Calls	
0.025%			0.025Calls/M	linute		c	0.025Calls	
0% 18	Mar 04:0 H323 Average CPU H323 Max CPU Usa	00 08:00 Usage (%) ge (%)	OCalls/M	linute 18. Mar — H323 Arrival Rate	04:00 — H323 Call Trar	08:00	0Calls 18. Mar Redirecte Not Trans	ed Calls
H323 Memory Usag	e		Prompts No	ot Found and Critical M	ledia		Average New Call Latency	and Average Transfer Times
0.05%			0.05Calls 0.025Calls				25μs 26μs 0μs 18. Mar	04:00 08:00
0% 18	. Mar 04:0	00 08:00	OCalls	18. Mar	04:00	08:00	Av	erage New Call Latency
	- H323 Memory Us	age (%)		- Prompts Not F	Found — Critical N	Media		erage Transfer to Alert

The Cisco: CVP H323 device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Vitals
 - H323 CPU Usage
 - H323 Memory Usage
 - H323 Call Arrival Rate and Call Transfer Rate
 - Prompts Not Found and Critical Media
 - H323 Call Transfers and Redirects
 - Average New Call Latency

Cisco: CVP ICM



The Cisco: CVP ICM device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Six instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Active Calls
 - Total Calls
 - Video Calls
 - Active ICM Lookup Requests
 - SIP and H323 Call Legs
 - Active VRU Call Legs

Cisco: CVP IVR

Close	<u>S</u> ummary	<u>P</u> erformance	T <u>o</u> pology	<u>C</u> onfigs	Journals	Interfaces	<u>L</u> ogs		
<u>E</u> vents	<u>T</u> ickets	Software	Processes	Services	TCP Ports	Organization	Asset		
Device Dashboard:	Cisco: CVP IVR V								
Device Name	IVR 3			Man	aged Type Component	t Device			
ID	2272				Category UC.Contact	tCenter			6.0
Class	Cisco Systems				Sub-Class CVP IVR In	istance			
Organization	System				Uptime 0 days, 00:0	00:00			CVP IVR
Root Device	cvp1			Group	Collector CUG em/_	_ao			4 🛱 📶 📾 🤌 🥤
Device Hostname	cvp1								IVR 3
	_							Elemente	
Active Calls								Liements	Active Events
									Cleared Events 2
0.05Calls					ere ere en evente er t	iskets for this douise		Activ	e Tickets (OWP)
					lere are no events or t	ickets for this device			esolved Tickets
0.0050-0									Log Messages 3
0.020Calls									Software Titles
									Processes 🐼
OCalls 18.	Mar 04:0	0 08:0	0						Services 🍄
	Active Calls — Ma	x Active Calls							TCP Ports
New Call Requests	and HTTP Requests		HTTP Reque	vete			Max Full Video Calls		_
		_							
0.05Requests			0.05Request	s			0.05Calls		
0.025Requests			0.025Request	5			0.025Calls		
ORequests	18 Mar 04	00 08-0	0Request	s 18 Mar	04-00	08:00	0Calls 18	Mar 04:00	08:00
	Coll Documents							Mar Full Video Coll	
- New	Call Requests — Ac	tive HTTP Requests		- HTTP Reques	sts — Max HTTP Re	equests		- Max Full Video Call	s
Agent VCR Control	Invocations		Agent Initiate	d Recordings			Agent Pushed Video	s	
0.05Invocations			0.05Recordin	0.5			0.05Videos		
0.025lovestions			0.025Recordin				0.025V/dees		
0.020mvocations			S.020Recordin	18 -			0.020 010 005		
0100000			0.00				0)///		
I UDVDC9TIODS			I URecordin	105			Uvide0s	0.400	
_	18. Mar 0	4:00 08:	00	18. Mar	04:00	08:00	1	8. Mar 04:00	08:00

The Cisco: CVP IVR device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Active Calls
 - New Call Requests and HTTP Requests
 - Agent VCR Control Invocations
 - HTTP Requests
 - Agent Initiated Recording
 - Max Full Video Calls
 - Agent Pushed Video

Cisco: CVP Reporting

Close	<u>S</u> ummary	<u>P</u> erformance	T <u>o</u> pology	<u>C</u> onfigs	Journals	Interfaces	<u>L</u> ogs						
<u>Events</u>	<u>T</u> ickets	Software	Processes	Services	TCP Ports	Organization	Asset						
Device Dashboa	ard: Cisco: CVP Reporting												
Device N Organiz Root Do Parent Do Device Hostr	Aame Reporting 1 ID 2276 Class Cisco Systems aation System evice cvprpt1 evice cvprpt1 aame			CVP Report	orting								
Vitals [Current Overall Heal Vitals [Average Avail. (24 H Latency (24 H	1) th Heathy 3) () Undefined (c) Unknown ms	ealthy Indefined There are no events or tickets for this device											
Database Write	25				IVR Events								
0.05Writes					0.05Events								
0.025Writes					0.025Events								
0 Writes	18. Mar	03:00 — Database Writes	06:00	09:00	0Events	18. Mar	02:00 04:00	06:00	08:00	10:00			
VXML Events					SIP Events								
0.05Events 0.025Events					0.05Events								
0Events	18. Mar	03:00	06:00	09:00	0Events	18. Mar	02:00 04:00	06:00	08:00	10:00			

The Cisco: CVP Reporting device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Four instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Database Writes
 - VXML Events
 - $\circ \quad \text{IVR Events}$
 - SIP Events

Cisco: CVP SIP

Close	<u>S</u> ummary	Performance	T <u>o</u> pology	<u>C</u> onfigs	Journals	Interfaces	<u>L</u> ogs			
<u>Events</u>	Tickets	Software I	Processes	Services	TCP Ports	Organization	Asset			
Device Dashboard:	Cisco: CVP SIP V									
Device Name	SIP 1			Manag	ed Type Componen	t Device				
ID	2271			C	Category UC.Contac	tCenter				6-7
Class	Cisco Systems			Si	ub-Class CVP SIP In	istance				<u></u>
Organization	System				Uptime 0 days, 00:	00:00			0	VP SIP
Root Device	cvp1			Group / G	Collector CUG em7	_ao			4.20	
Device Hostname	cvp1									SIP 1
Device Hostilaine										
Active Calls									Elements	
									Activ	e Events 🦺
									Cleare	d Events 2 🦺
0.05Calls				The	re are no events or t	tickets for this device			Active Ticket	s [OWP] 😲
									Resolved	i Tickets 🔁
0.025Calls									Log M	essages 3 💁
									Softwa	ire Titles 🚦 🕥
OCalls			_						Pr	ocesses 🅸
18	. Mar 04:00	08:00								Services 🎡
	- Active Cal	lls							т	CP Ports 📥
Total Calls			Video Calls	3			Failed Transfer Cal	ls - Pre Dia	alog	
								_		
0.05Calls			0.05Calls				0.05Calls			
0.025Calls			0.025Calls				0.025Calls			
OCalls 10	Max 04:00	08:00	OCalls -	10 Mar	01:00	09:00	0Calls 10	Max	04:00	08:00
	. mai			To, mar	04.00			. mai	04.00	-
	- Total Call	s		 Video Calls Offere 	ed — Video Calls	Answered		Failed T	ransfer Pre Dialog Calls	
Total Call Legs			Average La	atency			Failed Transfer Cal	ls - Post Di	ialog	
0.05Call Legs			50µs				0.05Calls			
0.025Call Legs			25µs				0.025Calls			
0Call Legs	18. Mar 04	00 08:00	Oµs	18. Mar	04:00	08:00	0Calls 18	Mar	04:00	08:00
	- Total Call L	egs		- Average Latence	y 2 — Average La	atency 1		Failed Tr	ansfer Post Dialog Calls	s
		-							,	-

The **Cisco: CVP SIP** device dashboard displays the following information:

- The basic information about the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Seven instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Active Calls
 - Total Calls
 - Total Call Legs
 - Video Calls
 - Average Latency
 - Failed Transfer Calls Pre Dialog Calls
 - Failed Transfer Calls Post Dialog Calls

Cisco: CVP VXML



The Cisco: CVP VXML device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Six instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Sessions
 - Reported Events
 - ICM Look Up Requests
 - ICM Look Up Responses
 - ICM Look Up Success
 - ICM Look Up Fails

Host Resource and IF MIBS+Topology

(Close	<u>S</u> ummary	/ <u>P</u>	erformance	T <u>o</u> pol	logy <u>C</u> on	y <u>C</u> onfigs Journals		Inter	aces	Logs			
E	Events	Tickets		Software	Proces	sses Serv	ices TCF	Ports	Organ	ization	Asset			
Device E	Dashboard: H	Host Resource ar	nd IF MIBs+1	Fopology 🔻										
	Device Name	ccedata					Managed Type	Physica	al Device					
IP	P Address / ID	198.18.133.11	2269				Category	UC.Co	ontactCenter					
	Class	Cisco Systems					Sub-Class	Contac	ct Center (CCE)					- 21
	Organization	System					Uptime	2 days	, 01:24:14				Contact Cente	r III
Co	ollection Mode	Active					Collection Time	2016-0	03-17 15:10:00					
	Description	Cisco Contact C	enter Applic	ation Server			Group / Collector	CUG e	em7_ao				🔄 📥 😓 🤞 🚍 🧳	2
Devi	ice Hostname												ccedata	
Vitals [(Current]		Tickets an	d Events									Elements	_
Ove	erall Health <mark>Ma</mark>	ajor	1.	Availat	ble Megaby	/tes has fallen below t	he threshold 256 MB	. The va	alue is currently 1	198 MB.			Active Events 15	1
	Availability Ok	ay	2.	SQL S	erver: Pag	e Life Expectancy has	exceeded threshold	(300s).	Current: (1292s	5)			Cleared Events 46	4
	CPU 1%	5500 ms	3.	SQL S	erver: Cad	he Hit Ratio _Total be	low threshold. (90%)	Curren	nt: (0%)				Active Tickets (OWP)	
	Memory 97	%	4.	Interru	upts has exi	ceeded threshold: (99	Resolved Tickets	ň						
	Swap 50	%	5.	SQL S	erver: Cad	he Hit Ratio Tempora	Les Massaces 44							
Vitals [/	Average]		6.	SQL S	Server: Cad	he Hit Ratio SQL Plar	Log messages 11:	° 强						
Av	ail. (24 Hr.) 10	0%	7.	SQL S	Server: Cad	he Hit Ratio Object Pl	ans below threshold.	(90%) (Current: (0%)				Software Lities	S
Later	ncy (24 Hr.) 9.4	17 ms	8.	SQL S	Server: Cac	he Hit Ratio Extended	Stored Procedures	below th	hreshold. (90%)	Current: (0%)		Processes	-
0	CPU (1 Hr.) 1%	6	9.	SQL S	Server: Cad	he Hit Ratio Bound Ti	ees below threshold	. (90%)	Current: (0%)				Services	- 1
Men	mory (1 Hr.) 97	76 96	10.	Interru	upts has ex	ceeded threshold: (99	9.999) currently (10) 0.000) ourrently (12)	10)					TCP Ports 1	-
-				Interru	ipto nao ex	ceeded arreshold. (33	5.555) currently (12	12)	_	_		÷		_
Vitals						Top 10 Interfaces by E	8it Rate In (Average I	Last Hou	ur)					
100%						Local Area Conne	ection 3-QoS Packet							
							Scheduler-0000		_				Component Mapp	bing
						Local Area Connection	Filter-0000					60		
50%						Locs	I Area Connection 3							
												Contact C	Center	
		1		٨		Local Area Conne	ction* 7-QoS Packet					4 22 /1	📾 🤌	
0%		18. Mar	04:0	0	08:00	Loos	Scheduler-UUUU					cceda	ta	
			(6/)	0 (01)		2008	Alea Connection 4							
	- CF	⁵ 0 (%) — Mer	nory (%)	- Swap (%)		Local	Area Connection* 7							
Storage	e Utilzation													
-						Loc	al Area Connection"							
40%						Local	Area Connection* 8							
20%						Local	Area Connection* 3						•	
						Local	res Connection* 10							
						Eduary	aca cometion to					CCE Inst	ance	
0%		18. Mar	04:00	0	08:00		01	bps	100kbps	200kbp		4.8.4	🙁 🥜	
		- % Sto	orage Used]		Γ	🔲 Bitrate Out 📕	Bitrate	e In					

The Host Resource and IF MIBS + Topology device dashboard displays the following information:

- The basic information about the device
- The current health, availability, and latency for the device
- A list of active events and open tickets associated with the device
- A count of, and links to, the elements associated with the device
- Two instances of the Multi-series Performance Widget that display the following metrics trended over the last 12 hours:
 - Vitals
 - Storage Utilization
- Two additional widgets that display the following information:
 - Top 10 Interfaces by Bit Rate (Average Last Hour)
 - A topology map displaying the component device and its parent-child relationships

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800-SCI-LOGIC (1-800-724-5644)

International: +1-703-354-1010