Managing Reports

Downloading Monthly Reports

Procedure

Step 1 Sign in to Webex Site Administration.

In a Multidata Center system, the DNS determines which data center Dashboard appears. Use this Dashboard to manage all the data centers in this system.

Step 2 Select **Reports** from the menu bar.

The **Reports** window shows.

Step 3 Select the link for the monthly report you want to download.

PDFs are shown in the system window. You can display or save Monthly PDF Summary Reports, CSV Meeting Reports, CSV Participants Reports, or a ZIP file that contains these three reports.

About Monthly Reports

For real-time meeting status, see your Dashboard. For more information about the meeting status, see Viewing the Meetings List.

Summary Report

System Summary Report

Your System Summary Report includes the following information in PDF format:

- Service Adoption—A graph depicting the number of unique hosts and attendants over the previous three months.

- User Licenses—Percentage of purchased host licenses the system is using and the number of host licenses used during the past six months. Use these numbers to predict future host license needs and adjust your license purchases accordingly.

- System Size—Meeting participant peak and the percentage of system size that peak usage consumed. The graph depicts the meeting participant peaks over the past three months and the expected growth rate over the next three months.

- Storage—Storage usage of your data archive and recordings both as a percentage of total storage space and in total gigabytes (GB). The graph depicts the total storage over the past three months and expected growth rate over the next three months. Use this report to monitor your storage usage. To add storage space, manually copy your existing storage data archive and recordings to your new storage server before you activate it.

> **Note** If you have configured a storage server, this report appears. See Adding an NFS or SSH Storage Server for more information.

- Network:

  - Your peak network bandwidth consumption in Mbps.

  - The peak network bandwidth consumption in Mbps over the past three months and the expected growth rate over the next three months. (The red bar indicates maximum network bandwidth.)

  - A pie chart indicating the percentage of bandwidth consumed by each of your system resources.

Reports draw their data from the database. The monitoring module writes 0 to the database if the bandwidth consumption is less than 1 Mbps. Therefore, a 0 in the report means that feature is not using significant network bandwidth.

- System Planned Downtime & Unplanned Outage:

  - Your average system uptime over the past three months.

  - The average time of your unplanned system outages over the past three months.

  - The average number of meetings disrupted due to outages over the past three months.

  - The planned downtime and unplanned outages over the past three months and the expected growth rate over the next three months.

> **Note** Increased downtime is sometimes a reflection of increased usage. Be sure to compare your downtime statistics with the usage statistics displayed in other reports.

Meeting Summary Report

Your Meeting Summary Report includes the following information in CSV format:

- Meeting Status—The meeting status, the percentage of meetings that experienced problems, and the total number of meetings held during the month.

- Meeting Size—The sizes of the meetings held on your system over the past month, a breakdown of the meeting sizes, and detailed information about the largest meeting held during the month.

- Meeting Feature Usage:

  - The most used feature over the past month, including the total number of minutes the feature was used.

  - The fastest growing feature on your system over the past month, including the growth rate.

  - Usage of each feature on your system.

  - The growth rate of the fastest growing feature on your system.

- Top Active Participant Email Domains:

  - The top active participant email domains.

  - A breakdown of the participant email domains.

  - A listing of the top three email domains used by meeting participants.

- Peak Day and Hour—The first graph depicts the busiest day of the week. The second graph depicts the busiest time of day over the past month.

Meeting Report

Statistics for each meeting in CSV format.

Participants Report

Statistics for each meeting participant in CSV format.

To show participant phone numbers on this report, select **Settings** > **Audio** > **Global Settings** > **Show call-in user phone numbers in Participant Report**. To include all phone numbers in a Multi-data Center environment, this parameter must be set on each data center. See Modifying Audio Settings for more information.

All Reports

A Zip file containing all of the reports.

Generating Customized Details Reports

Procedure

Step 1   Sign in to Webex Site Administration.

In a Multidata Center system, the DNS determines which data center Dashboard appears. Use this Dashboard to manage all the data centers in this system.

Step 2   Select **Reports** > **Customize your report**.

Step 3   Select the date range of the reports you want to view and select **Submit**.

The default is the most recent month. You can select a date range extending up to six months back.

The **Customized Report Request Submitted** page appears displaying the dates of your customized report. An email is sent to you with a link to your customized report in CSV format.

Step 4   Select **Done**.

About Customized Details Reports

When you generate customized details reports, you receive an email containing an archive with the following reports in CSV format:

- **Fraud Attempts Report**—Displays any failed telephony access attempts where the caller enters the wrong host or participant access codes or host PIN three times while attempting to start or join a Personal Conference meeting:
  - Access Number Called—The Cisco Webex call-in number dialed to start or join a Personal Conference meeting.
  - Calling Number—The phone number of the phone used to place the call.
  - Start Time of Call—The date and time of the call.
  - 1st Access Code Attempted—The first invalid access code entered by the caller.
  - Email of 1st Access Code Owner (if available)—The email address of the user associated with the first invalid access code, if the access code is associated with a valid Cisco Webex Meetings Server account.
  - 2nd Access Code Attempted—The second invalid access code entered by the caller.
  - Email of 2nd Access Code Owner (if available)—The email address of the user associated with the second invalid access code, if the access code is associated with a valid Cisco Webex Meetings Server account.
  - 3rd Access Code Attempted—The third invalid access code entered by the caller.
  - Email of 3rd Access Code Owner (if available)—The email address of the user associated with the third invalid access code, if the access code is associated with a valid Cisco Webex Meetings Server account.

- **Meeting Report**—Contains information on all meetings that took place during the specified period:
  - MeetingID—Unique conference ID generated by your system when the meeting was scheduled.
  - Meeting Number—Cisco Webex meeting number.
  - Subject—Name of the meeting configured by the host.
  - HostName—Meeting host name.
  - Host Email—Email address of the meeting host.

- Start Time—Starting time and date of the meeting.

- Duration—Duration of the meeting in minutes.

- Number of Participants—Number of participants including hosts.

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Note   If a guest or host joins a meeting twice, the system adds duplicate joins for the guest, but a single join for the host to the participant count.

- Status of each meeting

- Number of Call-In Audio Minutes

- Number of Call-Back Audio Minutes

- Number of VoIP Minutes

- Number of Video Minutes

- Number of Recording Minutes

- Recording Interval—Start and stop time for each recording created during the meeting.

- Number of WebSharing Minutes—Total number of minutes that all participants spend in the web meeting (for example, if three participants attend the web meeting portion of a meeting that lasts 10 minutes, the number of web sharing minutes is 30).

- Participants—A list of the meeting participants.

- Host Platform/Browser—Version of the operating system and browser the host was using when the host started a Cisco Webex meeting.

- Host IP Address—IP address used by the host when the host started a Cisco Webex meeting.

- TrackingCodes—After changing tracking code settings, you must wait until after midnight (GMT) for the changes to be effective. Until then, the old tracking codes are valid.

- **Network Bandwidth Utilization Report**—Network bandwidth consumption for each day in the specified period for each of the following features:

    - Maximum Bandwidth Consumption for Audio (mbps)

    - Maximum Bandwidth Consumption for Audio VoIP (mbps)

    - Maximum Bandwidth Consumption for Video (mbps)

    - Maximum Bandwidth Consumption for Web Sharing (mbps)

A consumption of 0 (zero) indicates that the feature was not used on that date. A consumption of less than 1 is displayed if less than 1 Mbps was consumed on the specified date.

Network bandwidth consumption for video includes video from cameras and video file sharing from web meetings. If video is disabled for your site, you cannot turn on a camera for video but you can still share video files. This results in some network bandwidth consumption for video which is included in reports. This is the only situation that causes network bandwidth consumption for video when video is disabled for a site.

- Storage Capacity Utilization Report—Displays the total disk space used as of the listed date and the number of recorded meetings that occurred for each date.

> **Note** This report is only included if you have configured a storage server. See Adding an NFS or SSH Storage Server for more information.

- **Participants Report**—The history of meetings, the time each meeting started, and the tracking code applied for each meeting.

  - Meeting ID—Unique conference ID generated by your system when the meeting was scheduled.

  - Conference Name—Name of the meeting the host entered in the **What** field when scheduling a meeting.

  - Username—Host's username.

  - Joining Time—Time and date when a user joined a Cisco Webex meeting.

  - Leaving Time—Time and date when a user left a Cisco Webex meeting.

  - Duration—Amount of time, in minutes, a user participated in a Cisco Webex meeting.

  - Platform/Browser—Version of the operating system and browser used by a host when the host started a Cisco Webex meeting.

  - Client IP Address—IP address of the Webex client used by a host or participant to start or attend a Cisco Webex meeting.

  - Datacenter—Name of the Data Center on which the meeting was held. This field is populated only in Multi-data Center (MDC) systems.

  - Session Start Time—Time the session started.

  - Session End Time—Time the session ended.

  - Type of Session—Session type can be MP Video (video connection from PC or phone camera), VoIP (audio connection from PC or phone microphone), CallIn-TollFree (telephony call-in) , CALLBACK-INTL and CALLBACK-INNER (telephony call-back), or WebPartOnly.

  - Session Duration—Length of time the session lasted.

  - Phone Number—Phone number of the phone used to place the call in to the Webex meeting.

  - Tel. Server—Telephone server.

- **System Downtime Report**—System downtime information for the specified period and includes the following fields:

  - Category—Out of Service or Maintenance. Out of Service indicates an outage. Maintenance indicates a planned maintenance window.

  - Features—The affected features.

  - Start of Downtime—Date and time the downtime started.

  - End of Downtime—Date and time the downtime ended.

- Number of Meetings Disrupted—Number of meetings disrupted. This field is blank for Maintenance downtimes because those are planned. If no meetings were scheduled during an Out Of Service downtime, the number is 0.

- **User License Utilization Report**—There are two versions of this report. One version displays license usage for the past 30 days and is titled UserLicenseUtilizationReportForLastMonth.csv and the other version displays license usage for the current month (the first day of the month through the current day) and is titled UserLicenseUtilizationForThisMonth.csv. Each of these reports includes the following fields:

  - User Name—User name of the meeting host.

  - E-mail address—Email address of the meeting host.

  - Meeting ID—Unique conference ID generated by your system when the meeting was scheduled.

  - Meeting Number—Cisco Webex meeting number.

  - Start Time—Date and time the meeting started.

  - Simultaneous Meeting—Number of simultaneous meetings scheduled by the same user. Each simultaneous meeting that is recorded results in an additional line added to this report for the user who scheduled the simultaneous meeting.