The bridge to possible

Analytické nástroje (nejen) pro Cisco Collaboration

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21.června 2022

Agenda

- Webex diagnostika
  - aplikace a video zařízení
  - Control Hub – analytics, troubleshooting, Cloud-connected UC
- Diagnostika sítě – end-to-end
  - ThousandEyes
- Integrace
  - ThousandEyes alarmy

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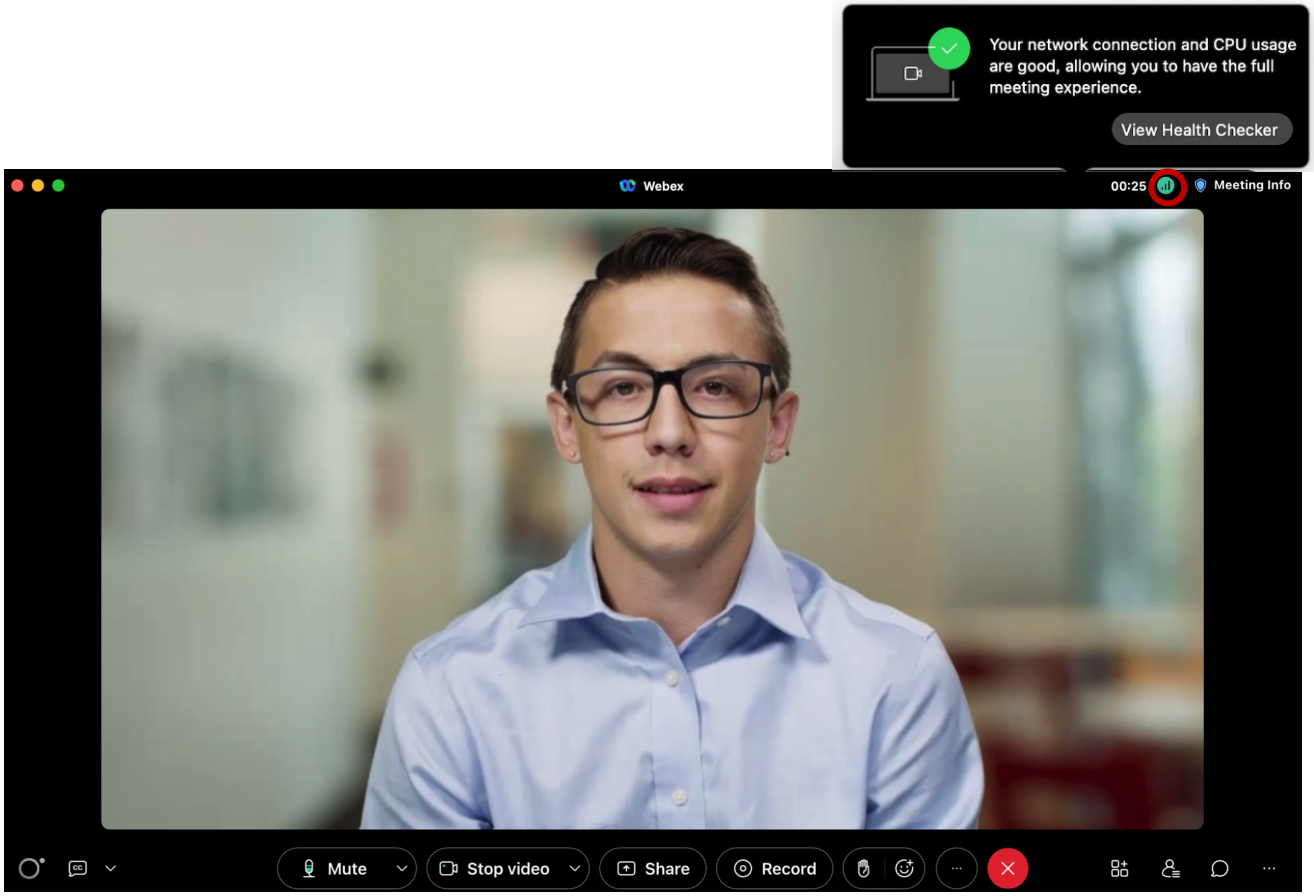
Webex App & Video Device

Network Health Status Indicator

- Network health status indicator is now color coded
  - Green (network is good)
  - Amber (network is deteriorating)
  - Red (network is poor/unstable)
- Mouse over the indicator will show the current status with a button for **View Health Checker**
- Health Checker can provide clear guidance on issues and possible solution to remedy the situation



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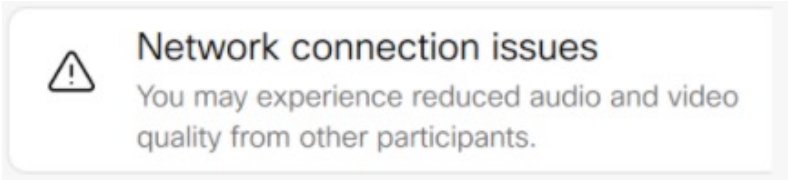
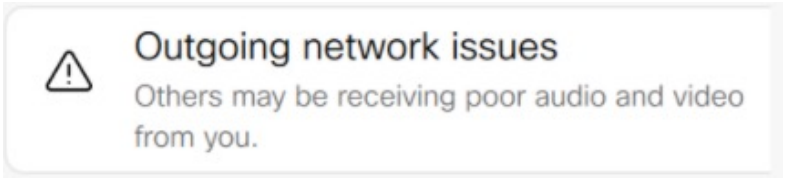
Bad Network Quality Indication





- Two new OSD messages
  - Receive vs. Transmit
- These indicators are representative between you and Webex
  - Not an indication of another participant's network connection
  - Home network, Wi-Fi, ISP, etc…
  - We, of course, recommend a wired connection whenever possible!
- Several factors go into the determination to present these
  - Packet loss, consistent and bursty, as well as engagement of error correction
  - Specific limits and thresholds may evolve to better represent the current network status

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Webex Control Hub

Slido

webex

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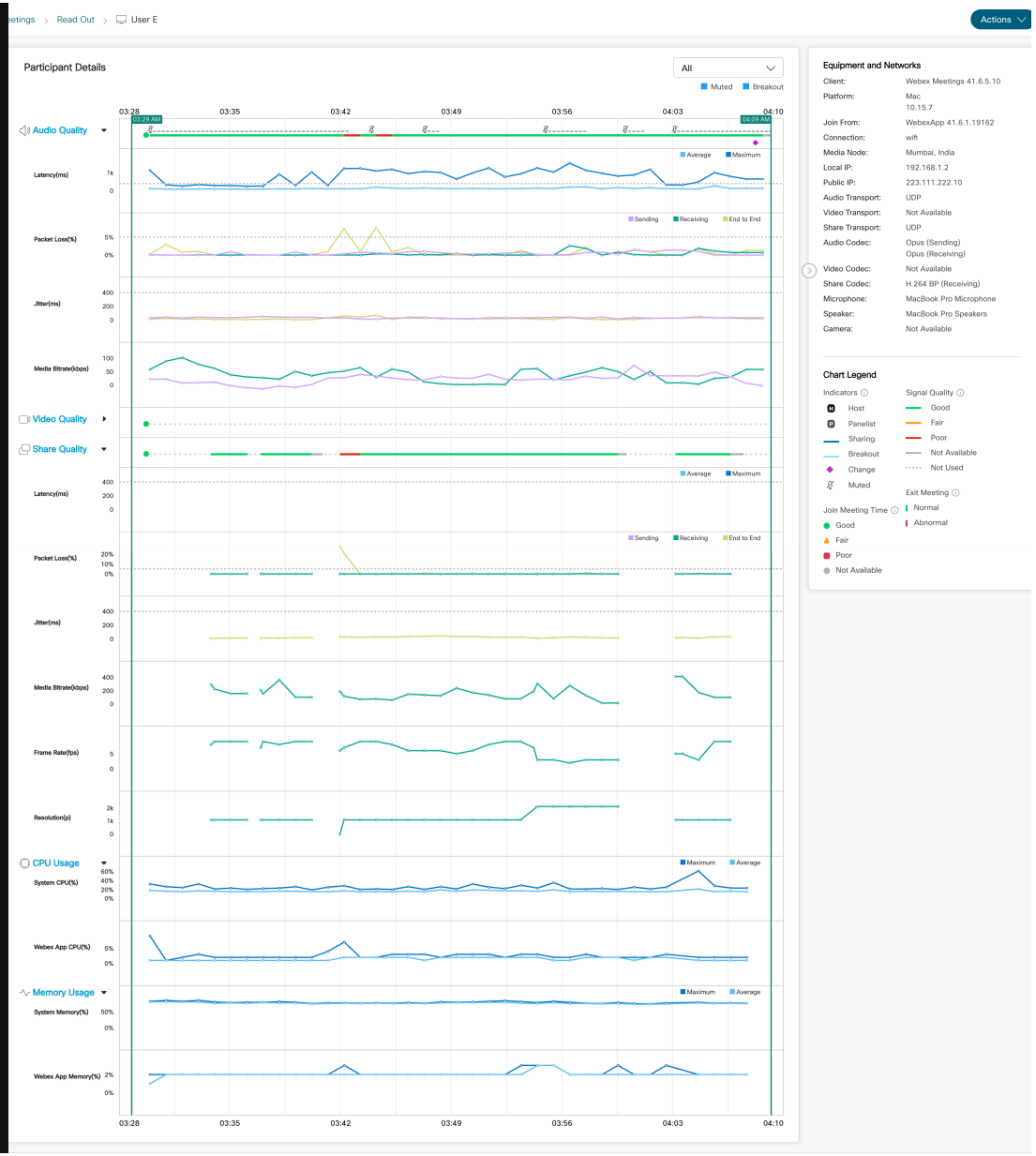
Benefits

Control Hub Troubleshooting gives administrators access to meetings and calls (for basic Webex calls) statistics.

Identify causes of quality issues to increase user satisfaction.



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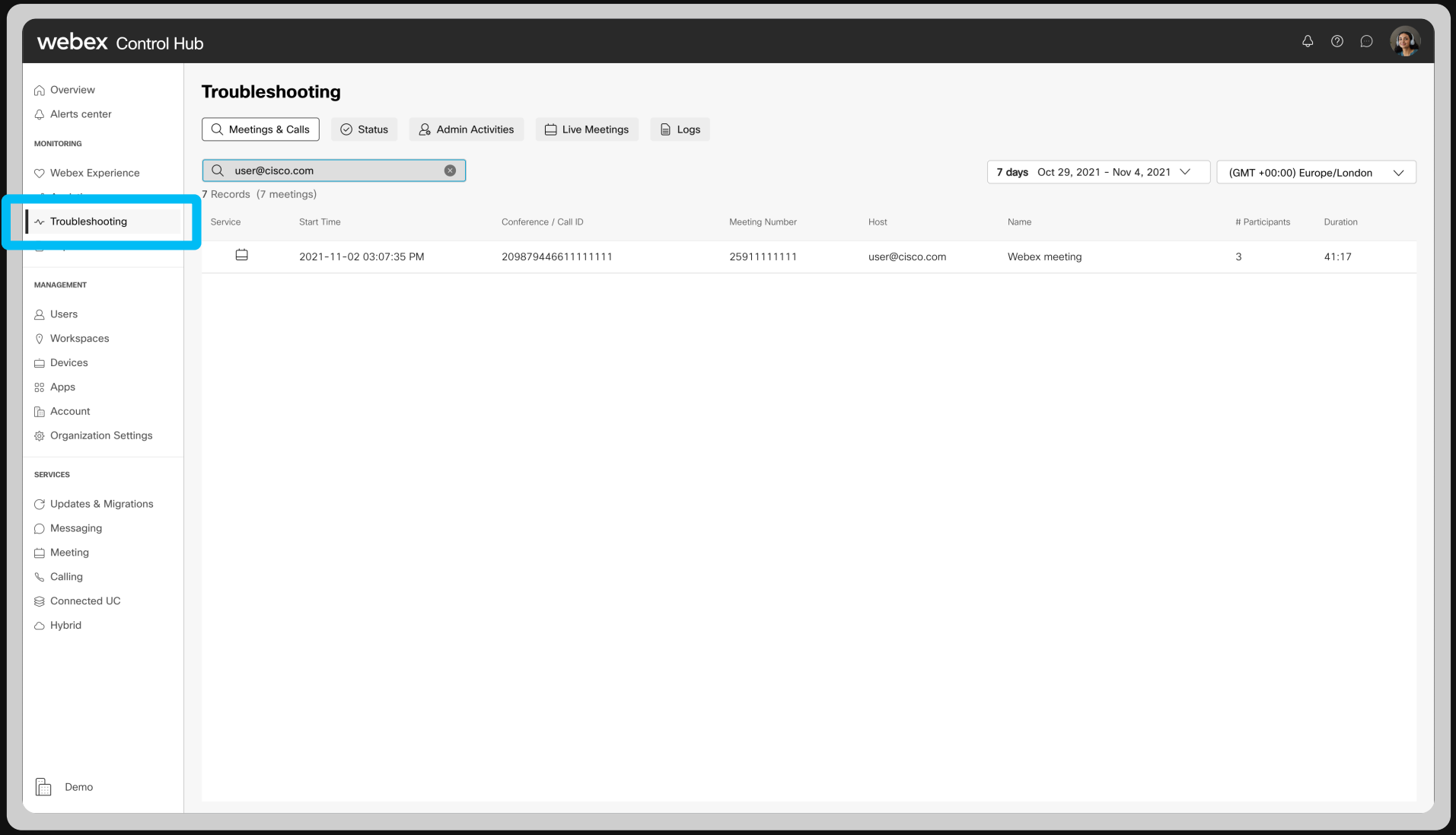

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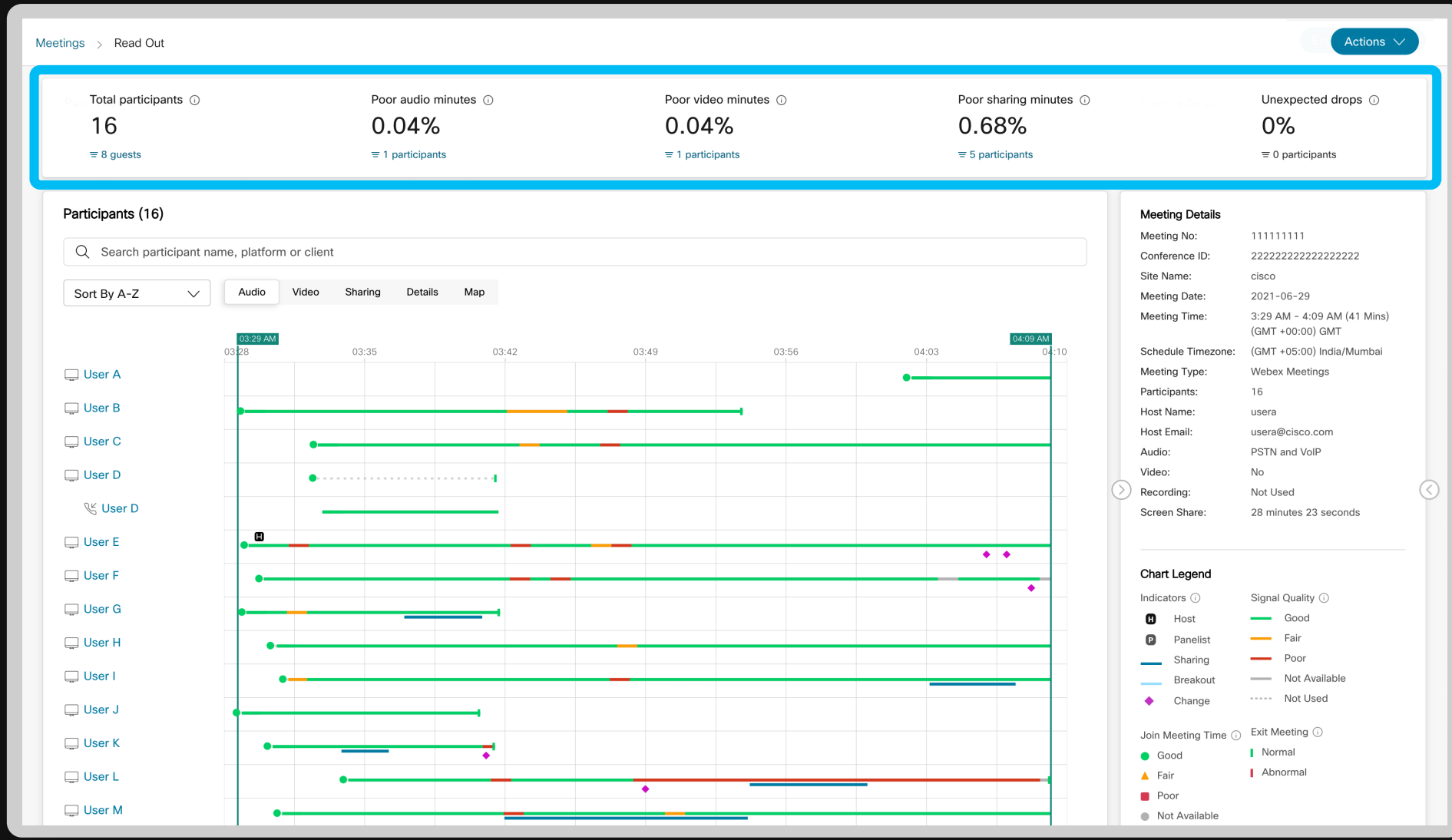

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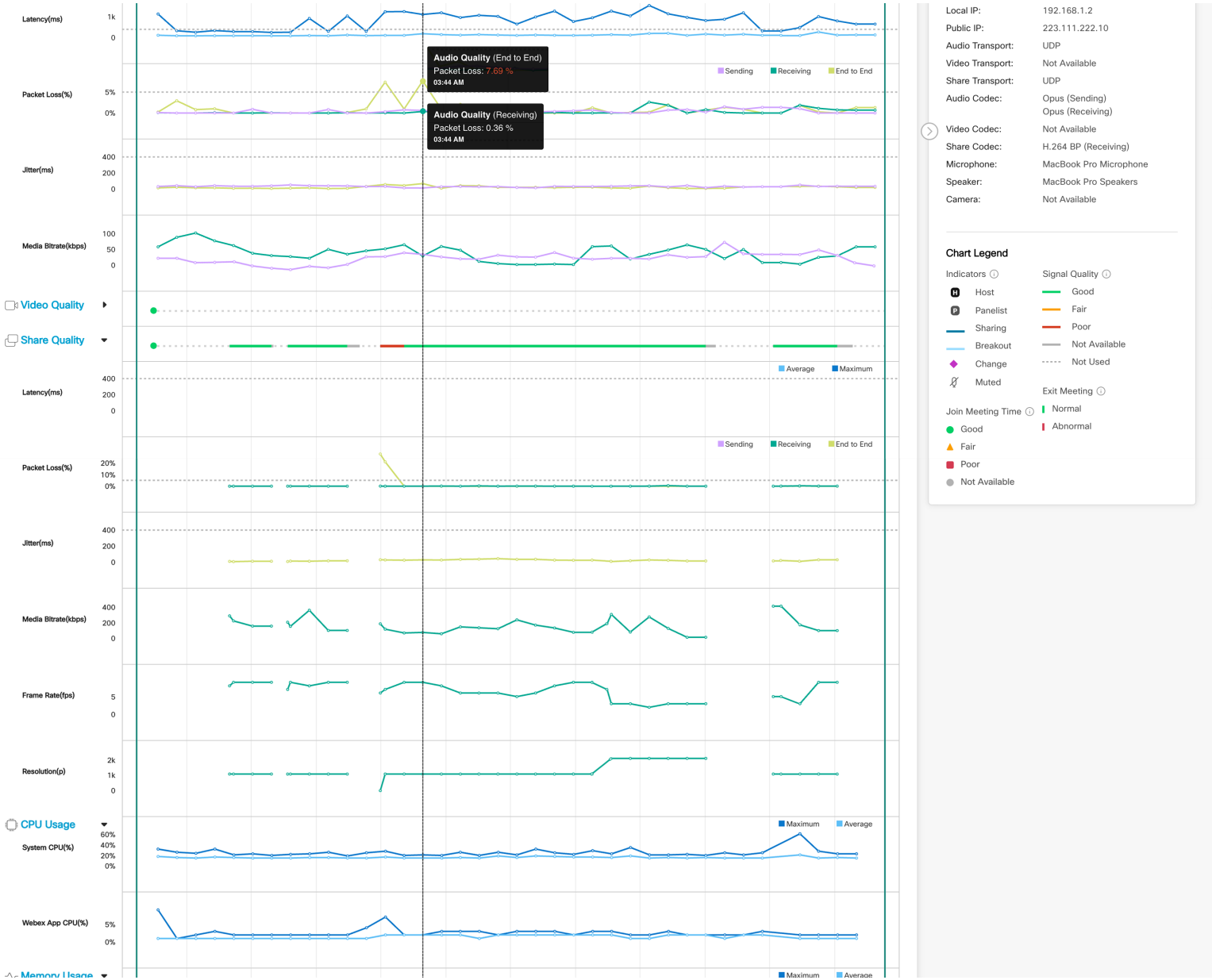
Audio Quality

Troubleshooting > Meetings & Calls > Meeting > Participant



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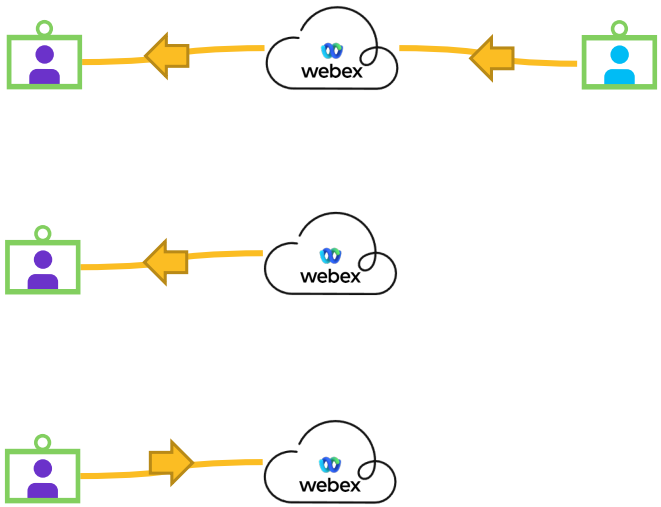
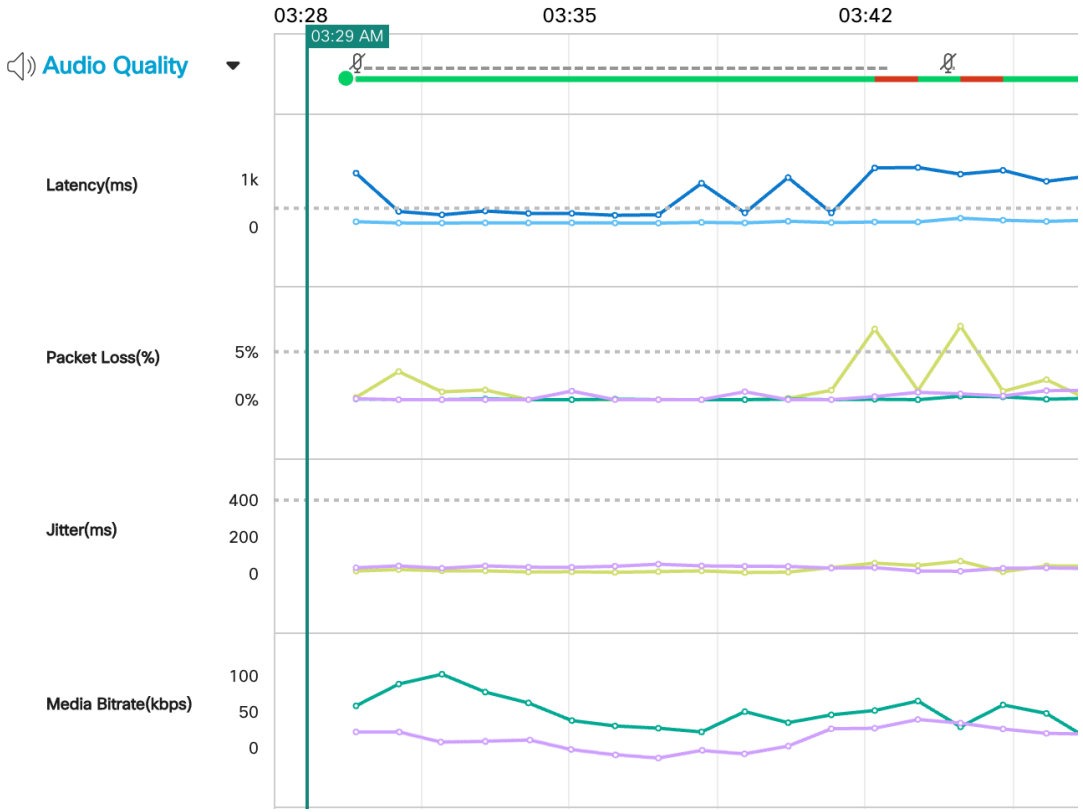
Quality



Measurement	Threshold	Color
Latency	< 300ms	Green
	300mm < 400ms	Orange
	> 400ms	Red
Packet Loss	< 3%	Green
	3% > 5%	Orange
	> 5%	Red



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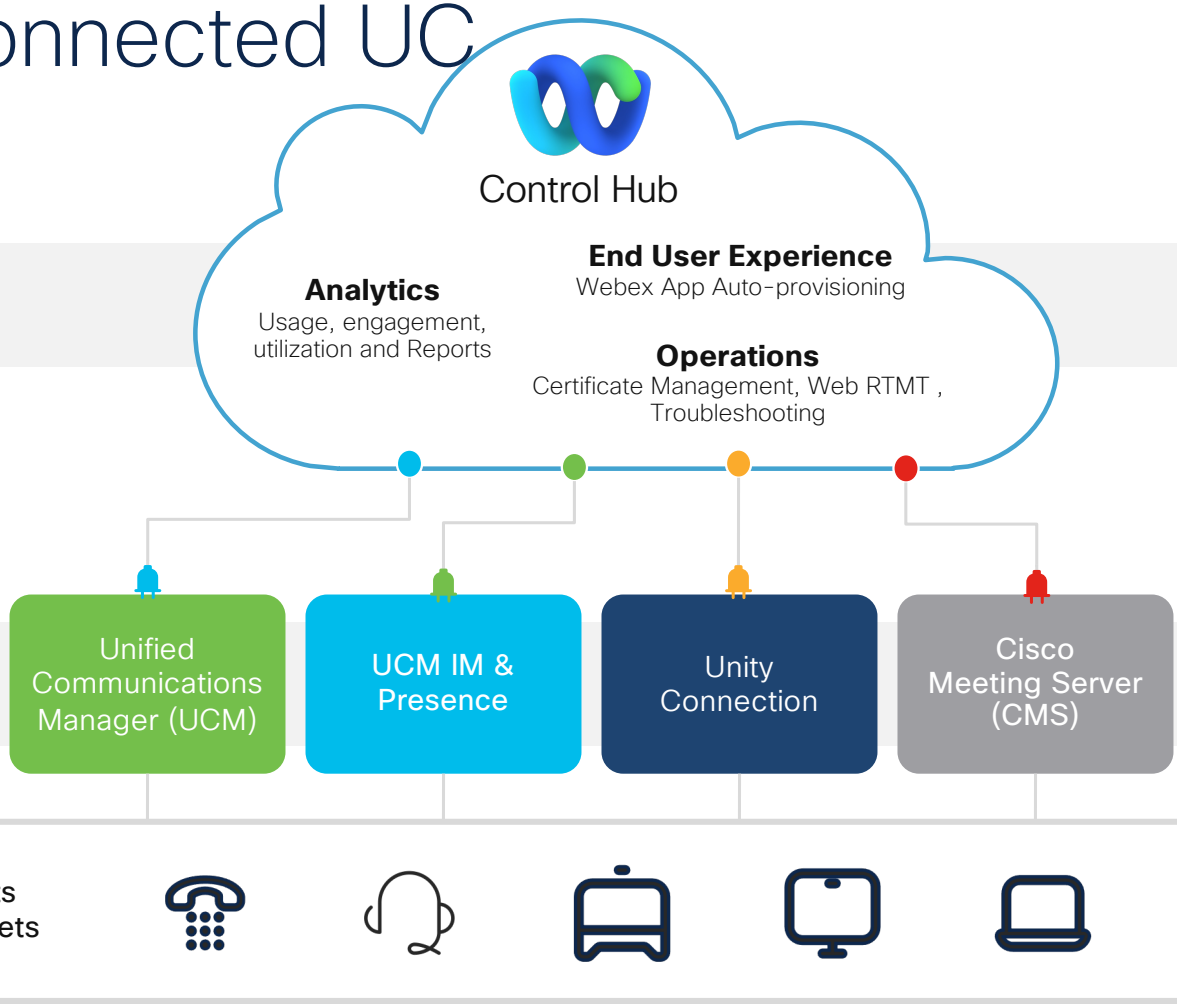
Demo

Webex Control Hub
Cloud-connected UC

Webex Cloud-Connected UC

Single stop visibility from Control Hub

Direct connectivity to the cloud



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Analytics features

Quality of experience

- Call success & failures
- Call quality metrics

Traffic Analysis

- Number of calls by CAC Locations & Call Types

Capacity analysis

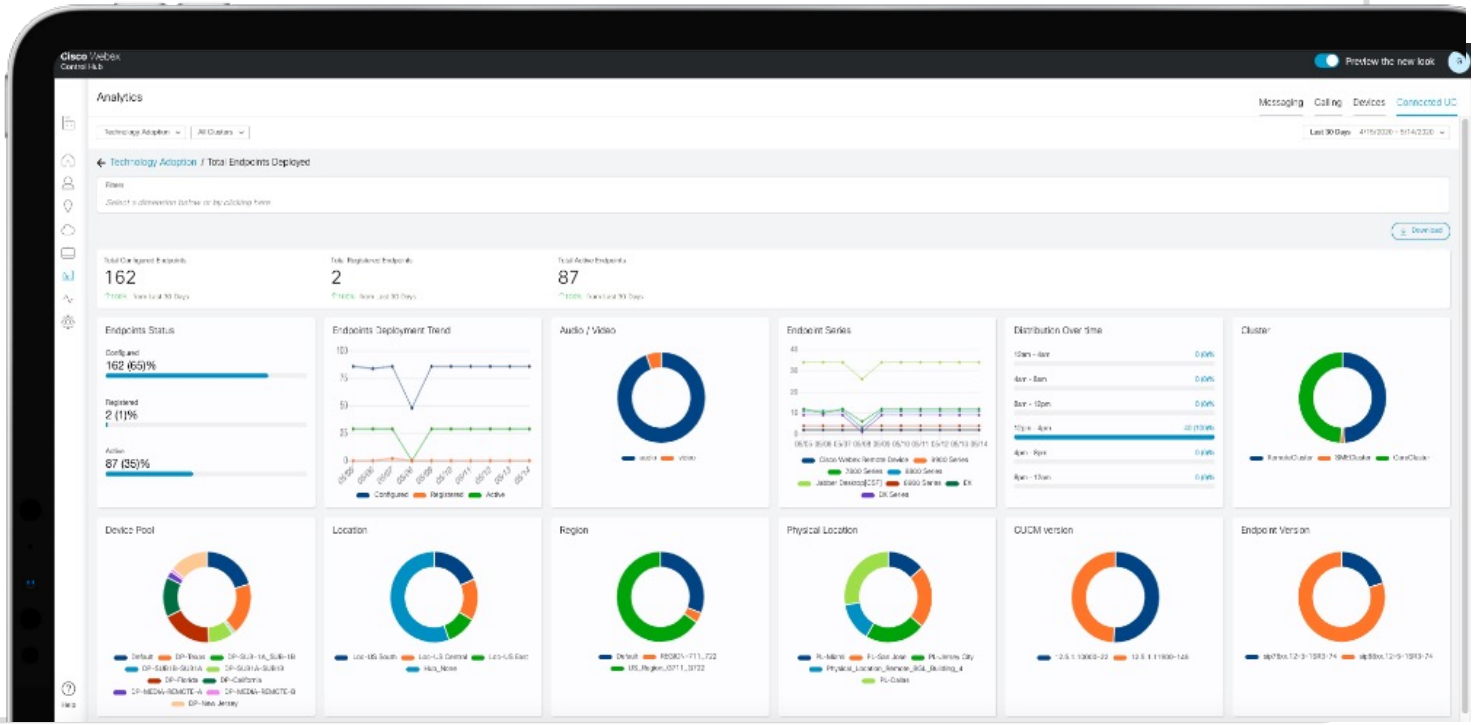
- Trunk usage

Asset usage and inventory

- Number of calls, talk time
- Endpoints & headset usage

User filters

Export Data



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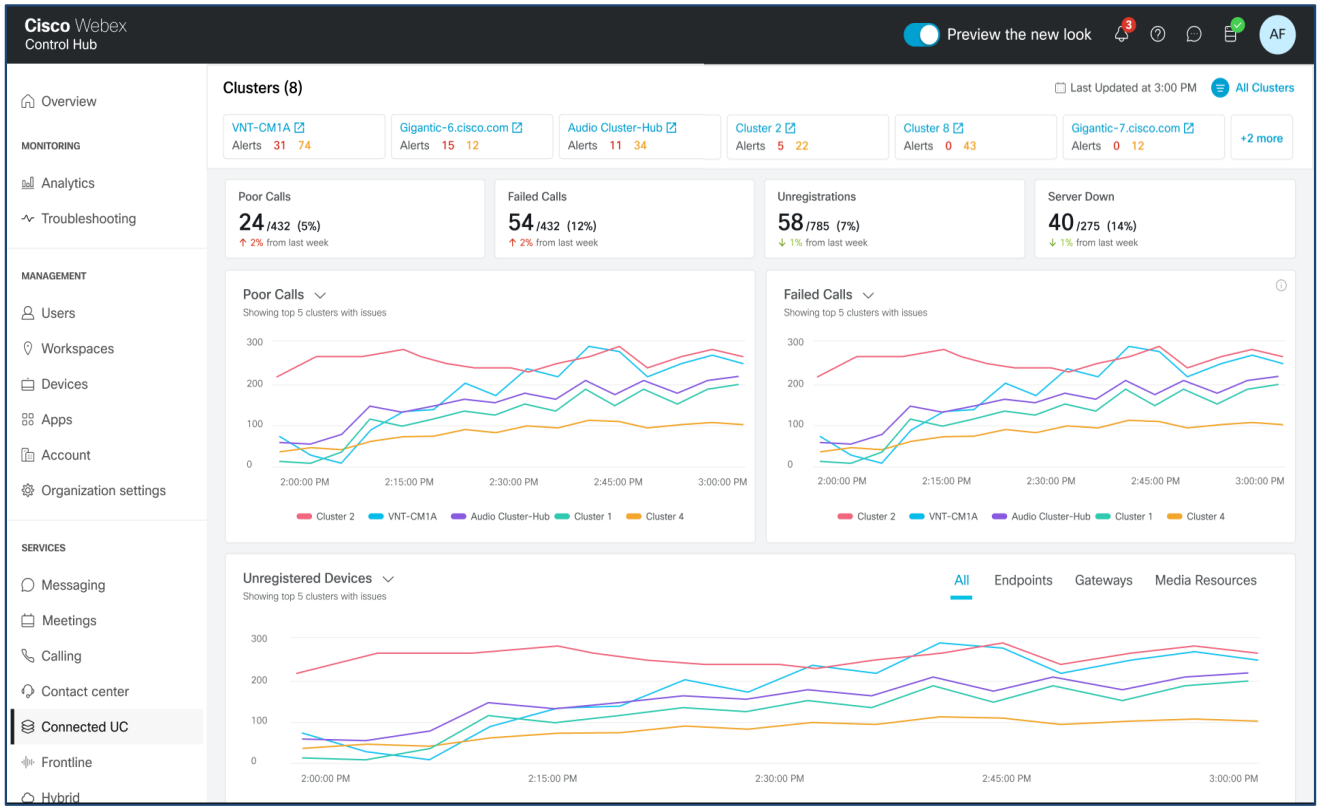
CCUC Operations dashboard

- Operational view of the state of the deployment (across clusters and across products VOS, Expressway™, CUBE)
- Aggregated views with drill down for select workflows: call and registration failures and issues
- Expressway metrics drill down for Core and Edge clusters
- CCUC RTMT views for single cluster (VOS) drill down.



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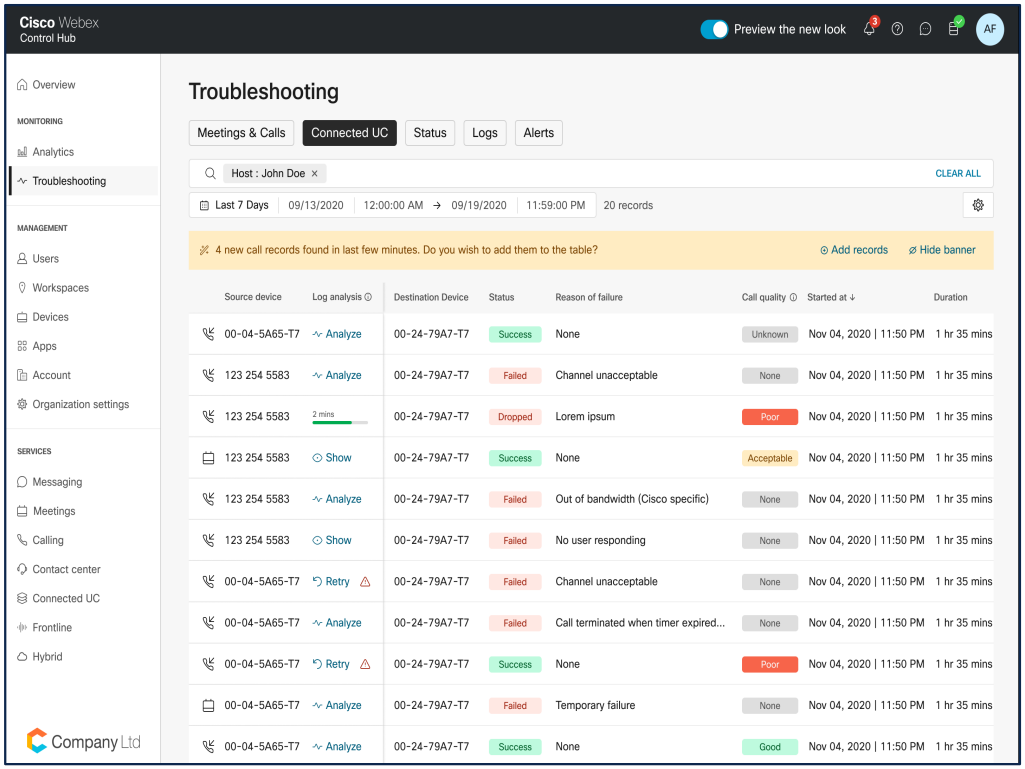
CCUC troubleshooting-> call issue diagnostics

- ✓ Drill down of call failure and call quality issues by user-id, calling/called party, failure cause, quality status and more..
- ✓ Correlate CDRs and CMRs for a given end to end call.
- ✓ Admin can trigger collecting relevant logs based on call issue from various nodes
- ✓ Provide insights if available for cause of failure based on log analysis
- ✓ Provide log analysis of various call legs including a visual ladder diagram of the call



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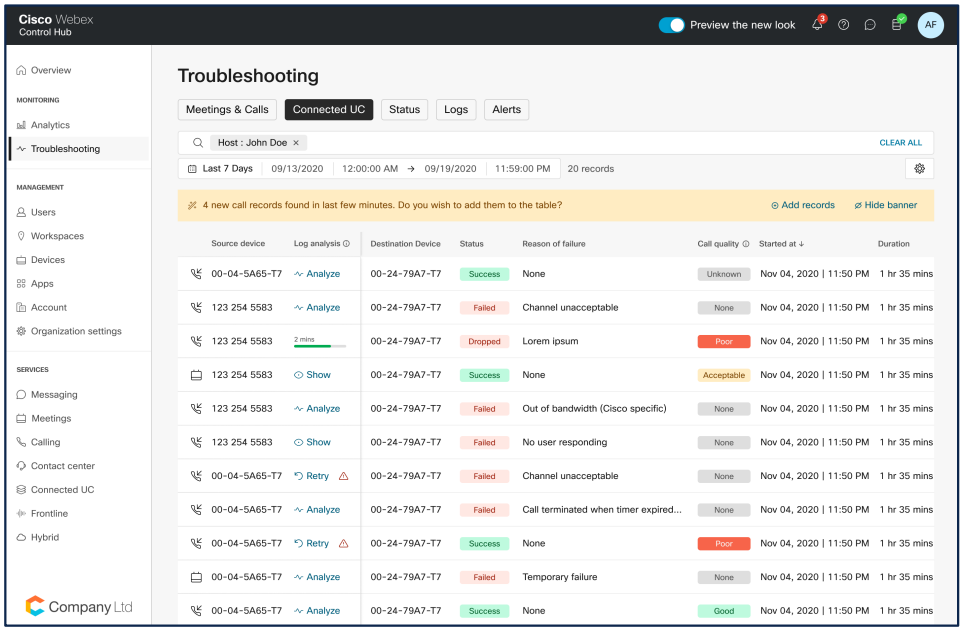
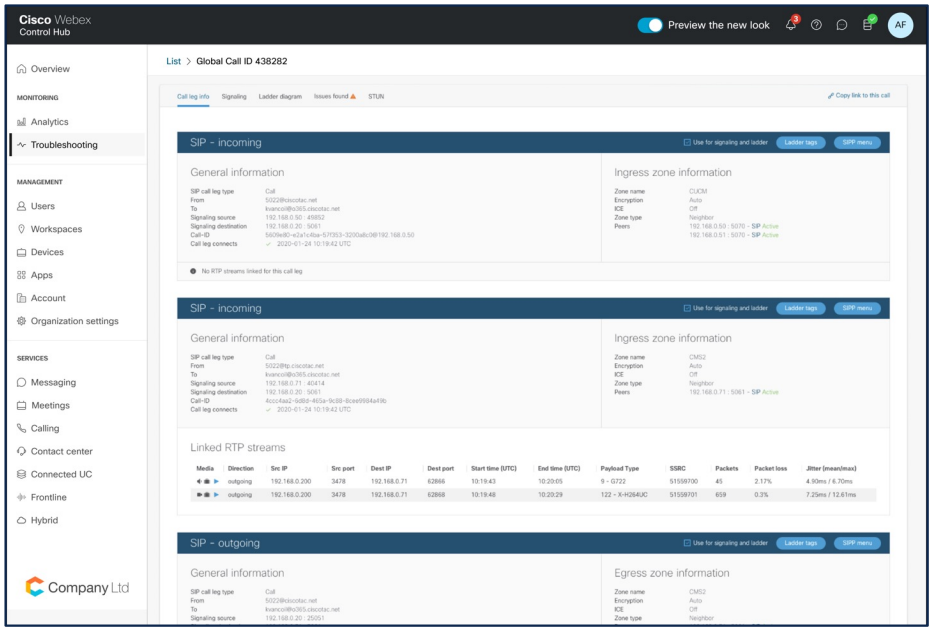
CCUC Troubleshooting Experience



Analyze with 1 click



Actionable insights by CSA

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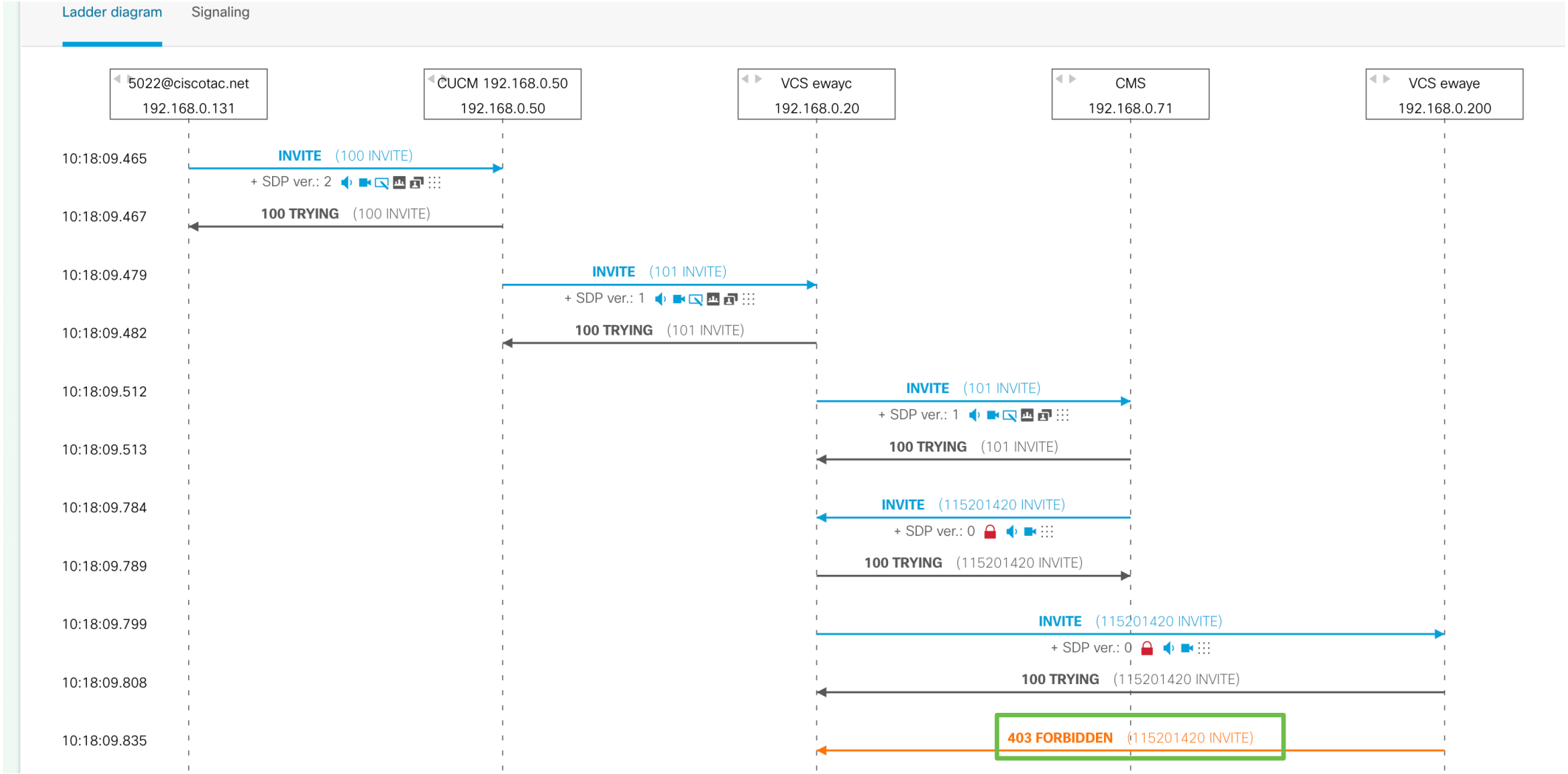
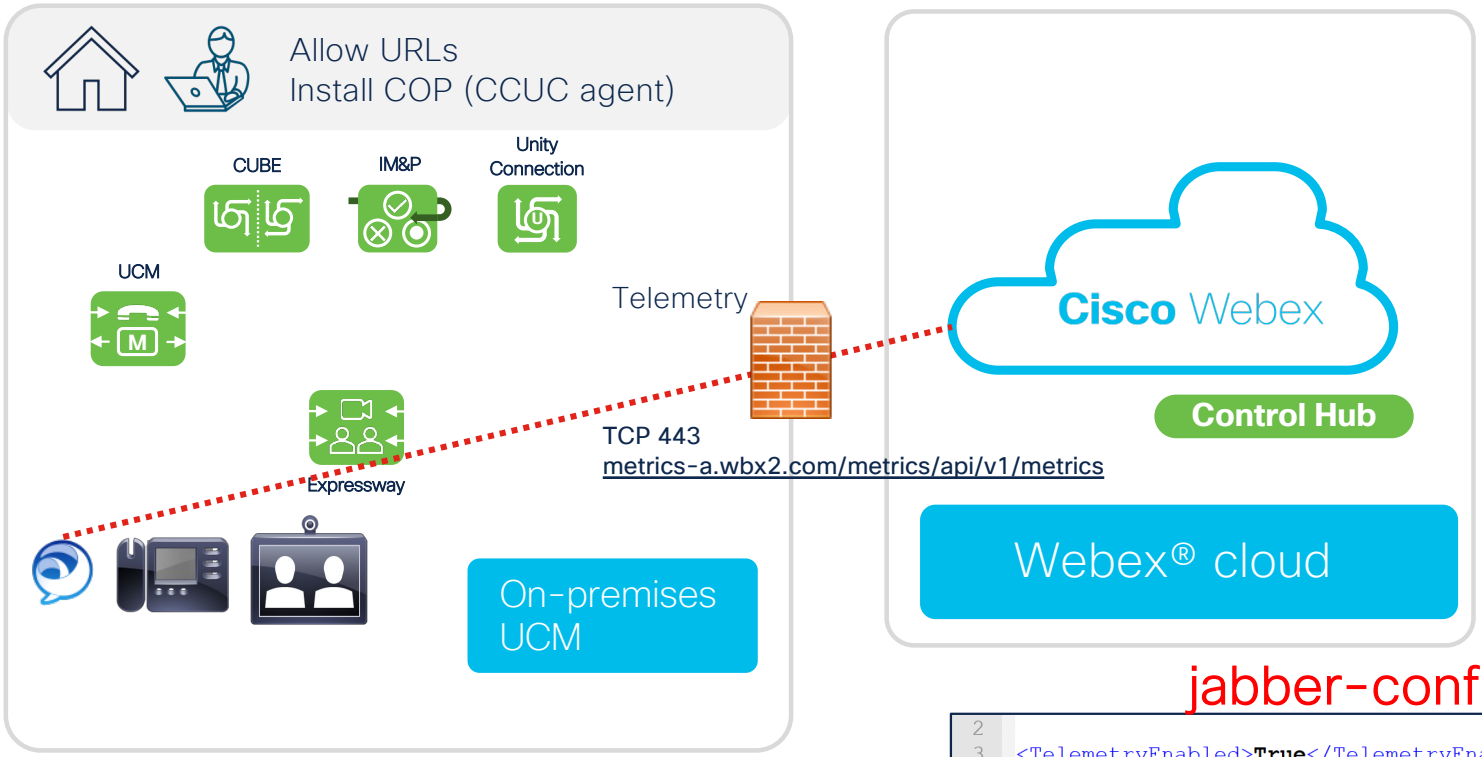
Troubleshooting flow with CSA



Jabber Telemetry



- Business-critical calling and media stays on-premises.
- Simplified single pane of glass with insights through Control Hub.

- Jabber client are connected to the cloud
- Jabber telemetry available through the Analytics Jabber tab

jabber-config.xml

```
<TelemetryEnabled>True</TelemetryEnabled>
<TelemetryEnabledOverCellularData>True</TelemetryEnabledOverCellularData>
<TelemetryCustomerID>customer_ID</TelemetryCustomerID>
```

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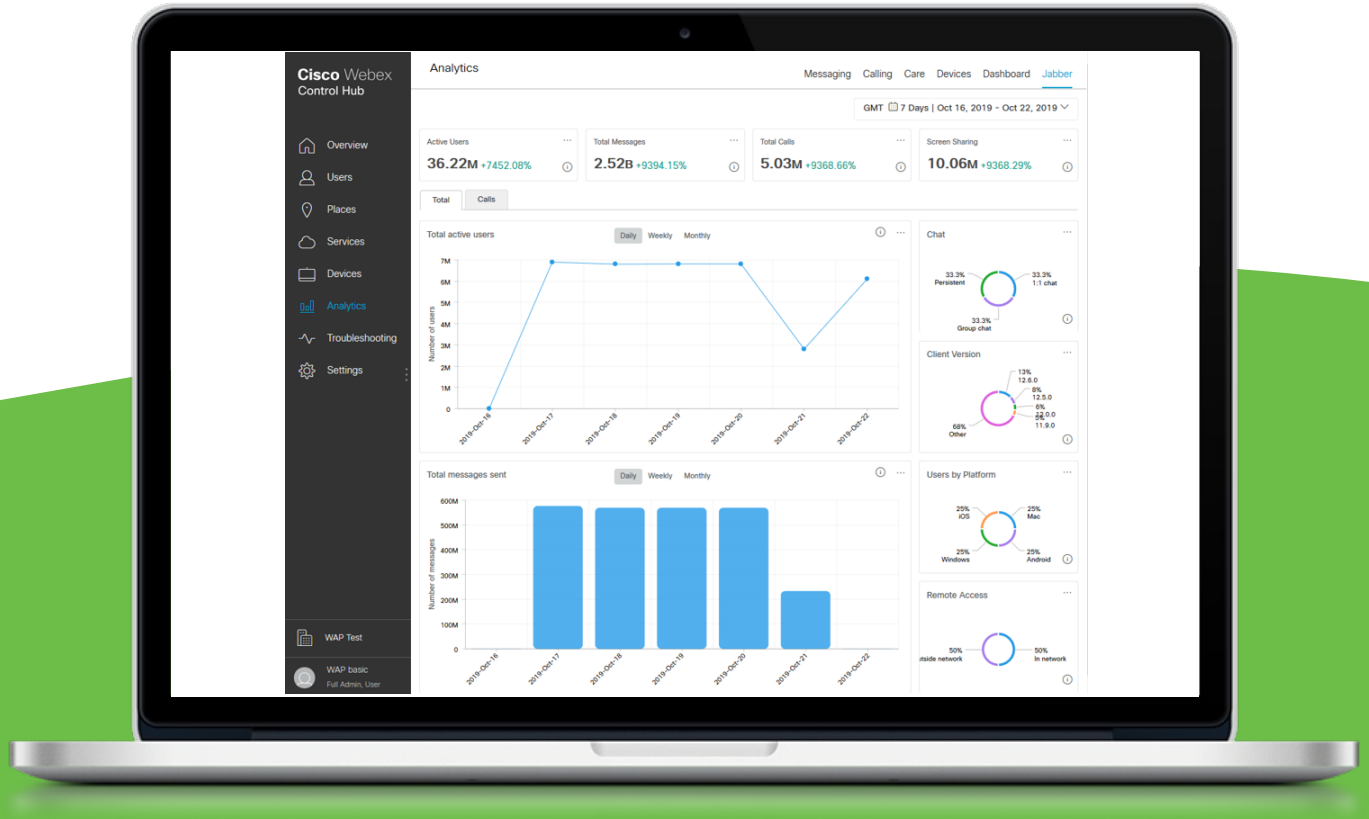
Jabber Telemetry in Webex Control Hub



Telemetry data for:

- Number of active users
- Call, message, screen sharing volume
- Chat type
- Video resolution
- Client version, User platform
- Inside/outside the corporate Network
- No PII Captured

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Thousand Eyes

Slido

webex

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The Problem Landscape

Internet became the hub of everything connected

No good solution to monitor the performance of the Internet

← Blind spot →

← Blind spot →

Traditional solutions designed for DC environments and on-prem apps

- Packet capture
- SNMP polling

ThousandEyes

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Adoption Challenges

1

Unable to measure SaaS application user experience.

2

No visibility of internet, cloud and proxy networks used to deliver SaaS application.

3

Poor communication between network team, application owners and all ecosystem partners.

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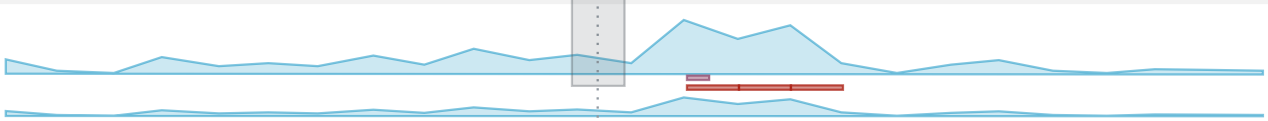
Understand the application and the network together

Time Correlated

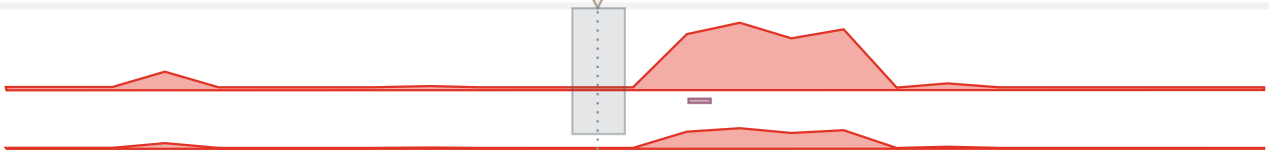
Internet Insights
- Detection of global network outages
- Identification of affected domains

App Experience
- Transaction scripting, page load

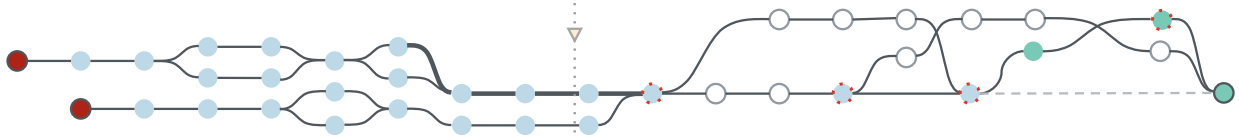


HTTP/DNS/RTP Server
- HTTP Availability, response time, throughput

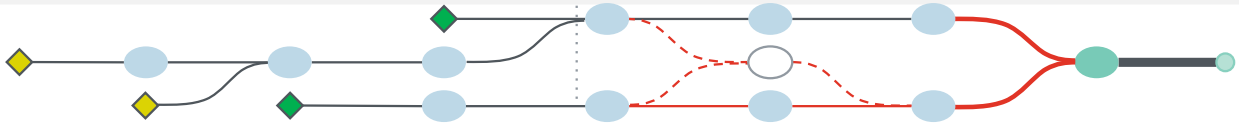
Network Metrics
- Packet Loss, Latency, Jitter



Path Visualization
- Hop-by-hop; multi-point; bidirectional
- Metrics and data per hop
- Integrated Outage Detection



BGP Monitoring
- Reachability, path changes, updates



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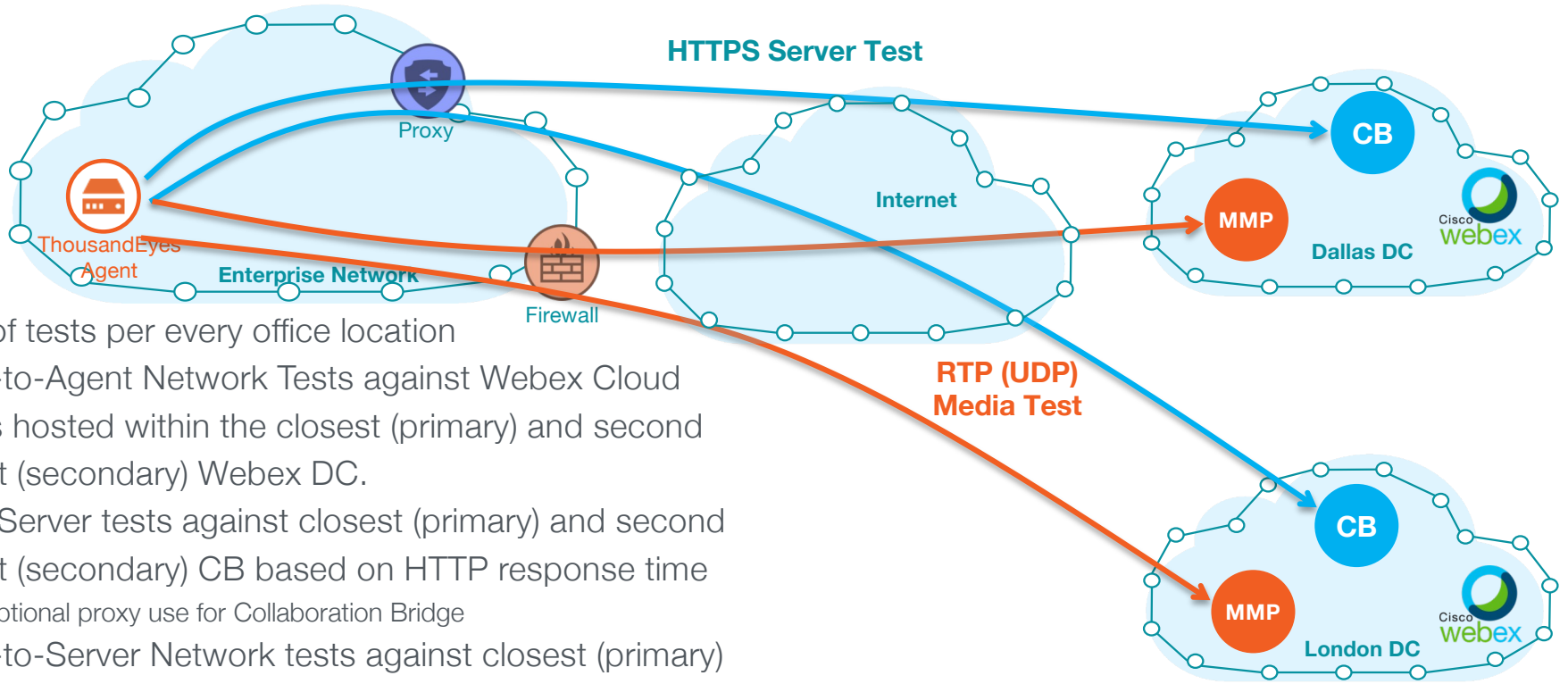
Signaling & Media Testing



- A set of tests per every office location
- Agent-to-Agent Network Tests against Webex Cloud agents hosted within the closest (primary) and second closest (secondary) Webex DC.
- HTTP Server tests against closest (primary) and second closest (secondary) CB based on HTTP response time
  - Optional proxy use for Collaboration Bridge
- Agent-to-Server Network tests against closest (primary) and second closest (secondary) MMP based on network latency
  - UDP port 5004. Webex uses UDP, but falls back to TCP.
  - DSCP 46 to mimic audio or DSCP 34 to mimic video traffic

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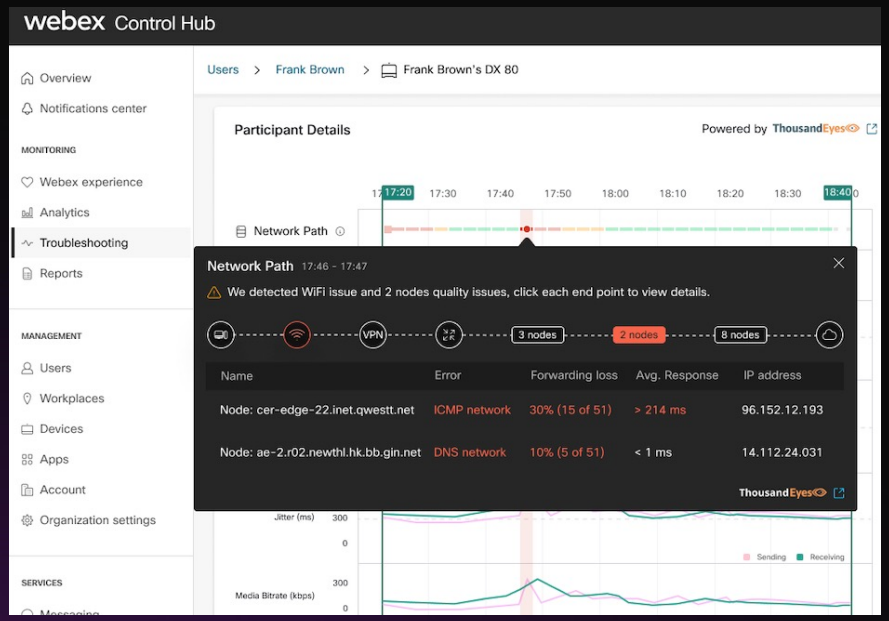
Demo

GA June 2022

Accelerate problem solving with network visibility across all workspaces

ThousandEyes integration with Webex Control Hub

- Real-time network path visibility supports drill down and proactive mediation
- Speed issue resolution with single dashboard visibility across network path, application, & Webex devices
- End to end network connectivity path details hop-by-hop connectivity



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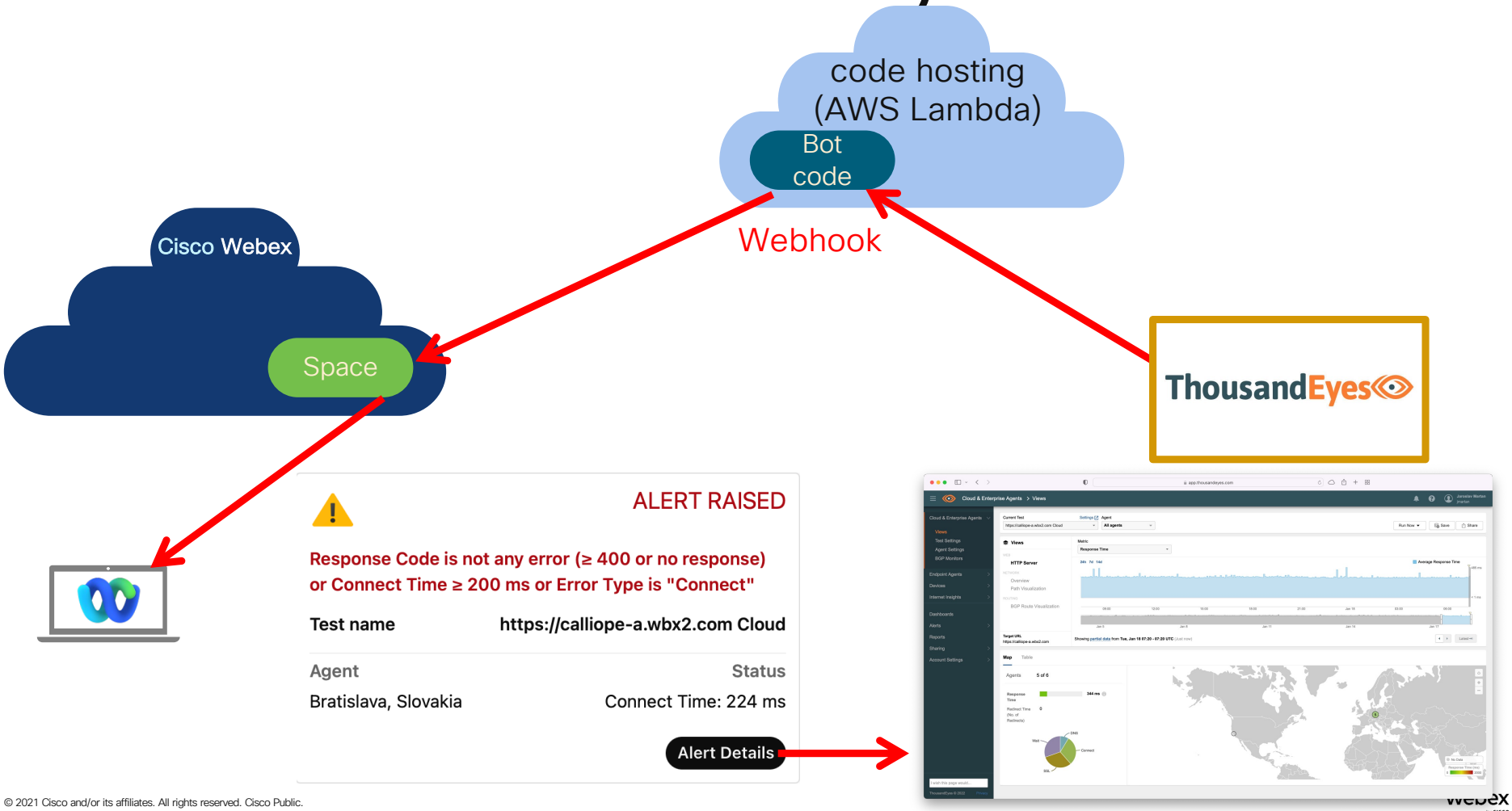
Alerts – Integrations

Architektura – Thousand Eyes Bot



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