



Manage Customers

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Manage Customers

This section applies only if you have deployed Cisco Prime Collaboration Assurance in MSP mode.

The MSP mode provides multiple customer views. This option is used in managed service provider environments. This view enables you to manage networks and to host services of multiple customers that are being managed by Cisco Prime Collaboration Assurance. You can associate devices to customer.

You can choose if you want all existing managed endpoints or subscribers registered to a publisher inherit the customer name from the publisher. For more information, see [Add Devices -Auto Discovery](#).

Add Customers

To add a customer:

Procedure

- Step 1** Choose **Assurance Administration > Customer Management**.
- For Cisco Prime Collaboration Release 11.5 and later**
- Choose **Alarm & Report Administration > Customer Management**
- Step 2** From the Customer Management page, click **Add**.
- Step 3** In the General Info page, enter the required details, and click **Next**.
- Step 4** In the Devices/Device Group page, select the appropriate devices, and click **Save**. A message appears asking you to confirm the assigning of customers to the selected device(s). If you want to associate the registered endpoints to the customer to which the publisher or seed device such as Unified CM or VCS is associated,

select the **Assign Registered Endpoints also** check box. A message notifies that the devices are associated with the customer.

Related Topics

[Add a User](#)

[Manage Users](#)

Global Customer Selection

On the Cisco Prime Collaboration Assurance home page, you can select customers and filter information accordingly. Rest your mouse over the quick view icon next to the Customer field at the top-right corner of the Cisco Prime Collaboration Assurance user interface. You can select one or more customers for which you want to see data for. You can also select multiple customers at the same time by selecting All Customers to see aggregate information for all customers. By default, data is displayed for all the customers.

If you have logged in Cisco Prime Collaboration Assurance as a user associated with particular customers in Cisco Prime Collaboration Assurance, you can select the option All My Customers from the global customer selection list. You can further select specific customer(s) from your All My Customers group.

If you have logged in Cisco Prime Collaboration Assurance as a user or globaladmin associated with all customers available in Cisco Prime Collaboration Assurance, you can select the option All Customers from the global customer selection list. You can further select specific customer(s) from your All Customers group.

The Cisco Prime Collaboration Assurance user interface filters and shows only the information for the selected customer(s) from the global selection field, across all features such as Inventory Management, and Alarms and Events page.



Note

The Enterprise dashboards (End-Users Impact, Endpoints Utilization, Infrastructure, Topology, Contact Center Topology, depending on the licenses you have) in Cisco Prime Collaboration Assurance do not filter content by default through the global customer selection field. If you select another customer through global selection the user interface will refresh and the home page showing the Customer Summary dashboard appears. To change the customer you need to click the customer name from the Customer Summary dashboard.

For more information on how user roles will also determine the information available to you, see Cisco Prime Collaboration Assurance-Advanced User Roles.