Monitoring Cisco Unified Contact Center Enterprise

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

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Chapter 1

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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Installing the Cisco: Contact Center Enterprise PowerPack 2

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

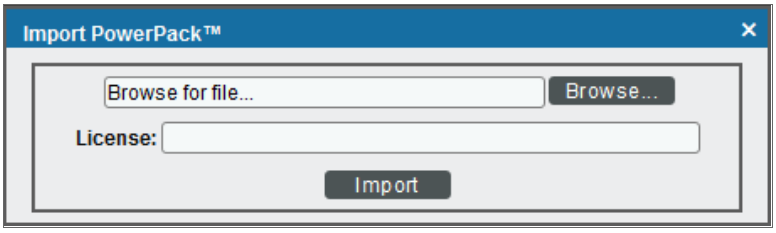
Before completing the steps in this manual, you must import and install the latest version of the *Cisco: Contact Center Enterprise* PowerPack.

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:



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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Enabling SNMP in Cisco Unified Intelligence Center (CUIC) *11*

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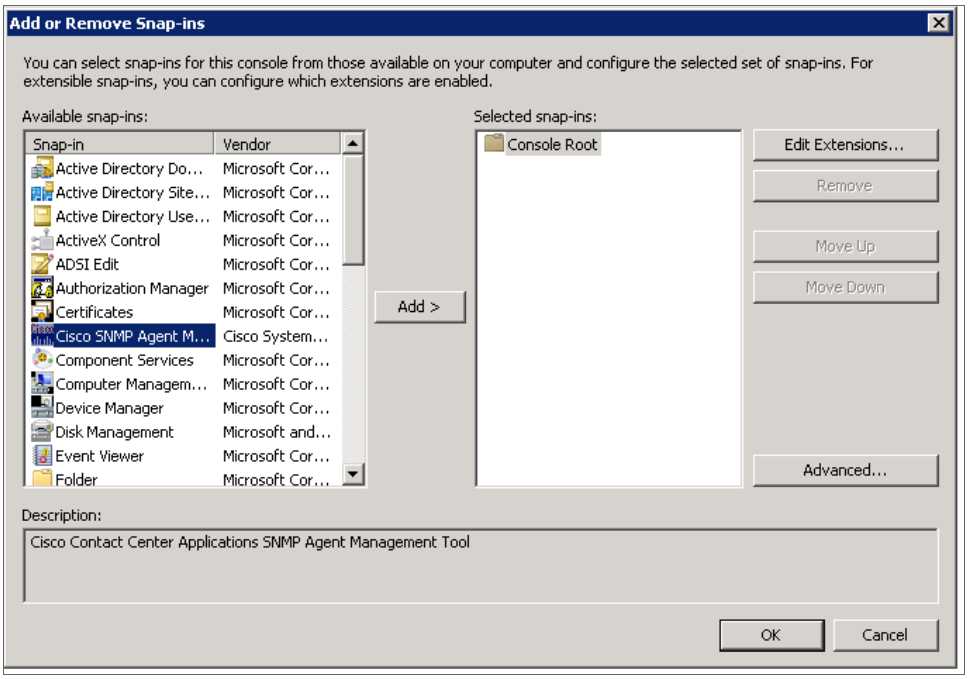
Configuring Unified Contact Center Enterprise Monitoring Using SNMP

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

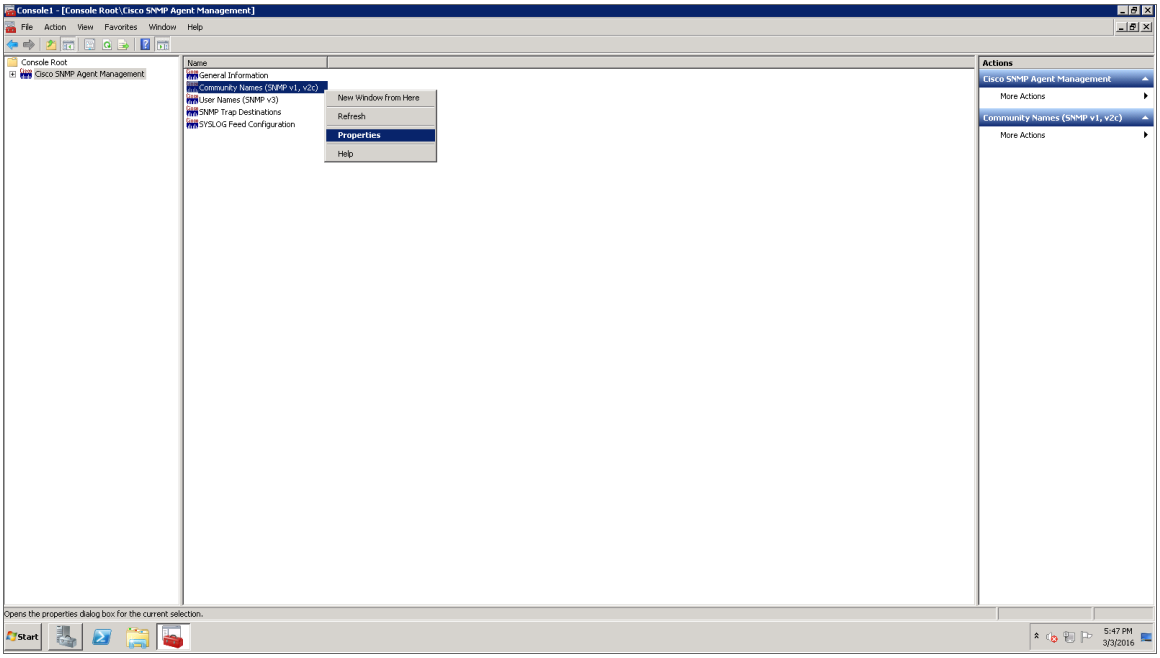
To enable SNMP in Cisco Unified Contact Center Enterprise, perform the following steps:

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.



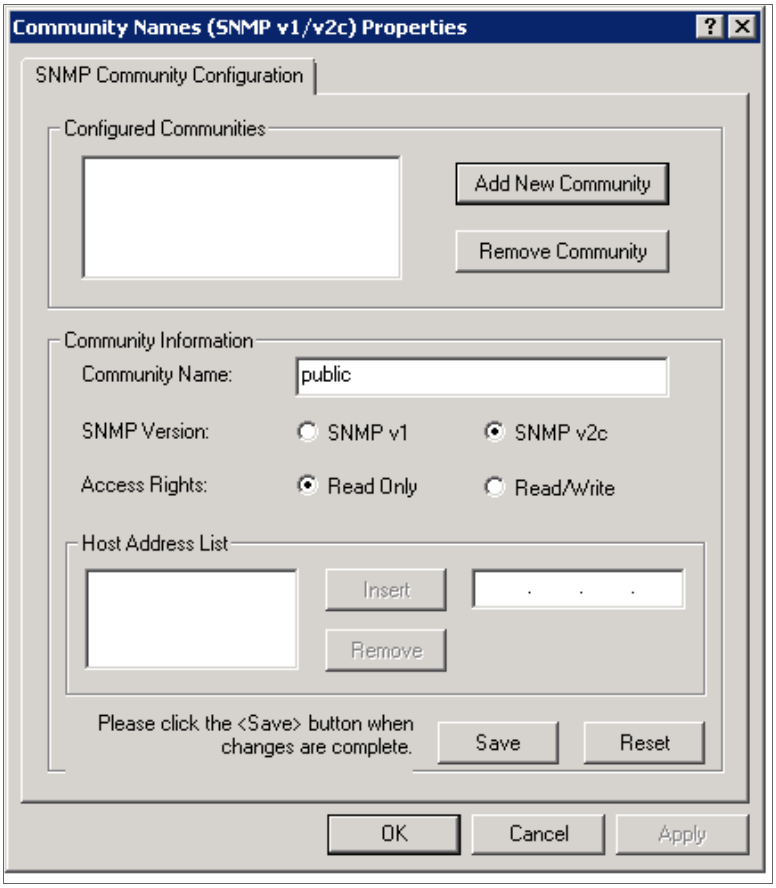
4. In the ***Available snap-ins*** field, select **Cisco SNMP Agent Management**, then click **[Add >]** to move it to the ***Selected snap-ins*** field.
5. Click **[OK]**.

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*.



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

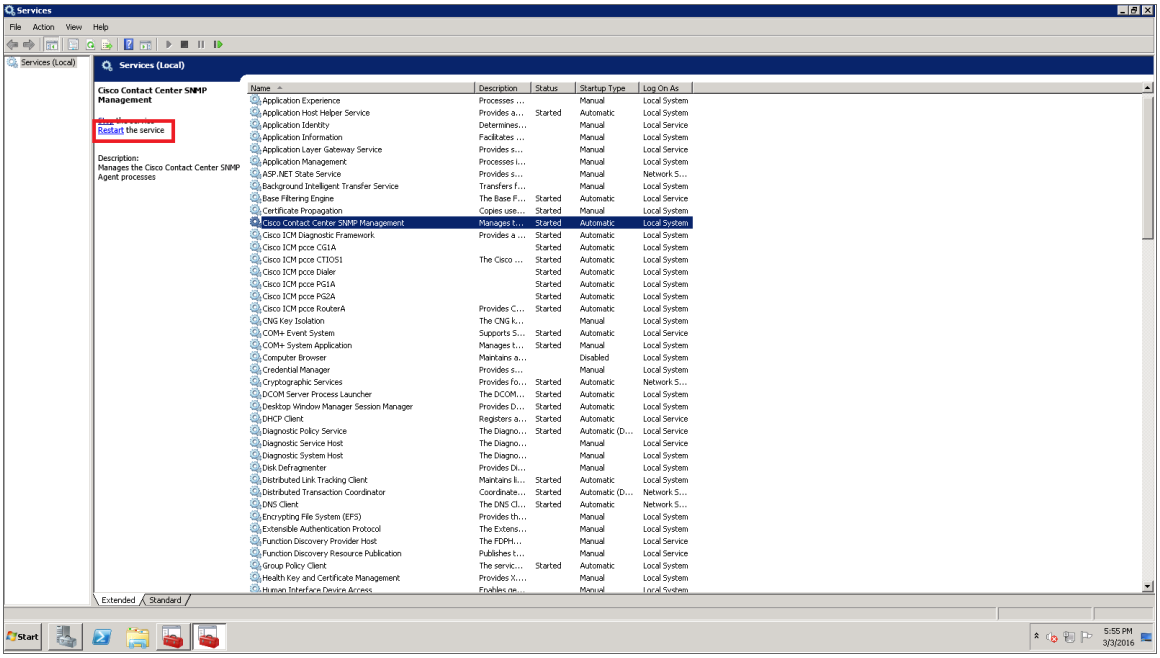
8. Make entries in the following fields:



- ***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.



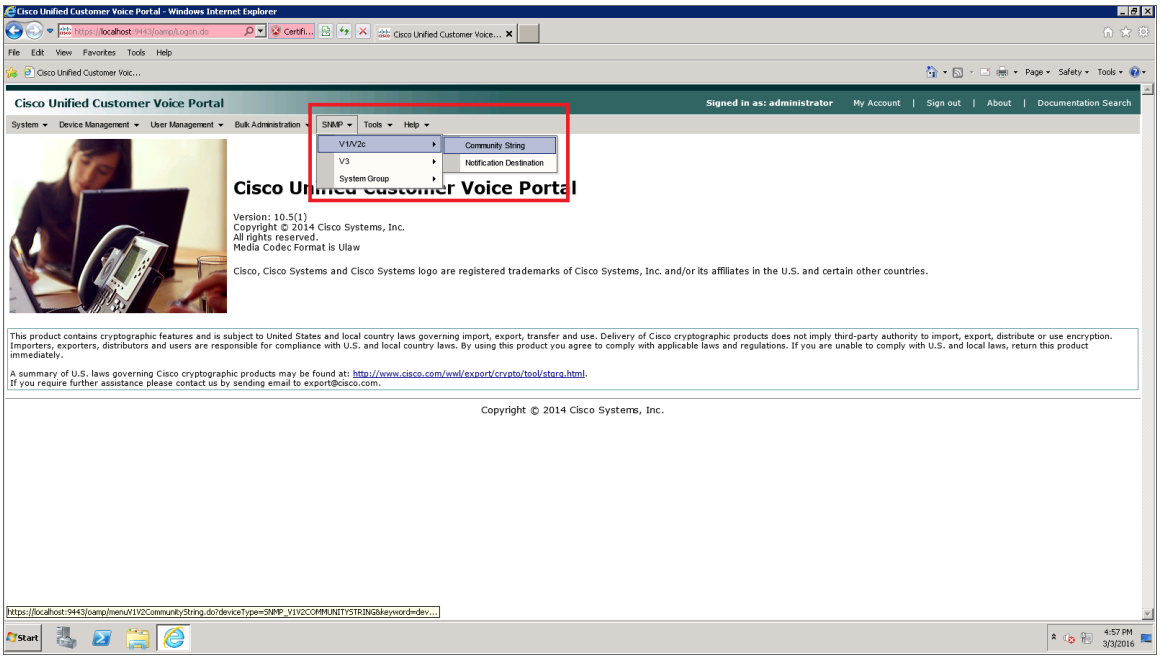
13. Close the Microsoft Windows Services console.
14. Click the Windows **[Start]** menu, then go to Control Panel > System and Security > Windows Firewall.
15. In the left panel, click the **Turn Windows Firewall on or off** hyperlink. The **Customize Settings** page appears.
16. Under **Domain network 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)

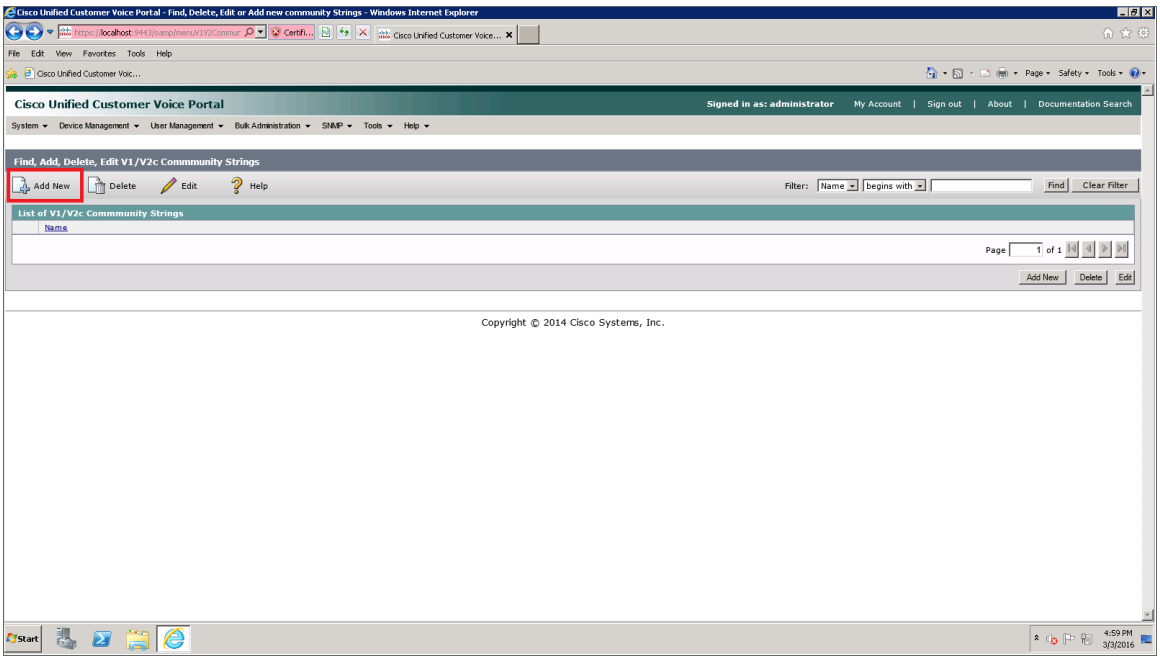
To enable SNMP in Cisco Unified Customer Voice Portal, perform the following steps:

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

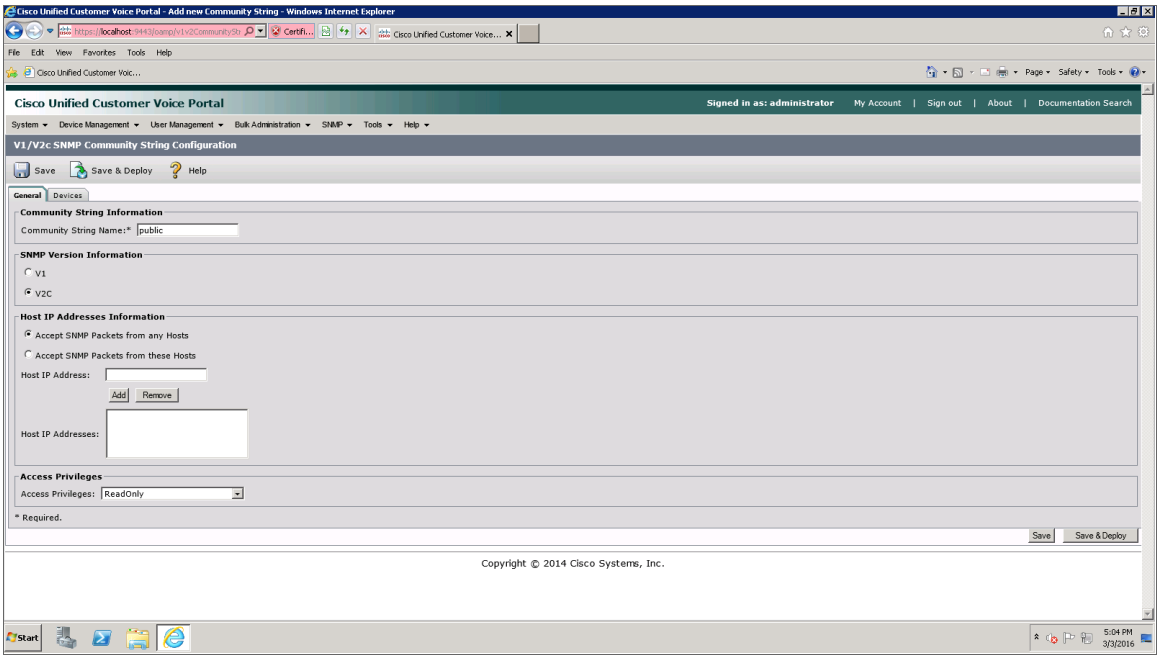
2. Click the **[SNMP]** tab, then select *V1/V2c* > *Community String*.



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

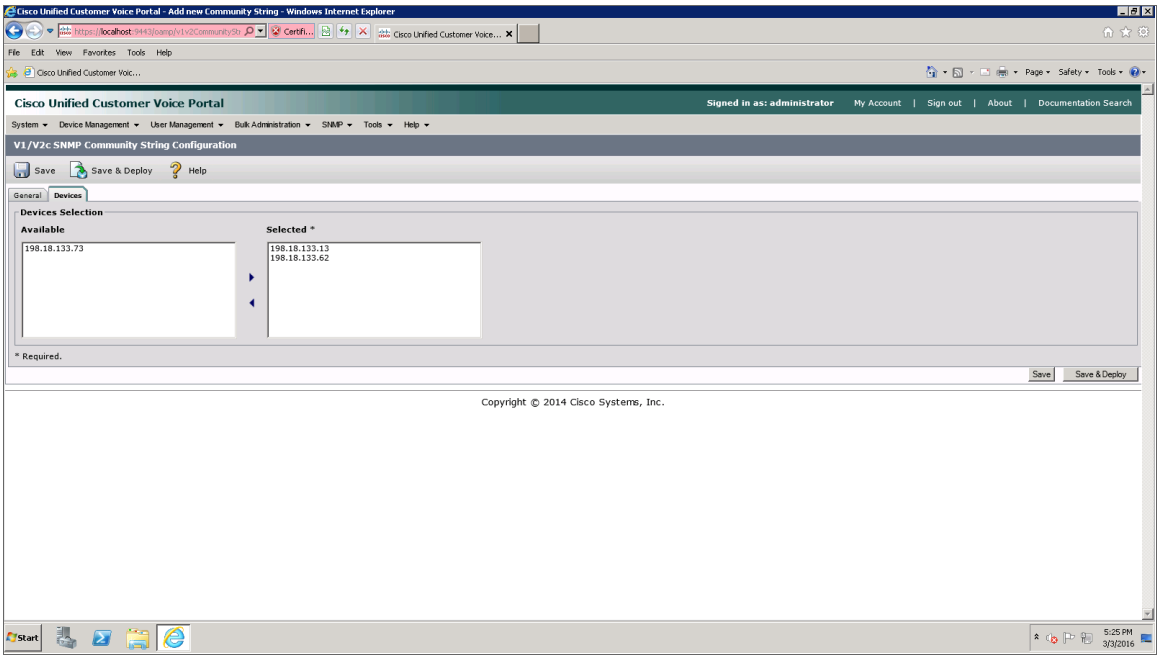


4. The **V1/V2c SNMP Community String Configuration** page appears. Make entries in the following fields:



- ***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.

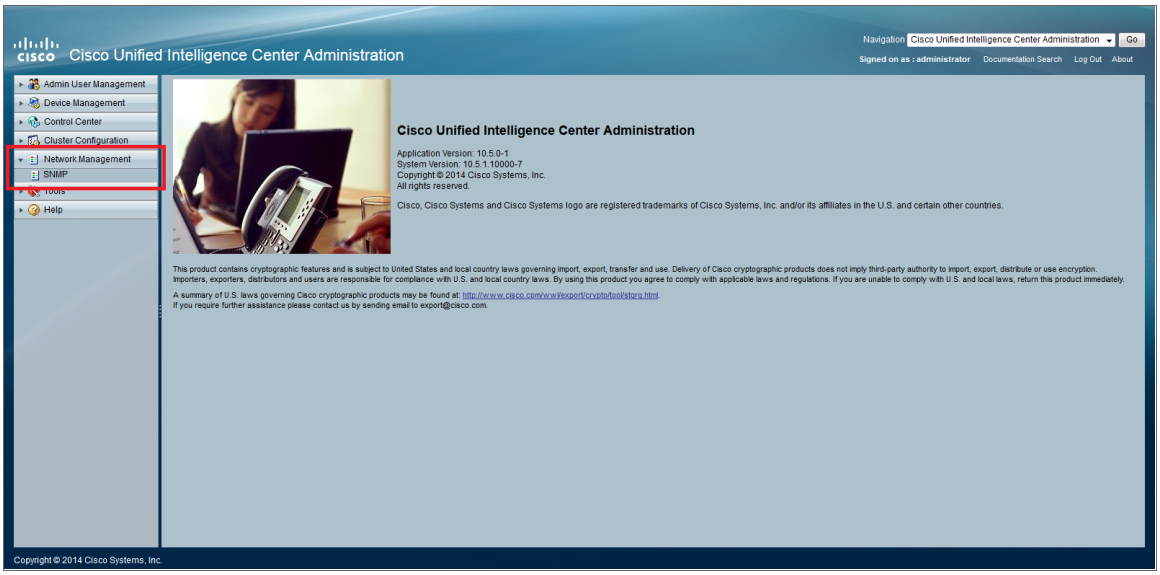


6. Select one or more of the devices in the ***Available*** field, then click the right-arrow icon to move the selected device(s) to the ***Selected*** field.
7. Click the **[Save & Deploy]** button. A message confirms that the configuration of the SNMP community string was successfully applied to the selected device(s).

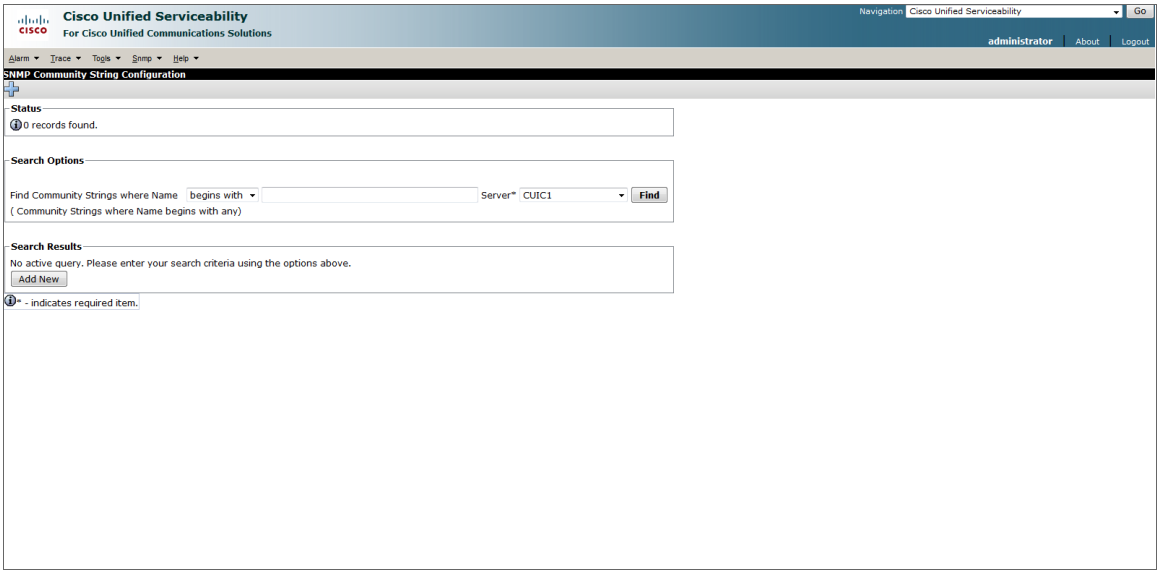
Enabling SNMP in Cisco Unified Intelligence Center (CUIC)

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

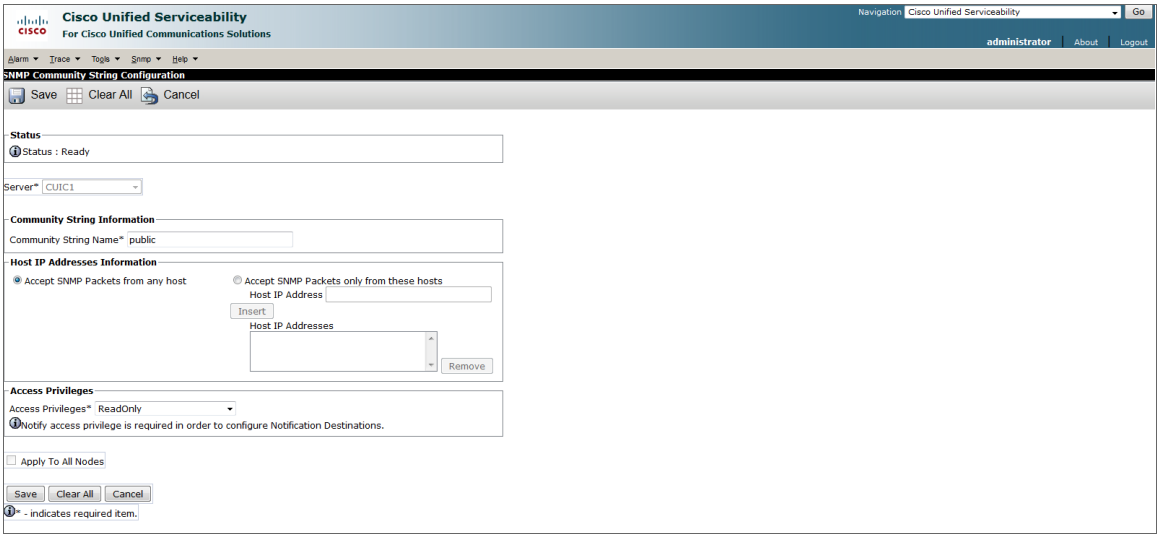
1. Log in to Cisco Unified Intelligence Center as an administrator.
2. In the left panel, click **[Network Management]**, then select *SNMP*.



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



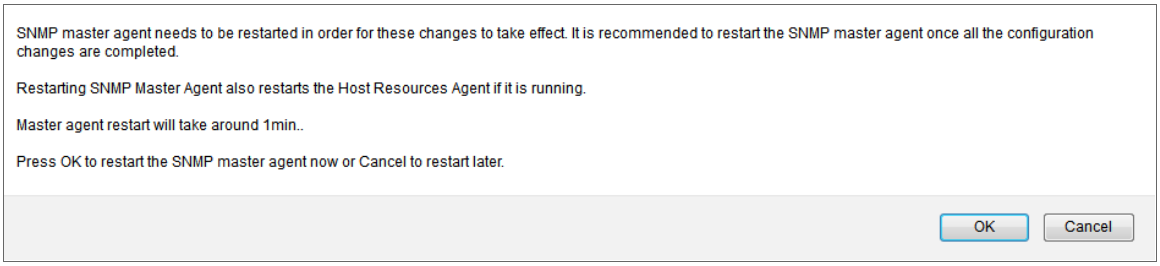
4. Under **Search Results**, click **[Add New]**.
5. Enter values in the following fields:



- ***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]**.

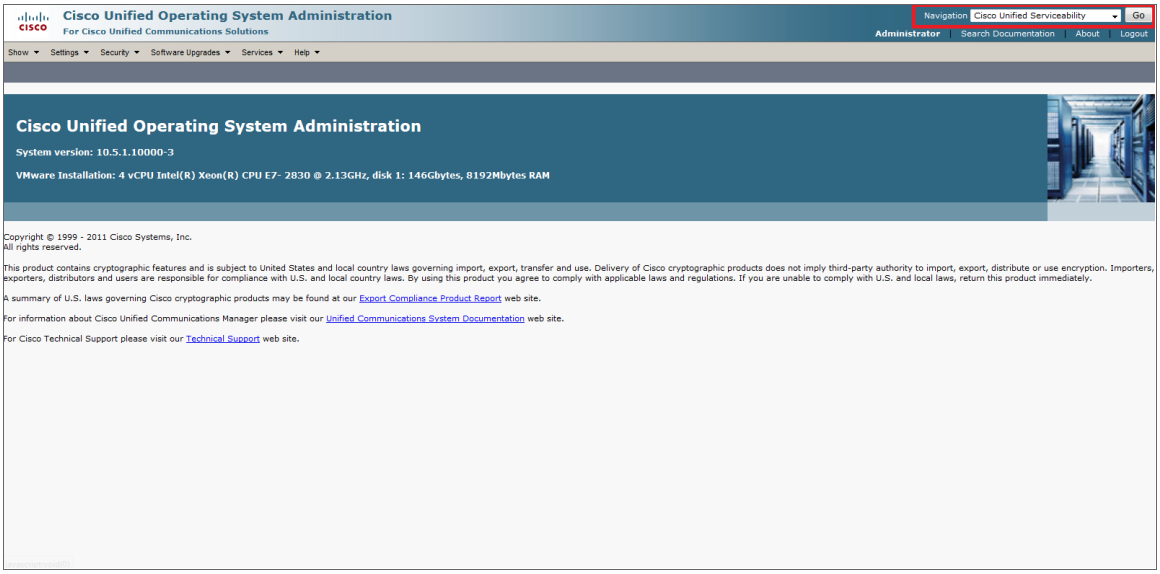
7. Click **[OK]** to restart the SNMP master agent.



Enabling SNMP in Cisco Finesse Server

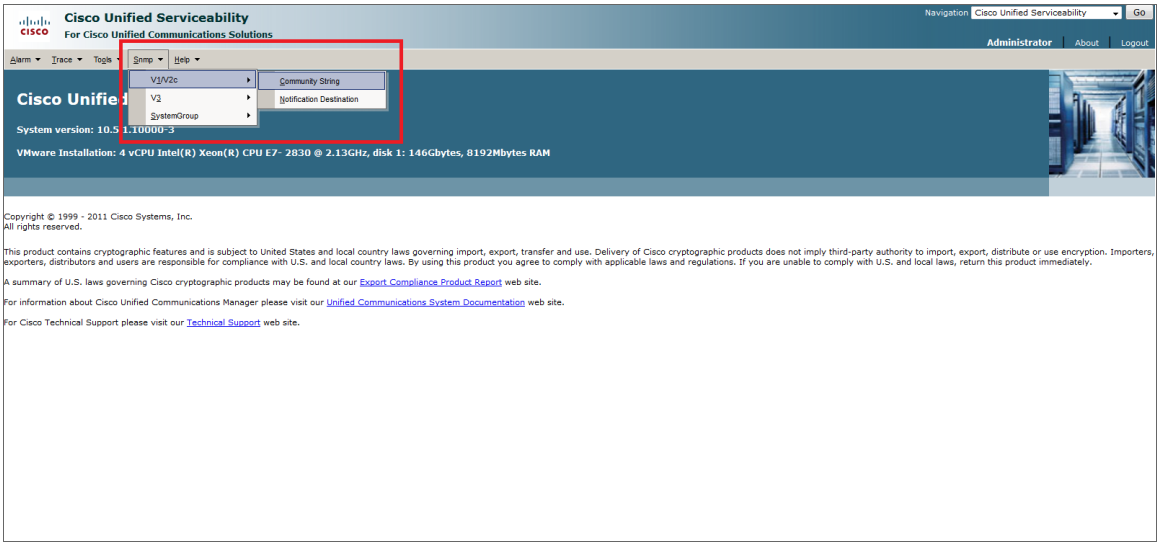
To enable SNMP in Cisco Finesse Server, perform the following steps:

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]**.

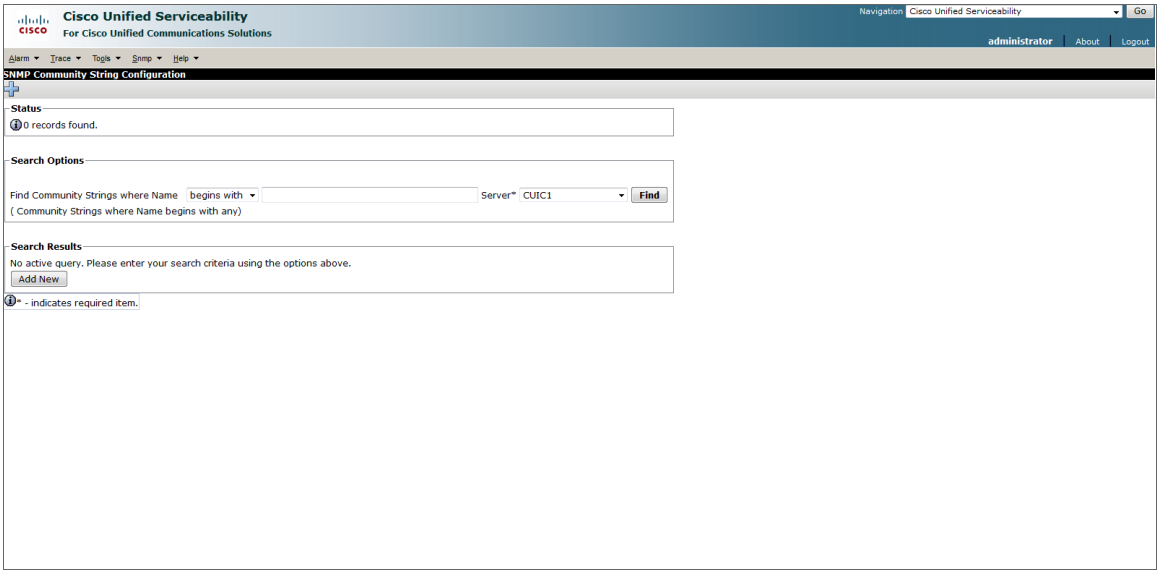


NOTE: You might be required to enter your login credentials again before proceeding.

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

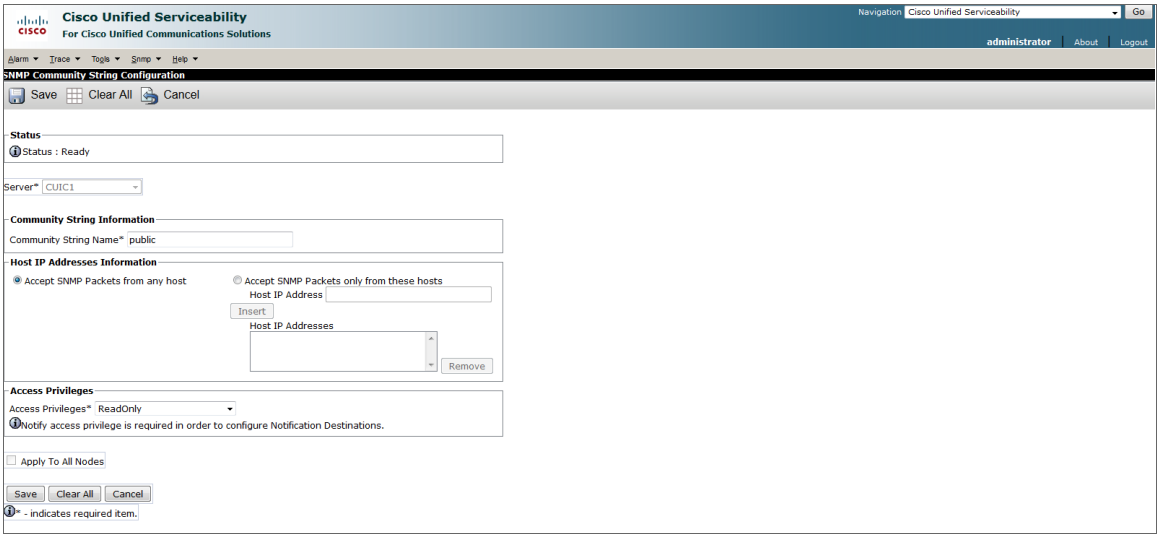


4. On the **SNMP Community String Configuration** page, under **Search Options**, click **[Find]**. The **Search Results** section appears.



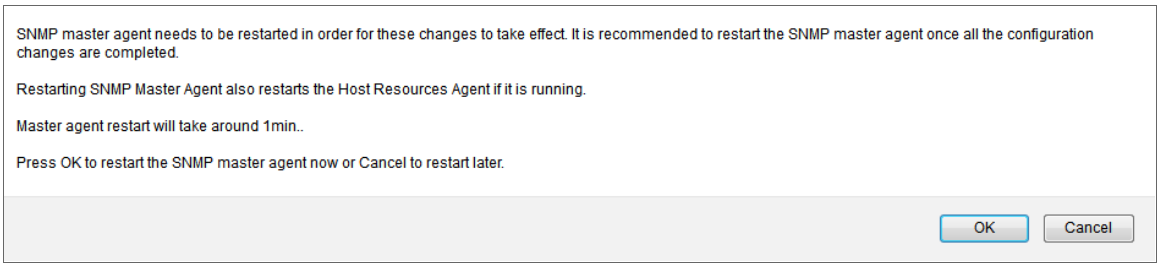
5. Under **Search Results**, click **[Add New]**.

6. Enter values in the following fields:



- ***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.



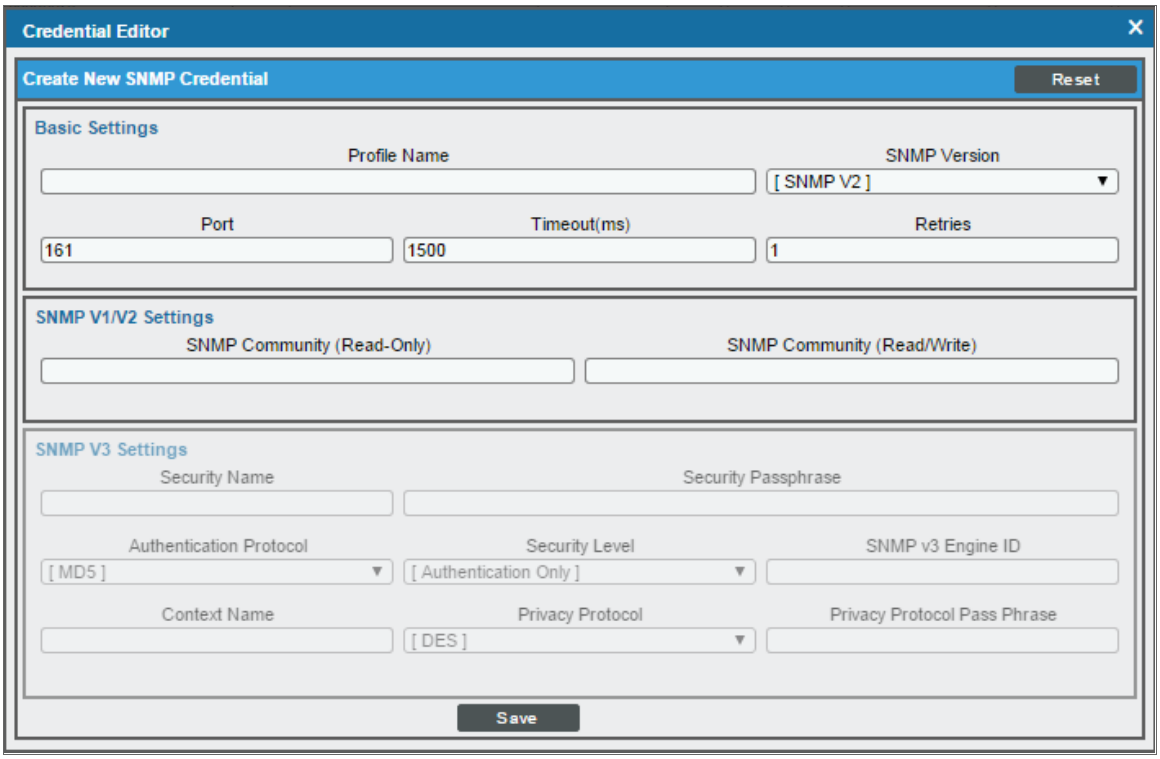
Creating an SNMP Credential for Unified Contact Center Enterprise

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:



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 ( ).

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: ftp://ftp.cisco.com/pub/mibs/v2/CISCO-CONTACT-CENTER-APPS-MIB.my
    - 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.

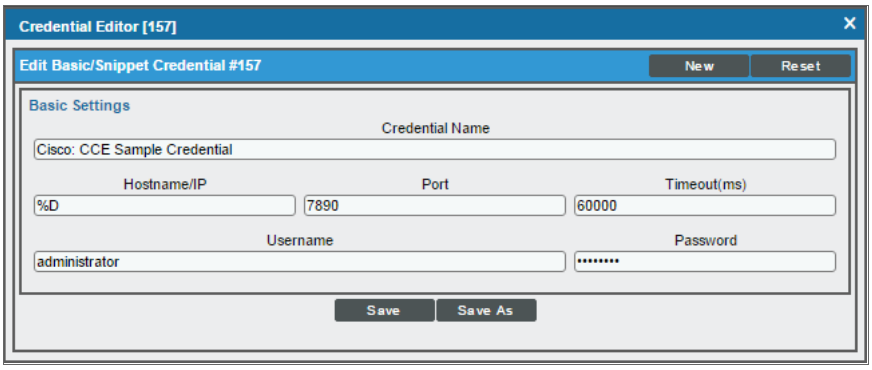
Configuring Unified Contact Center Enterprise Monitoring Using REST API

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 ( ). The **Edit Basic/Snippet Credential** modal page appears.

3. Enter values in the following fields:



- ***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 3

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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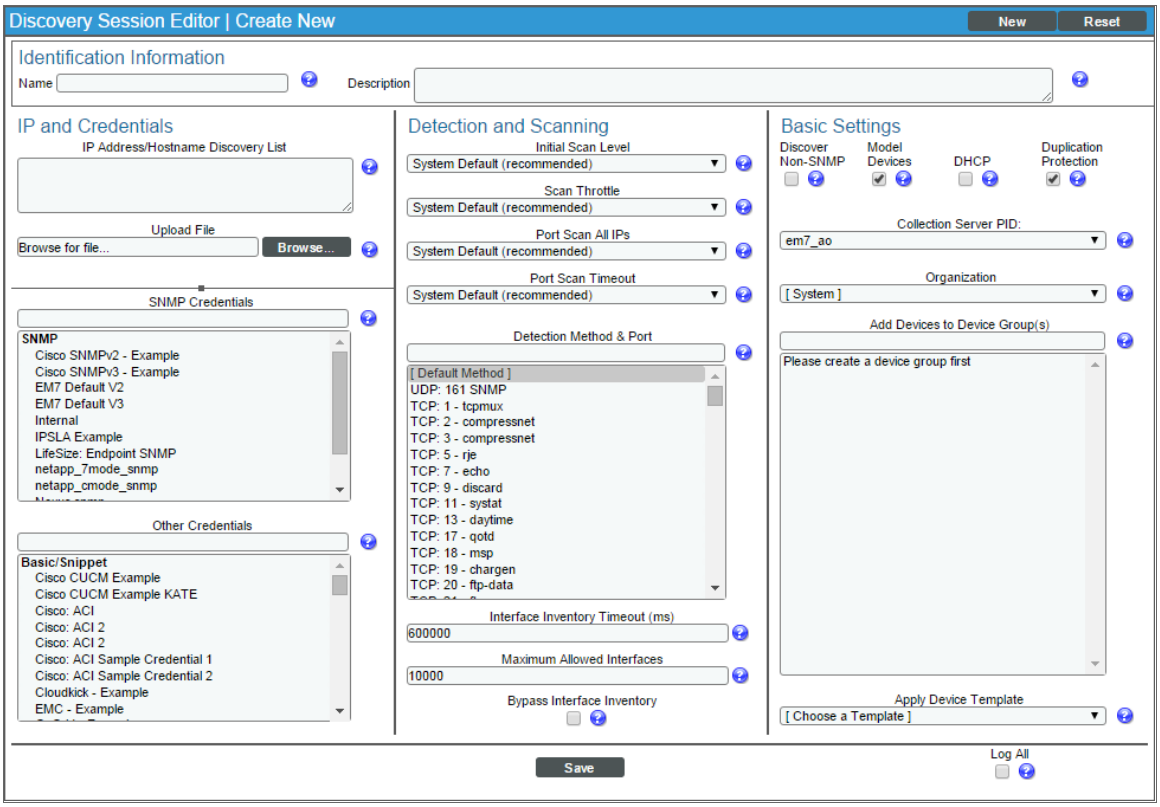
Discovering Component Devices in Cisco Unified Contact Center Enterprise

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*.

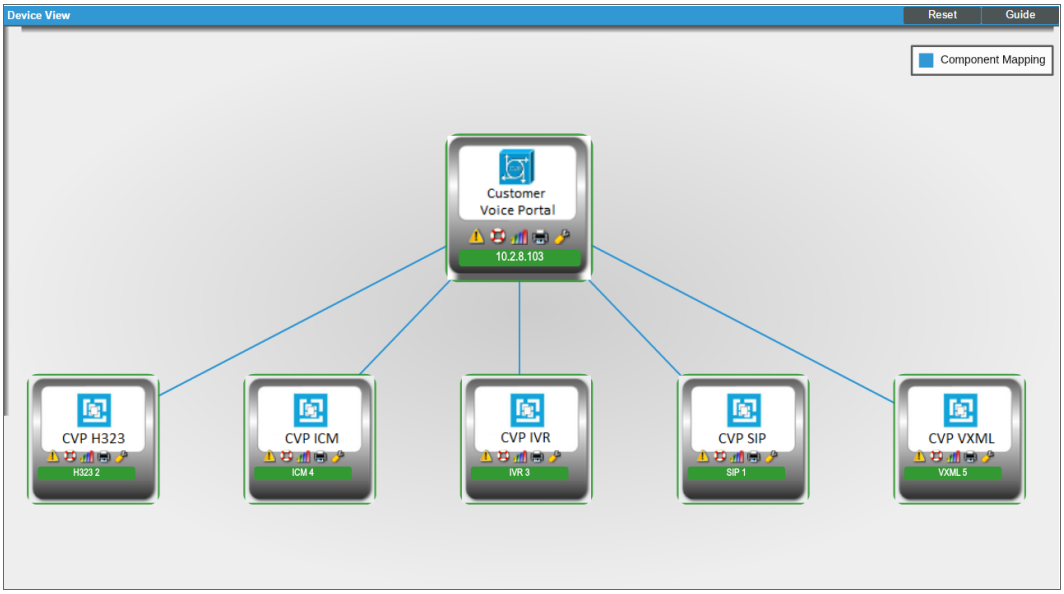
4. Optionally, supply values in the other fields in this page. For a description of the fields in this page, see the ***Discovery & Credentials*** manual.
5. Click the **[Save]** button.
6. The **Discovery Control Panel** page refreshes. Click the lightning bolt icon ( ) for the discovery session you 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

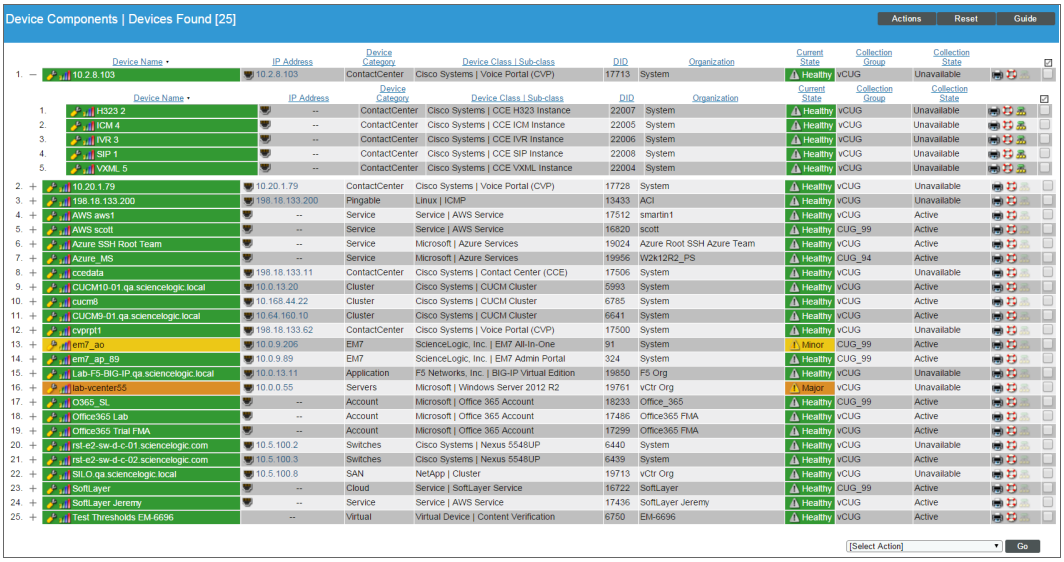
When SL1 discovers your Cisco Unified Contact Center Enterprise (UCCE), Customer Voice Portal (CVP), Cisco Unified Intelligence Center (CUIC), or Finesse services, SL1 creates component devices that represent each component in those services.

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

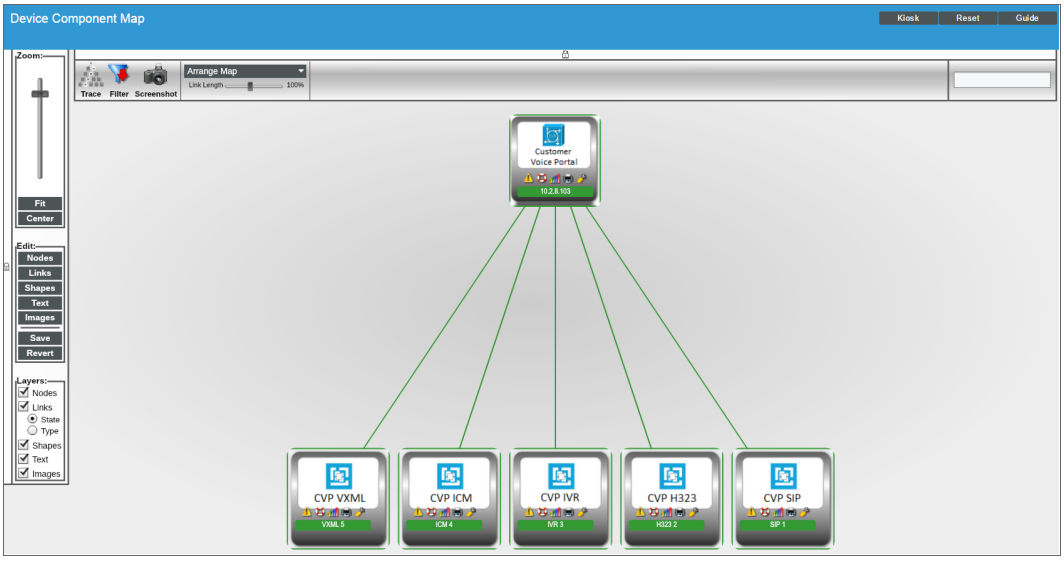
- The **Device View** modal page (click the bar-graph icon [ ] for a device, and then click the **Topology** tab) displays a map of the selected device and all of the devices with which it has parent-child relationships. Double-clicking any of the devices listed reloads the page to make the selected 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 4

Dashboards

Overview

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

Device Dashboards ***24***

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Cisco: CCE Call Router *25*

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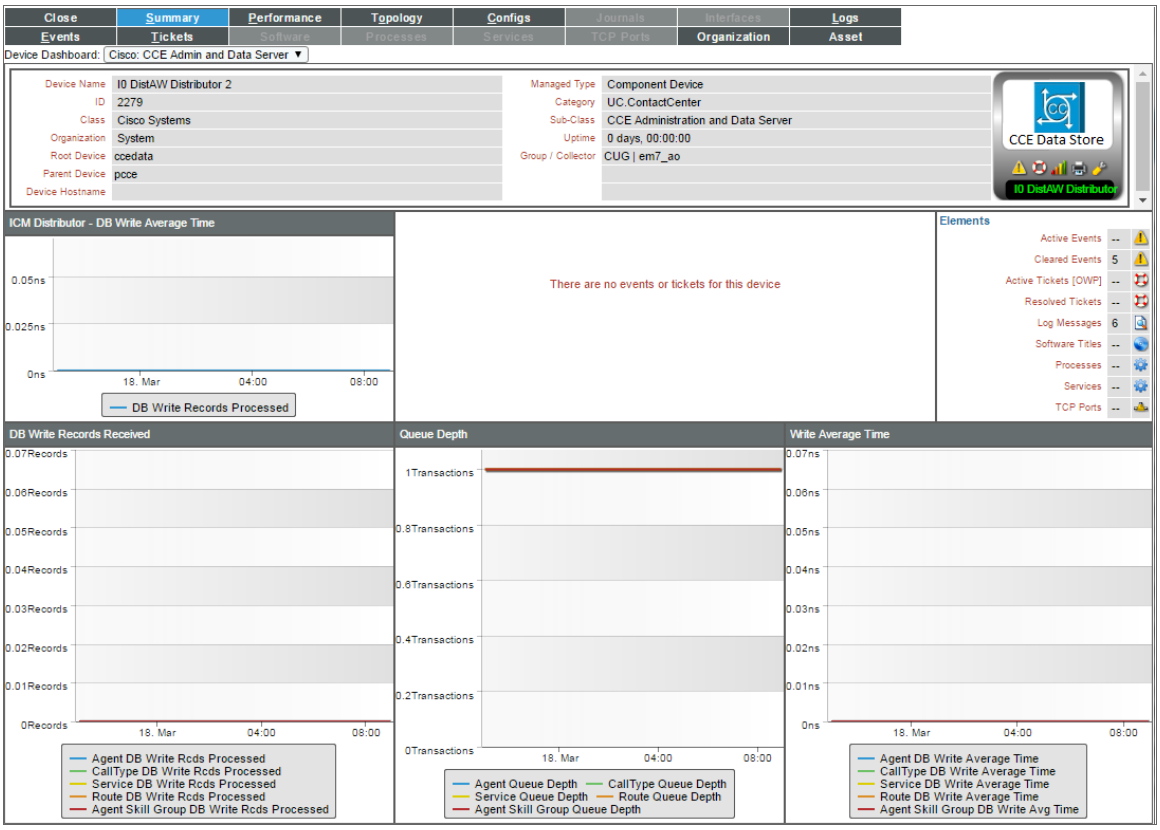
Device Dashboards

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

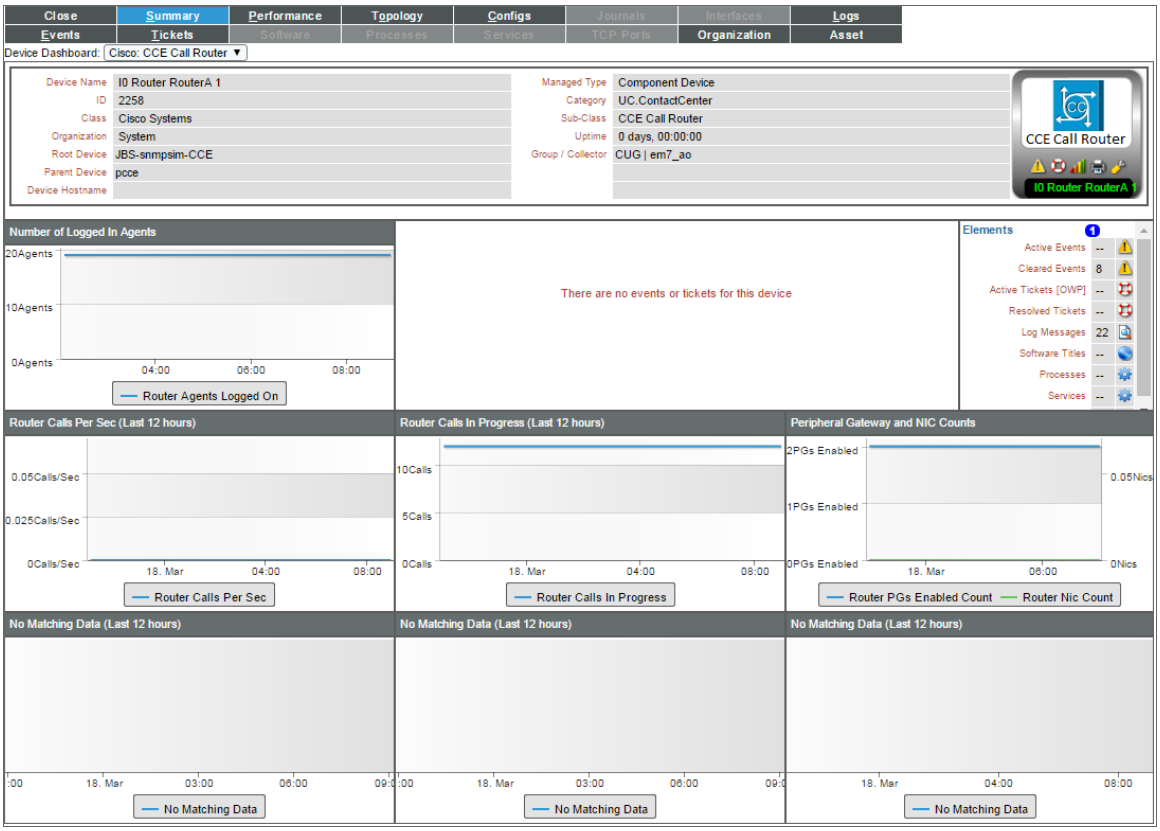


The ***Cisco: CCE Admin and Data Server*** device dashboard displays the following information:

- 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

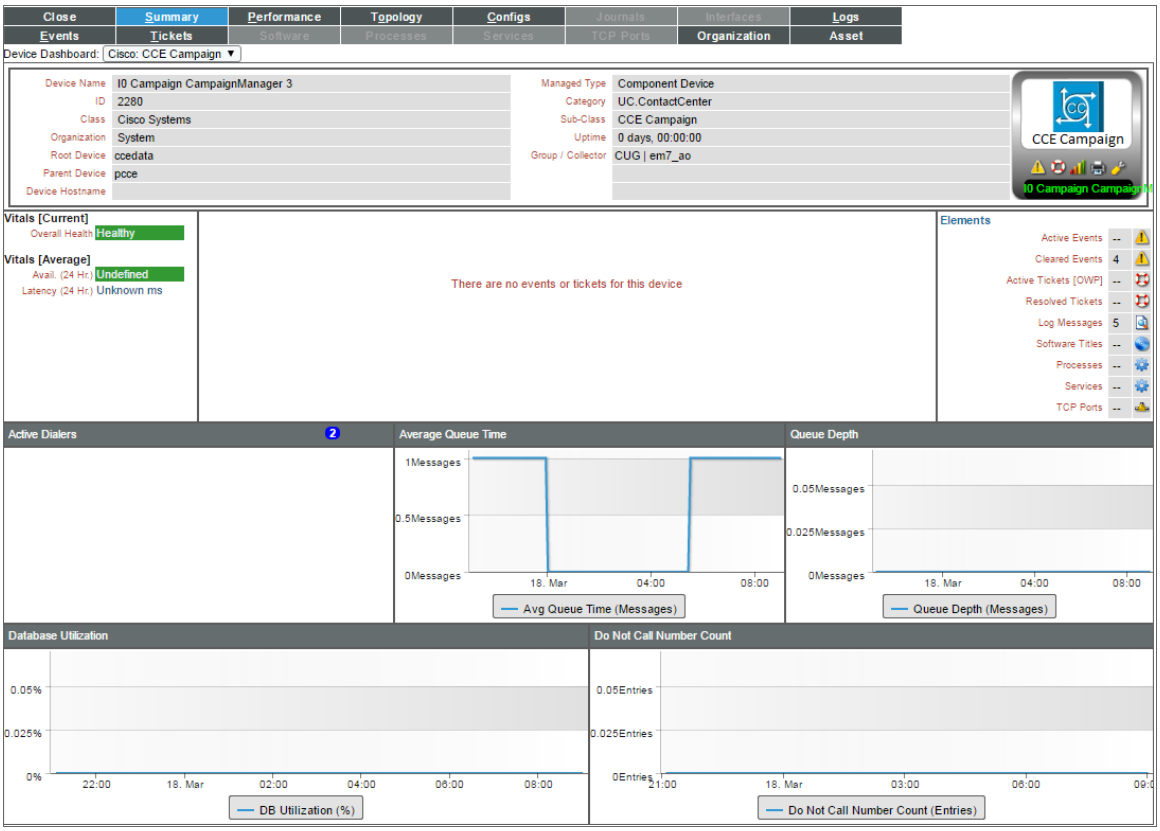


The ***Cisco: CCE Call Router*** device dashboard displays the following information:

- 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

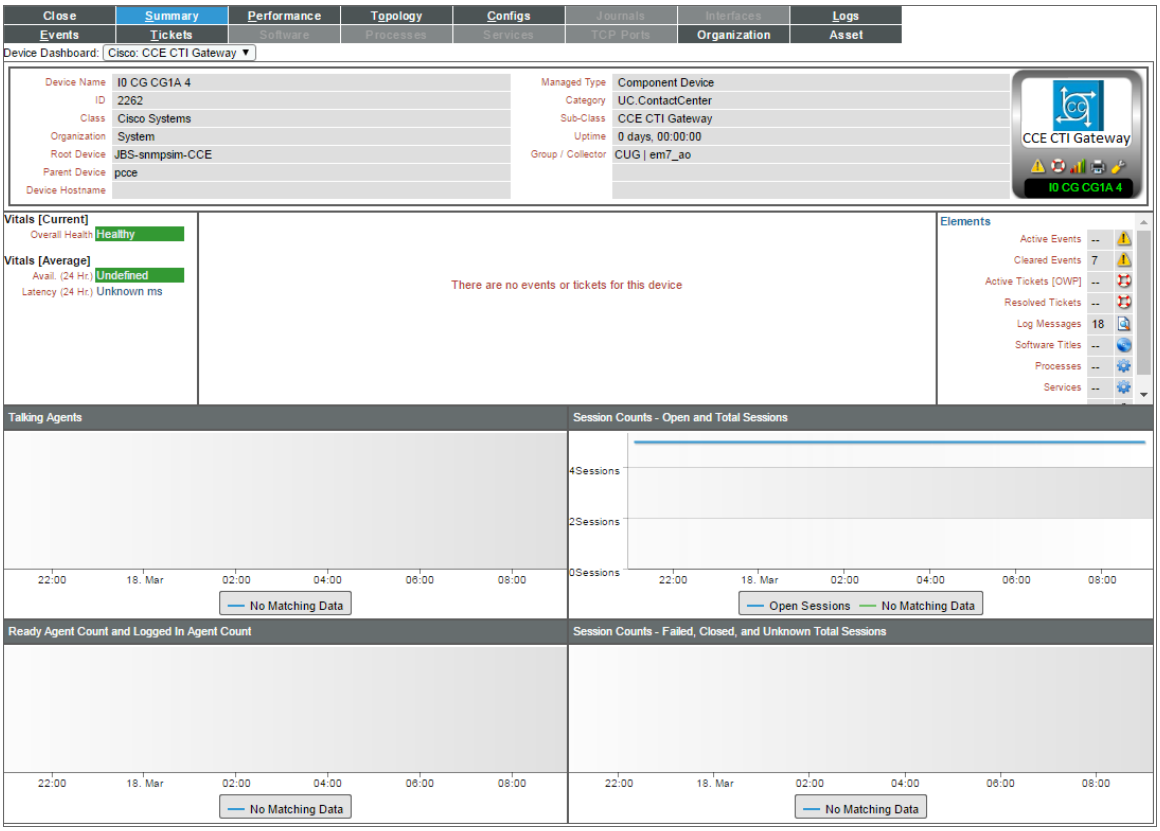
Cisco: CCE Campaign



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

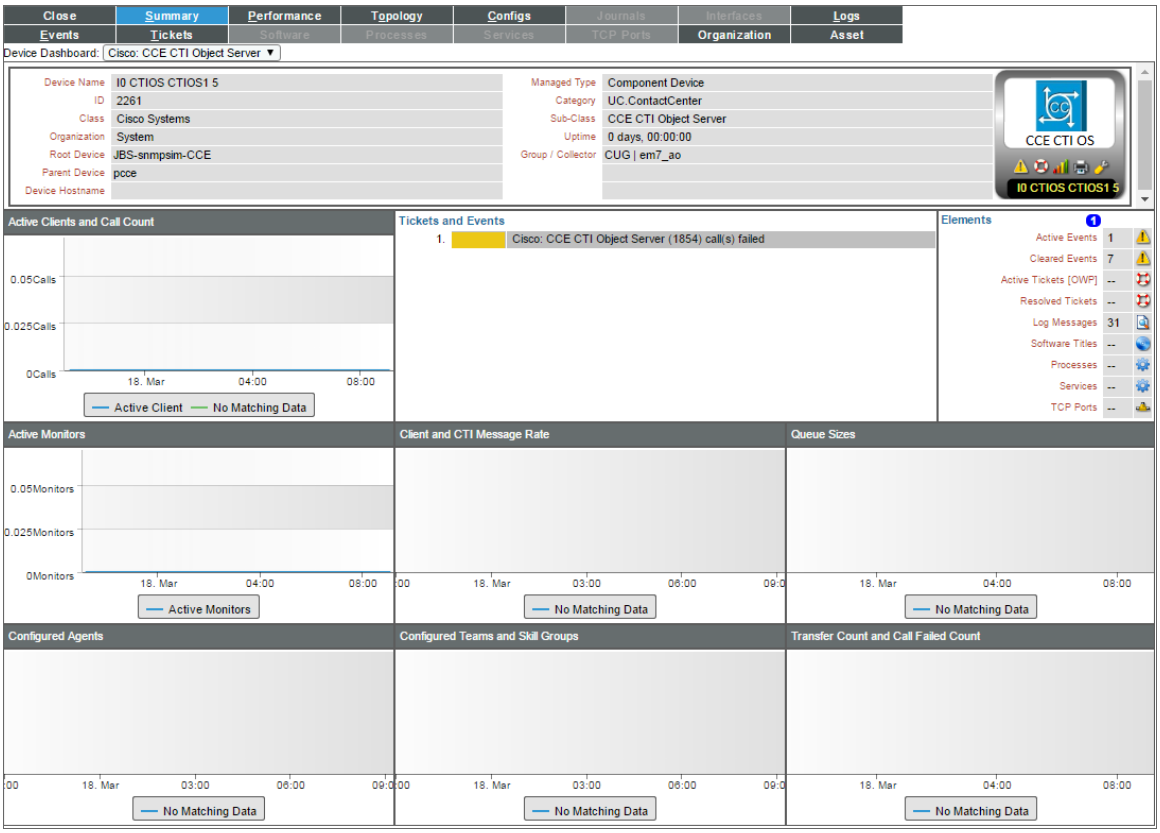
Cisco: CCE CTI Gateway



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

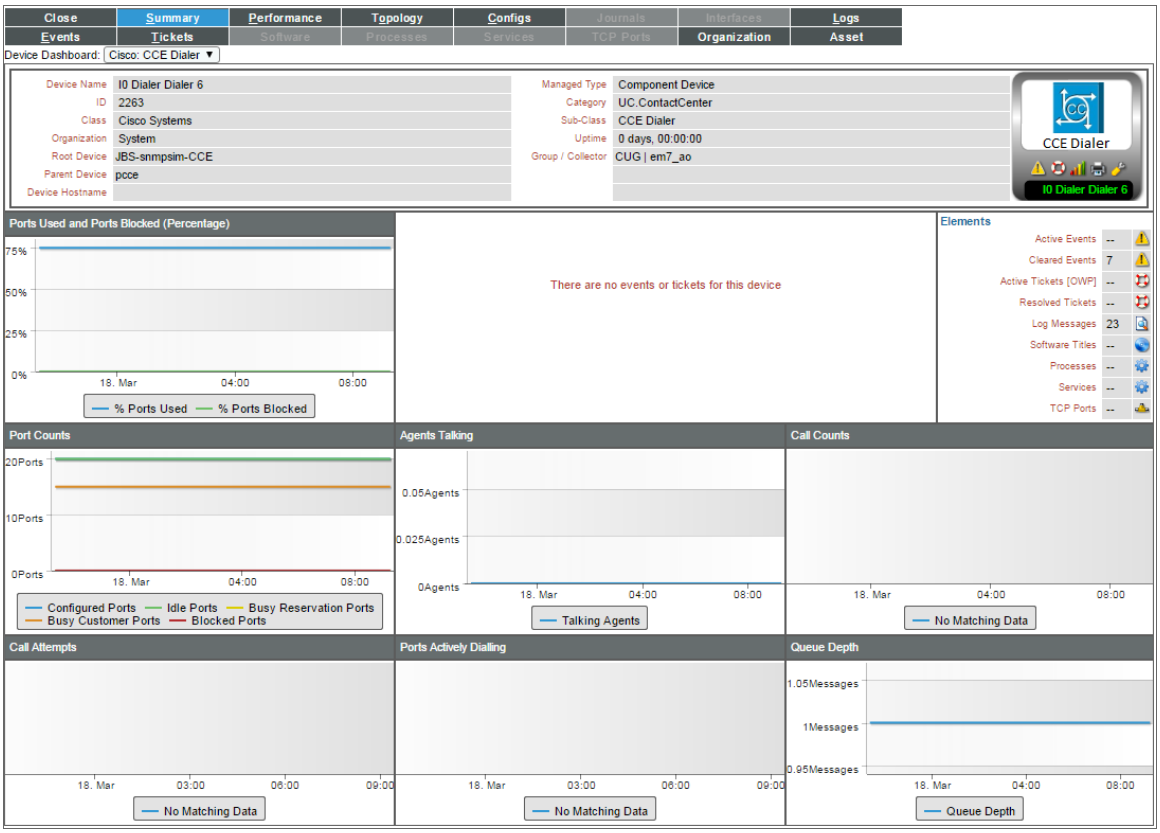
Cisco: CCE CTI Object Server



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

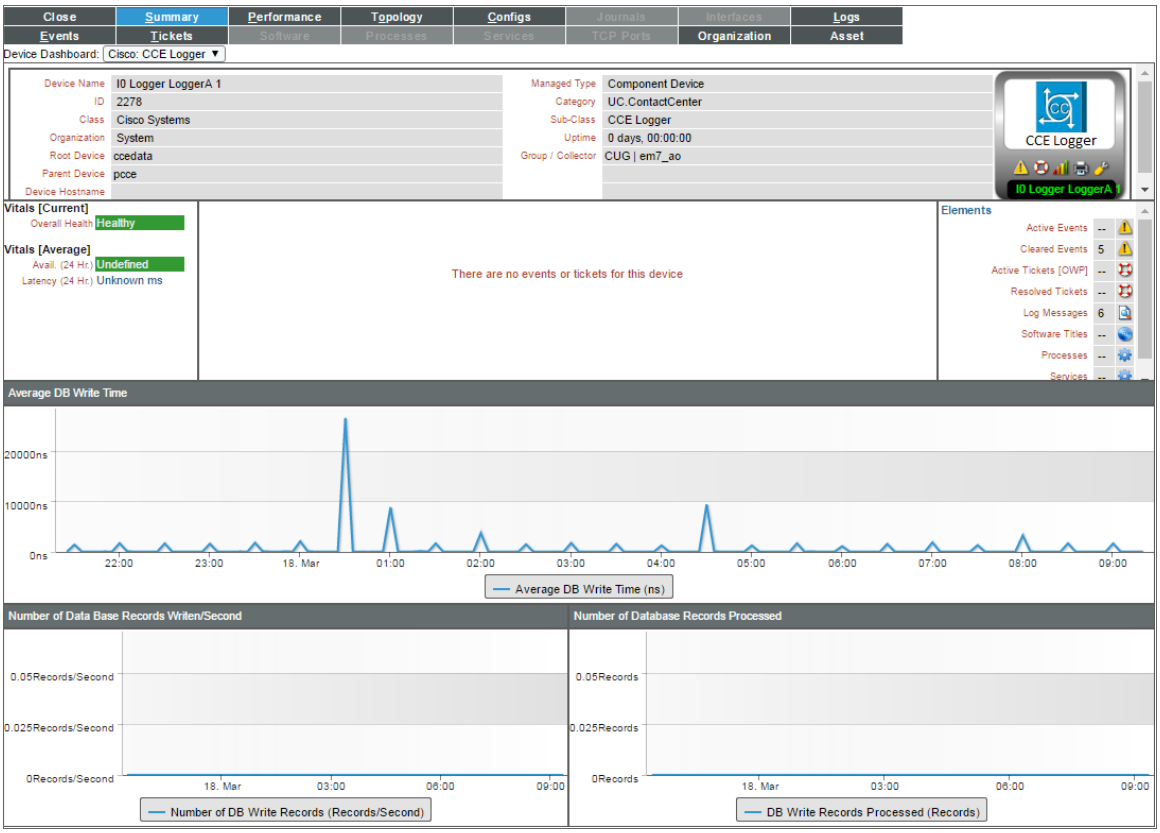
Cisco: CCE Dialer



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

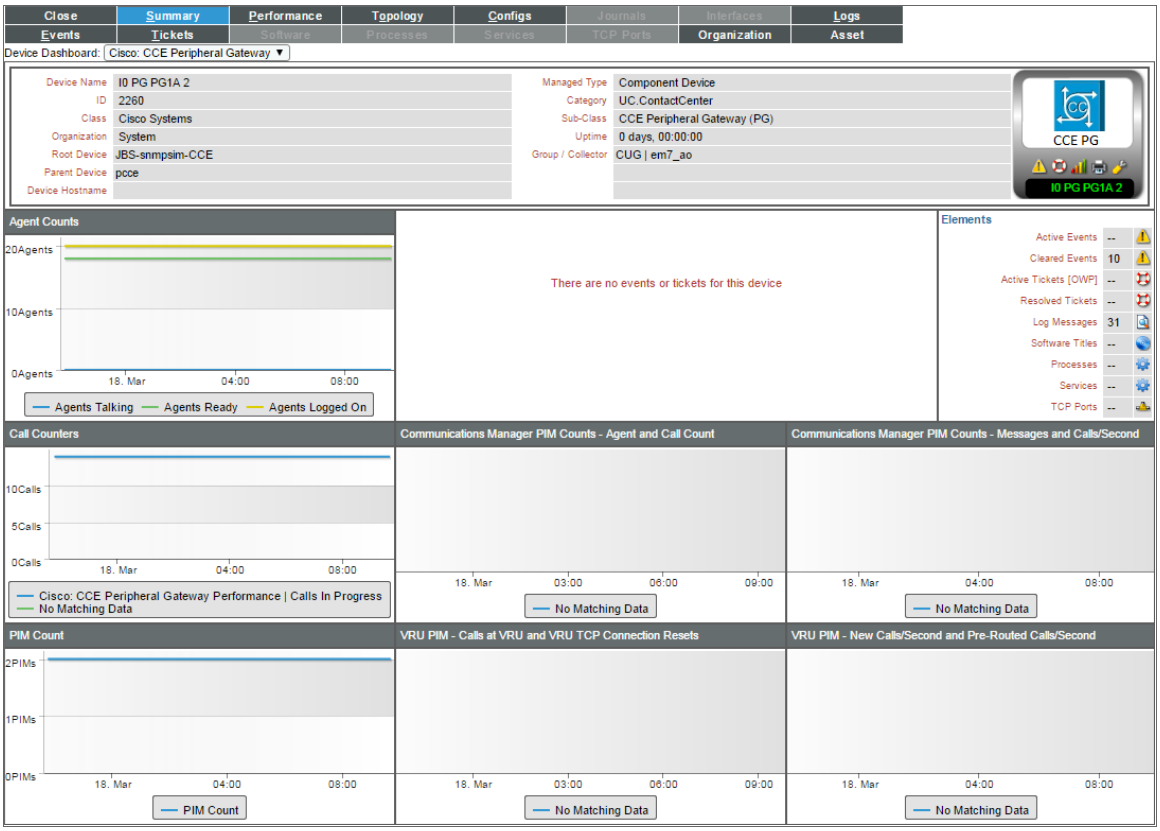
Cisco: CCE Logger



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

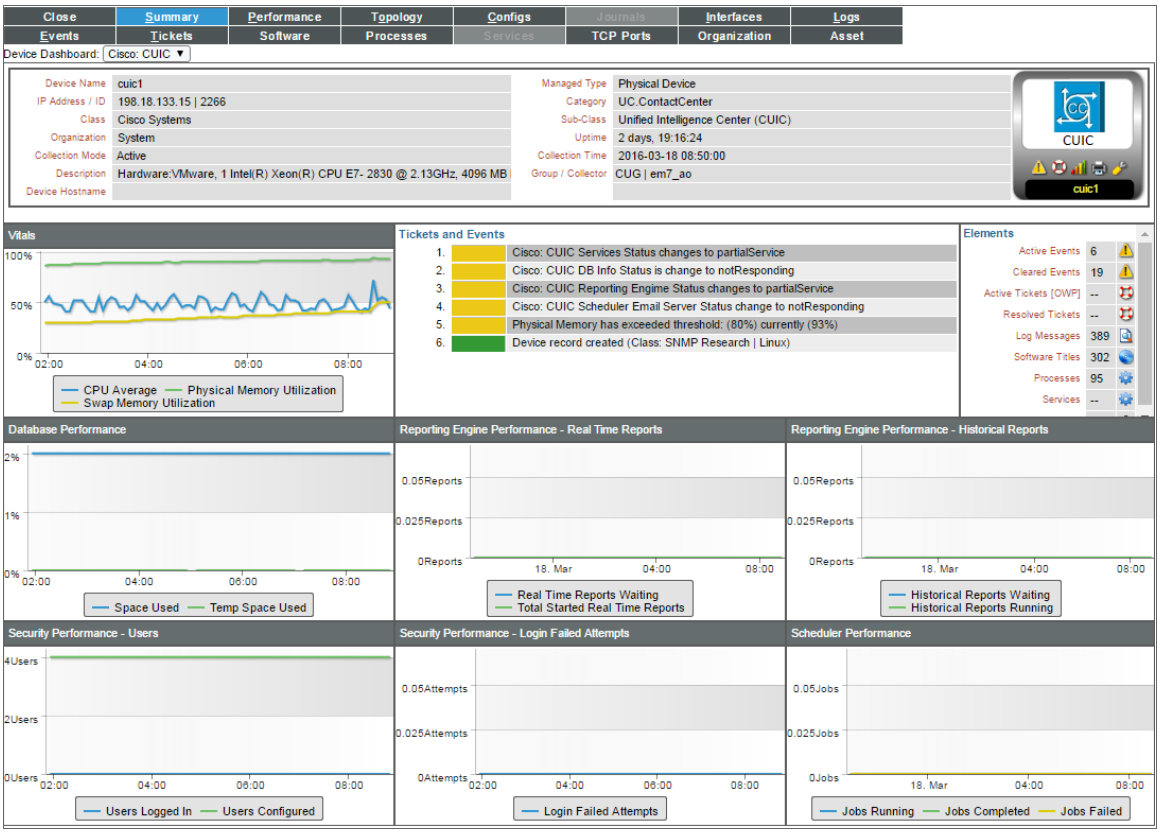
Cisco: CCE Peripheral Gateway



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

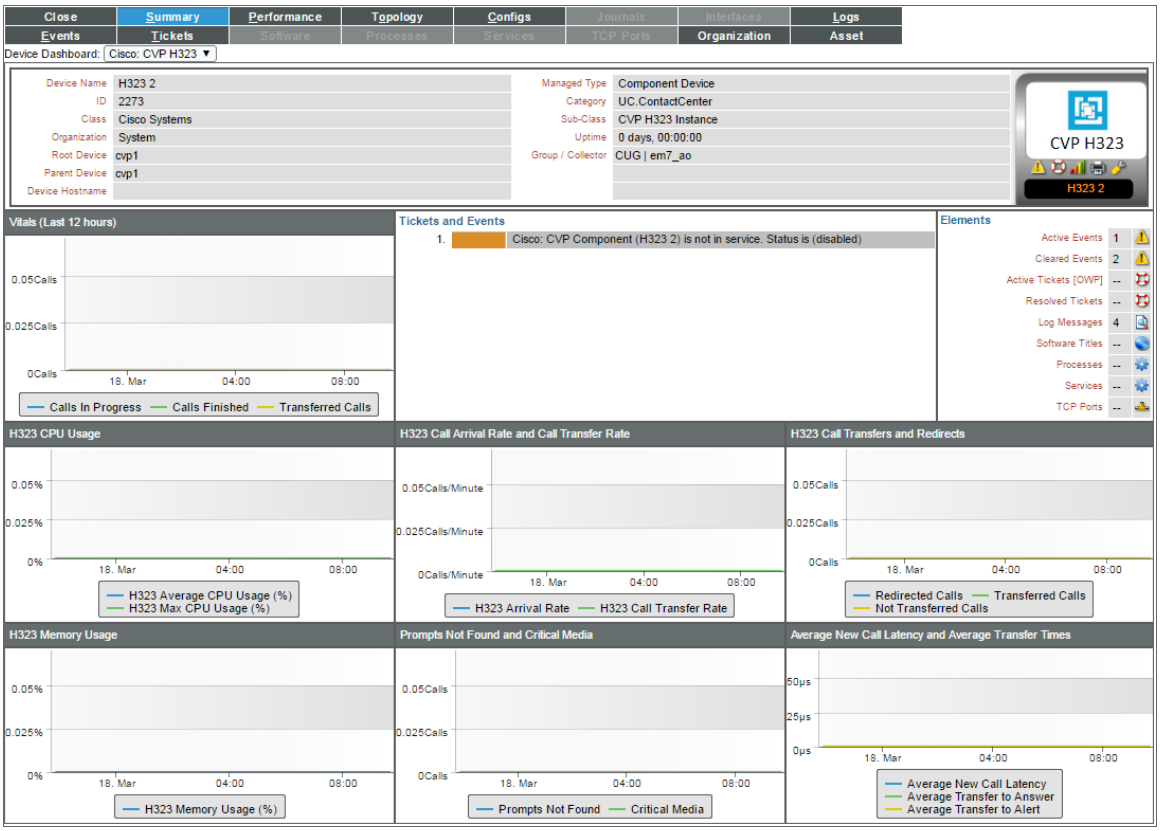
Cisco: CUIC



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

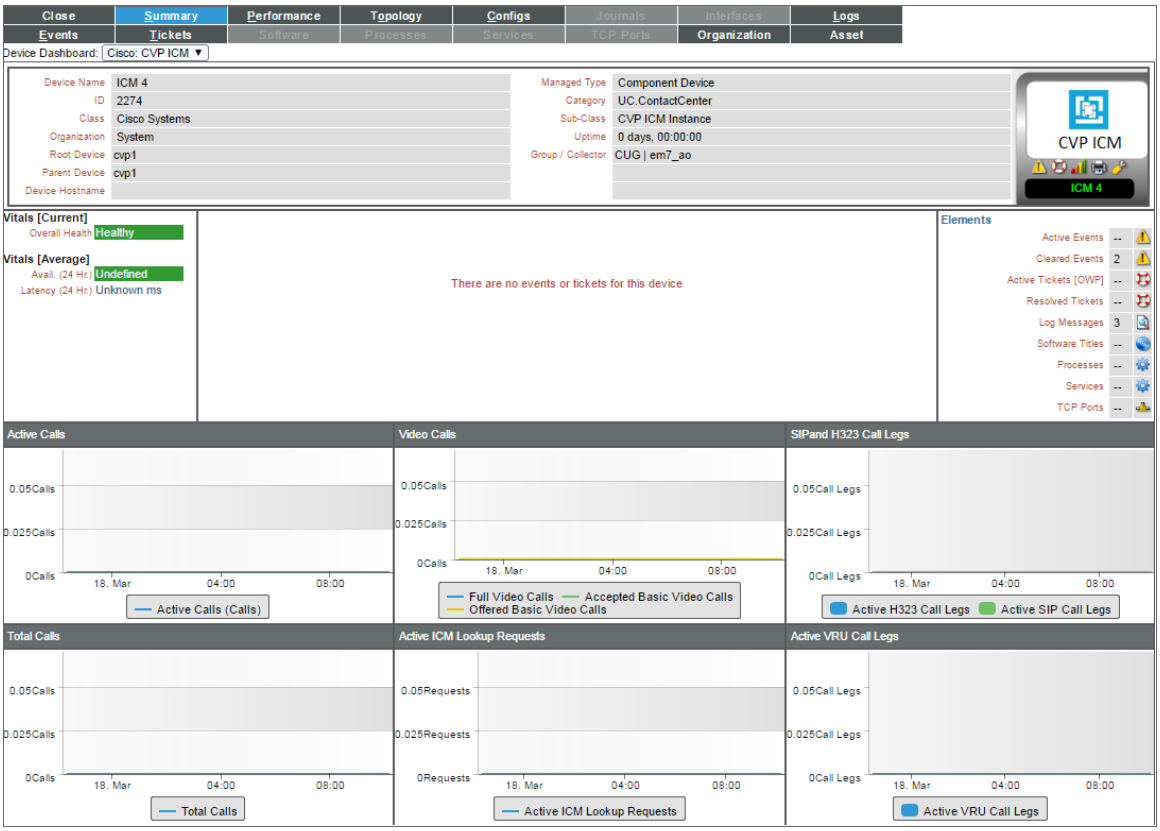
Cisco: CVP H323



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

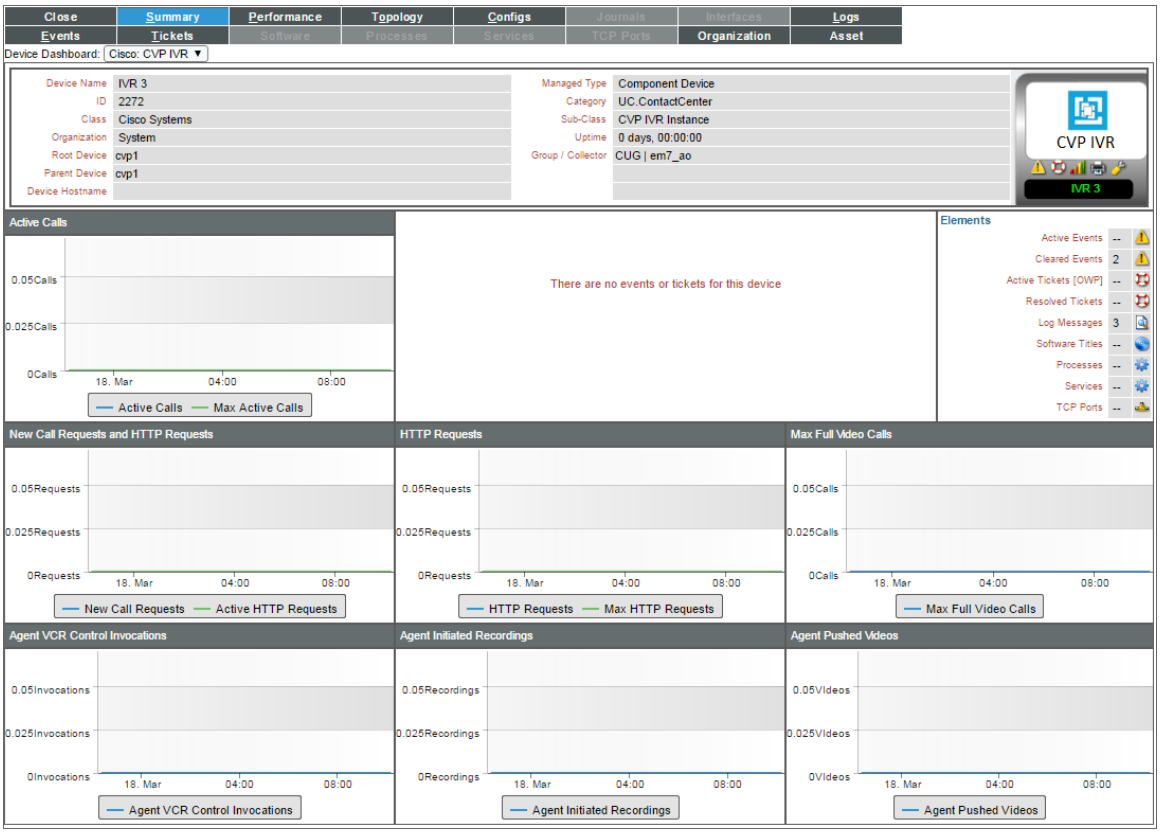
Cisco: CVP ICM



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

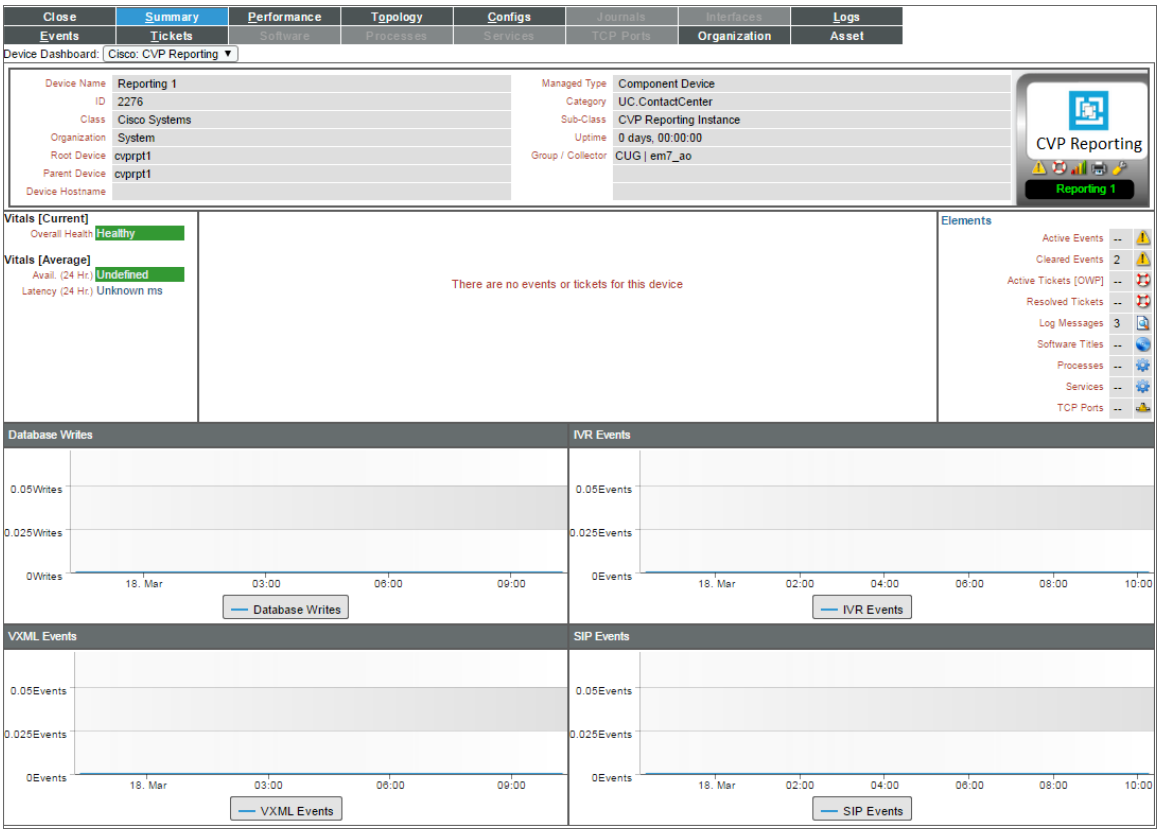
Cisco: CVP IVR



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

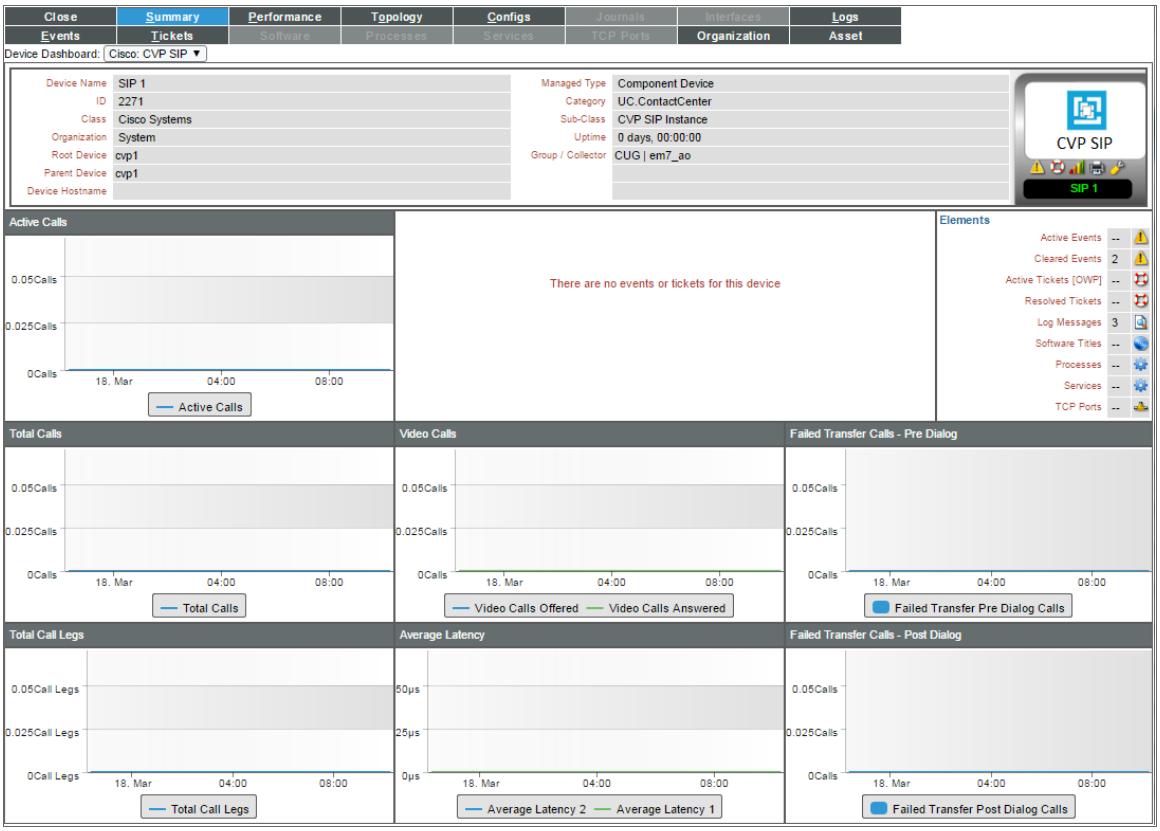
Cisco: CVP Reporting



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
    - IVR Events
    - SIP Events

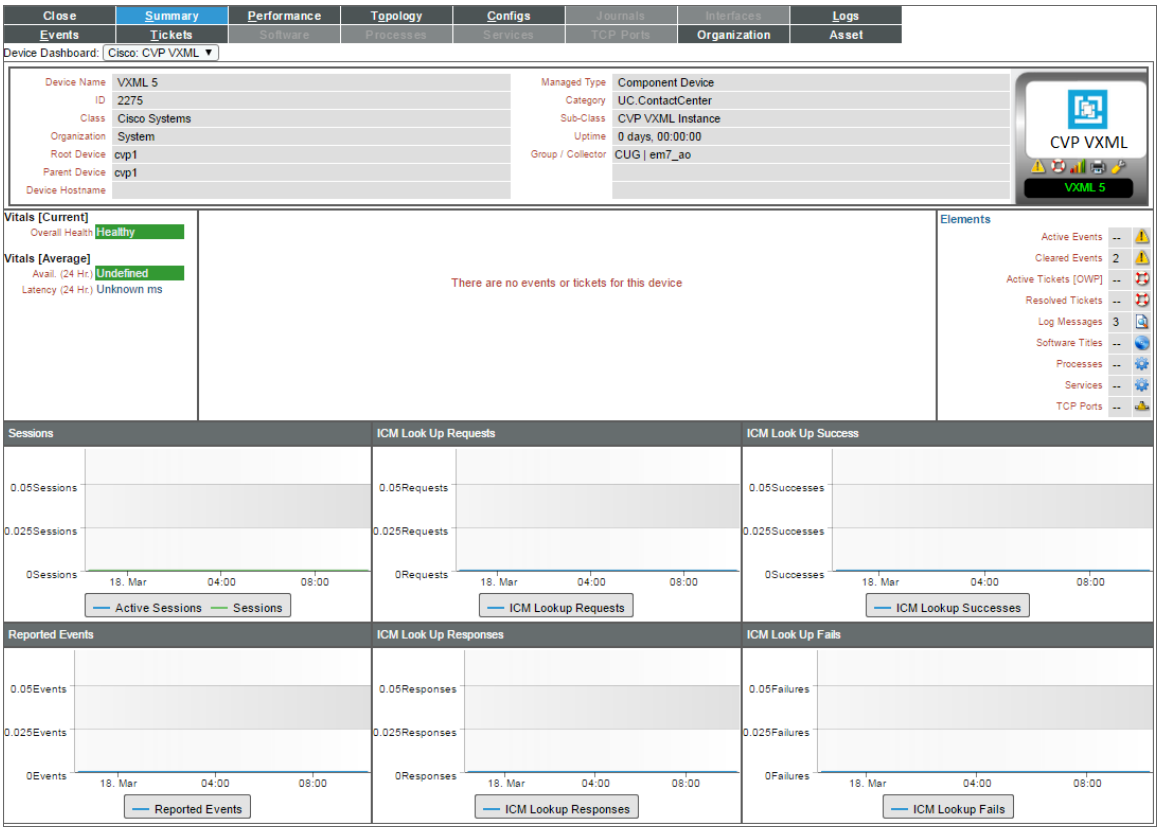
Cisco: CVP SIP



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

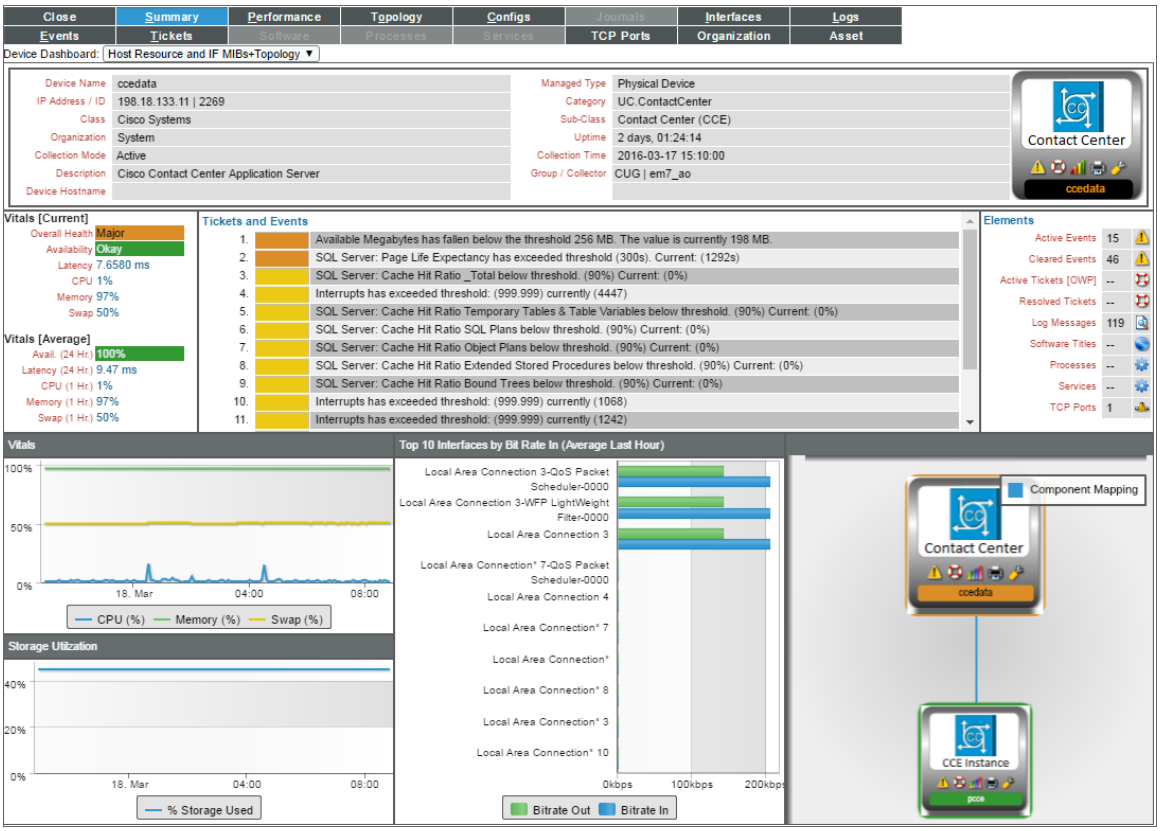
Cisco: CVP VXML



The ***Cisco: CVP VXML***L 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



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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