Reference

Certificates for Live Data

Certificates and Secure Communications

For secure Cisco Finesse, Cisco Unified Intelligence Center, AWDB, and Live Data server-to-server communication, perform any of the following:

- Use the self-signed certificates provided with Live Data.

Note When using self-signed certificates, agents must accept the Live Data certificates in the Finesse desktop when they sign in before they can use the Live Data gadget.

- Obtain and install a Certification Authority (CA) certificate from a third-party vendor.

- Produce a Certification Authority (CA) certificate internally.

Note After the successful upgrade, the CAs that are unapproved by Cisco are removed from the platform trust store. You can add them back, if necessary.

- For information about the list of CAs that Cisco supports, see the Cisco Trusted External Root Bundle at https://www.cisco.com/security/pki.

- For information about adding a certificate, see Insert a new tomcat-trust certificate.

Self-Signed Certificates and Third-Party CA Certificates

For secure Cisco Finesse, Cisco Unified Intelligence Center, AWDB, and Live Data server-to-server communication, you must set up security certificates (Applicable for both Self-Signed and Third-Party CA Certificates):

- For Cisco Finesse and Cisco Unified Intelligence Center servers to communicate with the Live Data server, you must to import the Live Data certificates and Cisco Unified Intelligence Center certificates into Cisco Finesse, and the Live Data certificates into Cisco Unified Intelligence Center.

- For Live Data servers to communicate with AWDB servers, you must import AWDB certificates into Live Data.

- For Live Data servers to communicate with Cisco Unified Intelligence Center servers, you must import Cisco Unified Intelligence Center servers certificates into Live Data.

On Server	Import Certificates From
Finesse	Live Data and Cisco Unified Intelligence Center
Live Data	AW Database Cisco Unified Intelligence Center
Cisco Unified Intelligence Center	Live Data

Export Self-Signed Live Data Certificates

Live Data installation includes the generation of self-signed certificates. If you choose to work with these self-signed certificates (rather than producing your own CA certificate or obtaining a CA certificate from a third-party certificate vendor), you must first export the certificates from Live Data and Cisco Unified Intelligence Center, as described in this procedure. You must export from both Side A and Side B of the Live Data and Cisco Unified Intelligence Center servers. You must then import the certificates into Finesse, importing both Side A and Side B certificates into each side of the Finesse servers.

As is the case when using other self-signed certificates, agents must accept the Live Data certificates in the Finesse desktop when they sign in before they can use the Live Data gadget.

Step 1 Sign in to Cisco Unified Operating System Administration on Cisco Unified Intelligence Center (https://*hostname of Cisco Unified Intelligence Center server*/cmplatform).

Step 2 From the **Security** menu, select **Certificate Management**.

Step 3 Click **Find**.

Step 4 Do one of the following:

- If the tomcat certificate for your server is on the list, click the certificate to select it. (Ensure that the certificate you select includes the hostname for the server.)

- If you are using self-signed certificate, do the following:

  a. Click **Generate New**.

  b. When the certificate generation is complete, restart the Cisco Tomcat service and the Cisco Live Data NGNIX service.

    c. Restart this procedure.

Step 5   Download the certificate and save the file to your desktop.

    Be sure to perform these steps for both Side A and Side B.

Step 6   After you have downloaded the certificates from Cisco Unified Intelligence Center, sign in to Cisco Unified Operating System Administration on the Live Data server (http://hostname of LiveData server/cmplatform), and repeat steps 2 to 5. This is applicable only for Standalone LiveData.

What to do next

You must now import the Live Data and Cisco Unified Intelligence Center certificates into the Finesse servers.

Import Self-Signed Live Data Certificates

To import the certificates into the Finesse servers, use the following procedure.

Step 1   Sign in to Cisco Unified Operating System Administration on the Finesse server using the following URL:

    https://*FQDN of Finesse server*:8443/cmplatform

Step 2   From the **Security** menu, select **Certificate Management**.

Step 3   Click **Upload Certificate**.

Step 4   From the **Certificate Name** drop-down list, select **tomcat-trust**.

Step 5   Click **Browse** and browse to the location of the Cisco Unified Intelligence Center certificate ().

Step 6   Select the file, and click **Upload File**.

Step 7   After you have uploaded the Cisco Unified Intelligence Center certificate repeat steps 3 to 6 for Live Data certificates. This is applicable only for standalone Live Data.

Step 8   After you upload both the certificates, restart Cisco Finesse Tomcat on the Finesse server.

What to do next

Be sure to perform these steps for both Side A and Side B.

Obtain and Upload Third-party CA Certificate

You can use a Certification Authority (CA) certificate provided by a third-party vendor to establish an HTTPS connection between the Live Data, Cisco Finesse, Cisco Unified Intelligence Center servers, and Cloud Connect servers.

To use third-party CA certificates:

- From the **Cisco Unified Operating System Administrator** of Live Data, Cisco Finesse, Cisco Unified Intelligence Center, and Cloud Connect servers, generate and download a Certificate Signing Requests (CSR).

- Obtain root and application certificates from the third-party vendor.

- Upload the appropriate certificates to the Live Data, Unified Intelligence Center, Cisco Finesse, and Cloud Connect servers.

Follow the instructions provided in the *Unified CCE Solution: Procedure to Obtain and Upload Third-Party CA certificates (Version 11.x)* technical note at https://www.cisco.com/c/en/us/support/docs/customer-collaboration/unified-contact-center-enterprise-1101/200286-Unified-CCE-Solution-Procedure-to-Obtai.html .

Change Java Truststore Password

This procedure explains how to change a truststore password in a Windows machine.

Step 1   Log in to the Windows machine.

Step 2   Run the following command:

> **Important**   If you are not employing the 12.5(1a) installer or not having ES55 (mandatory OpenJDK ES), then use JAVA_HOME instead of CCE_JAVA_HOME.

```
cd %CCE_JAVA_HOME%\bin
```

Step 3   Change the truststore password by running the following command:

```
keytool.exe -storepasswd -keystore <ICM install dir>\ssl\cacerts
Enter keystore password:  <old-password>
New keystore password:  <new-password>
Re-enter new keystore password:  <new-password>
```

Unified CVP Statistics

Call Server

Unified ICM Service Call Statistics

The ICM Service call statistics include data on calls currently being processed by the ICM service, new calls received during a specified interval, and total calls processed since start time.

The following table describes ICM Service call statistics.

Table 1: ICM Service Call Statistics

Statistic	Description
Realtime Statistics	
Active Calls	The current number of calls being serviced by the Unified ICM Server for a Unified CVP Call Server. This value represents a count of calls currently being serviced by the ICM for the Unified CVP Call Server for follow-on routing to a Contact Center agent.

Statistic	Description
Active SIP Call Legs	The Unified ICM Server can accept Voice over IP (VoIP) calls that originate using the Session Initiation Protocol (SIP). Active SIP Call Legs indicates the current number of calls received by the Unified ICM Server from the Unified CVP Call Server using the SIP protocol.
Active VRU Call Legs	The current number of calls receiving Voice Response Unit (VRU) treatment from the Unified ICM Server. The VRU treatment includes playing pre-recorded messages, asking for Caller Entered Digits (CED), or Speech Recognition Techniques to understand the customer request.
Active ICM Lookup Requests	Calls originating from an external Unified CVP VXML Server need call routing instructions from the Unified ICM Server. Active Lookup Requests indicates the current number of external Unified CVP VXML Server call routing requests sent to the ICM Server.
Active Basic Service Video Calls Offered	The current number of simultaneous basic service video calls being processed by the ICM service where video capability was offered.
Active Basic Service Video Calls Accepted	The current number of simultaneous calls that were accepted as basic service video calls and are being processed by the ICM service.
Interval Statistics	
Start Time	The time at which the current interval has begun.
Duration Elapsed	The amount of time that has elapsed since the start time in the current interval.
Interval Duration	The interval at which statistics are collected. The default value is 30 minutes.
New Calls	The number of new calls received by the Intelligent Contact Management (ICM) application for follow-on Voice Response Unit (VRU) treatment and routing to a Contact Center agent during the current interval.
SIP Call Legs	The Intelligent Contact Management (ICM) application has the ability to accept Voice over IP (VoIP) calls that originate via the Session Initiation Protocol (SIP). Interval SIP Call Legs is an interval specific snapshot metric indicating the number of calls received by the ICM application via SIP during the current interval.
VRU Call Legs	The number of calls receiving Voice Response Unit (VRU) treatment from the Intelligent Contact Management (ICM) application. The VRU treatment includes playing pre-recorded messages, asking for Caller Entered Digits (CED), or speech recognition techniques to understand the customer request during the current interval.

Statistic	Description
ICM Lookup Requests	Calls originating in an external Unified CVP VXML Server need call routing instructions from the Intelligent Contact Management (ICM) application. Interval Lookup Requests is an interval specific metric indicating the number of external Unified CVP VXML Server call routing requests sent to the ICM application during the current interval.
Basic Service Video Calls Offered	The number of offered basic service video calls processed by the ICM service during the current interval.
Basic Service Video Calls Accepted	The number of basic service video calls accepted and processed by the ICM service during the current interval.
Aggregate Statistics	
Start Time	The time the service started collecting statistics.
Duration Elapsed	The amount of time that has elapsed since the service start time.
Total Calls	The total number of new calls received by the ICM application for follow-on VRU treatment and routing to a Contact Center agent since system start time.
Total SIP Call Legs	The ICM application has the ability to accept VoIP calls that originate via the SIP. Total SIP Switch Legs is a metric indicating the total number of calls received by the ICM application via SIP since system start time.
Total VRU Call Legs	The total number of calls that have received VRU treatment from the ICM application since system start time. The VRU treatment includes playing pre-recorded messages, asking for CED or Speech Recognition Techniques to understand the customer request.
Total ICM Lookup Requests	Calls originating in an external Unified CVP VXML Server need call routing instructions from the ICM application. Total Lookup Requests is a metric indicating the total number of external Unified CVP VXML Server call routing requests sent to the ICM application since system start time.
Total Basic Service Video Calls Offered	The total number of newly offered basic service video calls processed by the ICM service since system start time.
Total Basic Service Video Calls Accepted	The total number of new basic service video calls accepted and processed by the ICM service since system start time.

SIP Service Call Statistics

The SIP service call statistics include data on calls currently being processed by the SIP service, new calls received during a specified interval, and total calls processed since the SIP service started.

The following table describes the SIP Service call statistics.

Table 2: SIP Service Call Statistics

Statistic	Description
Realtime Statistics	
Active Calls	A real time snapshot metric indicating the count of the number of current calls being handled by the SIP service.
Total Call Legs	The total number of SIP call legs being handled by the SIP service. A call leg is also known as a SIP dialog. The metric includes incoming, outgoing, and ringtone type call legs. For each active call in the SIP service, there will be an incoming call leg, and an outgoing call leg to the destination of the transfer label.
Active Basic Service Video Calls Offered	The number of basic service video calls in progress where video capability was offered.
Active Basic Service Video Calls Answered	The number of basic service video calls in progress where video capability was answered.
Interval Statistics	
Start Time	The time the system started collecting statistics for the current interval.
Duration Elapsed	The amount of time that has elapsed since the start time in the current interval.
Interval Duration	The interval at which statistics are collected. The default value is 30 minutes.
New Calls	The number of SIP Invite messages received by Unified CVP in the current interval. It includes the failed calls as well as calls rejected due to the SIP service being out of service.
Connects Received	The number of CONNECT messages received by SIP service in order to perform a call Transfer, in the last statistics aggregation interval. Connects Received includes the regular Unified CVP transfers as well as Refer transfers. Any label coming from the ICM service is considered a CONNECT message, whether it is a label to send to the VRU or a label to transfer to an agent.
Avg Latency Connect to Answer	The period of time between the CONNECT from ICM and when the call is answered. The metric includes the average latency computation for all the calls that have been answered in the last statistics aggregation interval.

Statistic	Description
Failed SIP Transfers (Pre-Dialog)	The total number of failed SIP transfers since system start time. When Unified CVP attempts to make a transfer to the first destination of the call, it sends the initial INVITE request to set up the caller with the ICM routed destination label. The metric does not include rejections due to the SIP Service not running. The metric includes failed transfers that were made after a label was returned from the ICM Server in a CONNECT message.
Failed SIP Transfers (Post-Dialog)	The number of failed re-invite requests on either the inbound or outbound legs of the call during the interval. After a SIP dialog is established, re-INVITE messages are used to perform transfers. Re-invite requests can originate from the endpoints or else be initiated by a Unified CVP transfer from the Unified ICME script. This counter includes failures for both kinds of re-invite requests.
Basic Service Video Calls Offered	The number of basic service video calls offered in the current interval.
Basic Service Video Calls Answered	The number of basic service video calls answered in the current interval.
Whisper Announce Answered	The number of calls for which whisper announcement was successful during the interval.
Whisper Announce Failed	The number of calls for which whisper announcement was failed during the interval.
Agent Greeting Answered	The number of calls for which agent greeting was successful during the interval.
Agent Greeting Failed	The number of calls for which agent greeting was failed during the interval.
Aggregate Statistics	
Start Time	The time the service started collecting statistics.
Duration Elapsed	The amount of time that has elapsed since the service start time.
Total New Calls	The number of SIP Invite messages received by Unified CVP since system start time. It includes the failed calls as well as calls rejected due to the SIP service being out of service.
Connects Received	The number of CONNECT messages received by SIP service in order to perform a Unified CVP Transfer, since system start time. Connects Received includes the regular Unified CVP transfers as well as Refer transfers. Any label coming from the ICM service is considered a CONNECT message, whether it is a label to send to the VRU or a label to transfer to an agent.

Statistic	Description
Avg Latency Connect to Answer	The period of time between the CONNECT from ICM and when the call is answered. The metric includes the average latency computation for all the calls that have been answered since system start up time.
Failed SIP Transfers (Pre-Dialog)	The total number of failed transfers on the first CVP transfer since system start time. A SIP dialog is established after the first CVP transfer is completed. The metric does not include rejections due to SIP being out of service. The metric includes failed transfers that were made after a label was returned from the ICM in a CONNECT message.
Failed SIP Transfers (Post-Dialog)	The number of failed re-invite requests on either the inbound or outbound legs of the call since start time. After a SIP dialog is established, re-INVITE messages are used to perform transfers. Re-invite requests can originate from the endpoints or else be initiated by a Unified CVP transfer from the Unified ICME script. This counter includes failures for both kinds of re-invite requests.
Total Basic Service Video Calls Offered	The total number of basic service video calls offered since system start time.
Total Basic Service Video Calls Answered	The total number of basic service video calls answered since system start time.
Total Whisper Announce Answered	The total number of call for which whisper announce was successful since the system start time.
Total Whisper Announce Failed	The total number of calls for which whisper announce failed since the system start time.
Total Agent Greeting Answered	The total number of calls for which agent greeting was successful since the system start time.
Total Agent Greeting Failed	The total number of calls for which agent greeting failed since the system start time.

Infrastructure Statistics

Unified CVP infrastructure statistics displays realtime, interval, and aggregate data (including Java Virtual Machine (JVM) and threadpool realtime statistics).

The following table describes infrastructure statistics.

Table 3: Infrastructure Statistics

Statistic	Description
Realtime Statistics	

Statistic	Description
Ports Available	The number of ports available for the processing of new calls. Exactly one port license is used per call, independent of the call's traversal through the individual call server services.
Current Port Usage	The number of port usage currently in use on the call server. Exactly one port usage is used per call, independent of the call's traversal of the individual call server services.
Current Port Usage State	The threshold level of port usage. There are four levels: safe, warning, critical, and failure.
Interval	
Start Time	The time the system started collecting statistics for the current interval.
Duration Elapsed	The amount of time that has elapsed since the start time in the current interval.
Interval Duration	The interval at which statistics are collected. The default value is 30 minutes.
Total New Port Usage Requests	The number of port usage checkout requests made in the current interval. For each port license checkout request, whether it checks out a new port license or not, this metric is increased by one.
Average Port Usage Requests/Minute	The average number of port usage checkout requests made per minute in the current interval. This metric is calculated by dividing the port license requests metric by the number of minutes elapsed in the current interval.
Maximum Port Usage	The maximum number of ports used during this time interval.
Aggregate Statistics	
Start Time	The time the service started collecting statistics.
Duration Elapsed	The amount of time that has elapsed since the service start time.
Total New Port Usage Requests	The number of port checkout requests made since the system was started. For each port checkout request, whether it checks out a new port or not, this metric is increased by one.
Average Port Usage Requests/Minute	The average number of port checkout requests made per minute since the system was started. This metric is calculated by dividing the aggregate port license requests metric by the number of minutes elapsed since the system was started.
Peak Port Usage	The peak number of simultaneous ports used since the start of the system. When a port checkout occurs, this metric is set to the current ports in use metric if that value is greater than this metric's current peak value.

Statistic	Description
Total Denied Port Usage Requests	The number of port checkout requests that were denied since the start of the system. The only reason a port checkout request would be denied is if the number of port licenses checked out at the time of the request is equal to the total number of ports available. When a port checkout is denied, the call does not receive regular treatment (the caller may hear a busy tone or an error message).

The following table describes thread pool system statistics. The thread pool is a cache of threads, used by Unified CVP components only, for processing of relatively short tasks. Using a thread pool eliminates the waste of resources encountered when rapidly creating and destroying threads for these types of tasks.

Table 4: Thread Pool Realtime Statistics

Statistic	Description
Realtime Statistics	
Idle Threads	The number of idle threads waiting for some work.
Active Threads	The number of running thread pool threads currently processing some work.
Core Pool Size	The number of thread pool threads that are never destroyed, regardless of their idle period.
Maximum Pool Size	The maximum number of thread pool threads that can exist simultaneously.
Largest Pool Size	The peak number of thread pool threads simultaneously tasks with some work to process.

The following table describes Java Virtual Machine statistics.

Table 5: Java Virtual Machine (JVM) Realtime Statistics

Statistic	Description
Realtime Statistics	
Peak Memory Usage	The greatest amount of memory used by the Java Virtual machine since startup. The number reported is in megabytes and indicates the peak amount of memory ever used simultaneously by this Java Virtual Machine.
Current Memory Usage	The current number of megabytes of memory used by the Java Virtual Machine.
Total Memory	The total amount of memory in megabytes available to the Java Virtual Machine. The number reported is in megabytes and indicates the how much of the system memory is available for use by the Java Virtual Machine.

Statistic	Description
Available Memory	The amount of available memory in the Java Virtual Machine. The number reported is in megabytes and indicates how much of the current system memory claimed by the Java Virtual Machine is not currently being used.
Threads in Use	The number of threads currently in use in the Java Virtual Machine. This number includes all of the Unified CVP and thread pool threads, as well as those threads created by the Web Application Server running within the same JVM.
Peak Threads in Use	The greatest amount of threads ever used simultaneously in the Java Virtual Machine since startup. The peak number of threads ever used by the Java Virtual Machine includes all Unified CVP and thread pool threads, as well as threads created by the Web Application Server running within the same JVM.
Uptime	The length of time that the Java Virtual Machine has been running. This time is measured in hh:mm:ss and shows the amount of elapsed time since the Java Virtual Machine process began executing.

VXML Server

Unified CVP VXML Server Statistics

The **Unified CVP VXML Server Statistics** displays realtime, interval, and aggregate Unified CVP VXML Server statistics.

- To view VXML Statistics, at least one deployed Unified CVP VXML Server application must be configured with the CVPDataFeed logger.

The following table describes the statistics reported by the Unified CVP VXML Server.

Table 6: VXML Server Statistics

Statistic	Description
Port Usage Statistics	
Total Ports	The total number of licensed ports for this Unified CVP VXML server.
Port Usage Expiration Date	The date when the licensed ports expires for this Unified CVP VXML server.
Available Ports	The number of port licenses available for this Unified CVP VXML server.
Total Concurrent Callers	The number of callers currently interacting with this Unified CVP VXML server.
Real Time Statistics	

Statistic	Description
Active Sessions	The number of current sessions being handled by the Unified CVP VXML Server.
Active ICM Lookup Requests	The number of current ICM requests being handled by the Unified CVP VXML Server.
Interval Statistics	
Start Time	The time at which the current interval begins.
Duration Elapsed	The amount of time that has elapsed since the start time in the current interval.
Interval Duration	The interval at which statistics are collected. The default value is 30 minutes.
Sessions	The total number of sessions in the Unified CVP VXML Server in the current interval.
Reporting Events	The number of events sent to the Unified CVP Reporting Server from the Unified CVP VXML Server in the current interval.
ICM Lookup Requests	The number of requests from the Unified CVP VXML Server to the ICM Service in the current interval.
ICM Lookup Responses	The number of responses to both failed and successful ICM Lookup Requests that the ICM Service has sent to the Unified CVP VXML Server in the current interval. In the case that multiple response messages are sent back to the Unified CVP VXML Server to a single request, this metric will increment per response message from the ICM Service.
ICM Lookup Successes	The number of successful requests from the Unified CVP VXML Server to the ICM Service in the current interval.
ICM Lookup Failures	The number of requests from the Unified CVP VXML Server to the ICM Service in the current interval. This metric will be incremented in the case an ICM failed message was received or in the case the Unified CVP VXML Server generates the failed message.
Aggregate Statistics	
Start Time	The time at which the current interval has begun.
Duration Elapsed	The amount of time that has elapsed since the start time in the current interval.
Total Sessions	The total number of sessions in the Unified CVP VXML Server since startup.
Total Reporting Events	The total number of reporting events sent from the Unified CVP VXML Server since startup.

Statistic	Description
Total ICM Lookup Requests	The total number of requests from the Unified CVP VXML Server to the ICM Service. For each ICM lookup request, whether the request succeeded or failed, this metric will be increased by one.
Total ICM Lookup Responses	The total number of responses the ICM Service has sent to the Unified CVP VXML Server since startup. For each ICM lookup response, whether the response is to a succeeded or failed request, this metric will be increased by one. In the case that multiple response messages are sent back to the Unified CVP VXML Server to a single request, this metric will increment per response message from the ICM Service.
Total ICM Lookup Successes	The total number of requests from the Unified CVP VXML Server to the ICM Service since startup. For each ICM lookup request that succeeded, this metric will be increased by one.
Total ICM Lookup Failures	The total number of requests from the Unified CVP VXML Server to the ICM Service since startup. For each ICM lookup request that failed, this metric will be increased by one. This metric will be incremented if an ICM failed message was received or if the Unified CVP VXML Server generates a failed message.
SMS Statistics	
Total Outbound SMS	Total number of SMS sent by VXML server. This will be increased by 1 once the SMS is sent.
Outbound SMS Successful	Total number of SMS sent successfully to the carrier. This will be increased by 1 once the SMS is posted to the carrier successfully
Outbound SMS Failed	Total number of SMS sent from CVP but not posted to the carrier. This will be increased by 1 whenever the SMS posting to the carrier is unsuccessful.

Infrastructure Statistics

To view further details about infrastructure statistics, see section Infrastructure Statistics , on page 9.

IVR Service Call Statistics

The IVR service call statistics include data on calls currently being processed by the IVR service, new calls received during a specified interval, and total calls processed since the IVR service started.

The following table describes the IVR Service call statistics.

Table 7: IVR Service Call Statistics

Statistic	Description
Realtime Call Statistics	
Active Calls	The number of active calls being serviced by the IVR service.

Statistic	Description
Active HTTP Requests	The number of active HTTP requests being serviced by the IVR service.
Interval Statistics	
Start Time	The time the system started collecting statistics for the current interval.
Duration Elapsed	The amount of time that has elapsed since the start time in the current interval.
Interval Duration	The interval at which statistics are collected. The default value is 30 minutes.
Peak Active Calls	Maximum number of active calls handled by the IVR service at the same time during this interval.
New Calls	New Calls is a metric that counts the number of New Call requests received from the IOS Gateway Service. A New Call includes the Switch leg of the call and the IVR leg of the call.
Calls Finished	A Call is a metric that represents the Switch leg of the CVP call and the IVR leg of the CVP call. When both legs of the call are finished, this metric increases. Calls Finished is a metric that counts the number of CVP Calls that have finished during this interval.
Average Call Latency	The average amount of time in milliseconds it took the IVR Service to process a New Call or Call Result Request during this interval.
Maximum Call Latency	The maximum amount of time in milliseconds it has taken for the IVR Service to complete the processing of a New Call Request or a Request Instruction Request during this time interval.
Minimum Call Latency	The minimum amount of time in milliseconds it took for the IVR Service to complete the processing of a New Call Request or a Request Instruction Request during this time interval.
Peak Active HTTP Requests	Active HTTP Requests is a metric that indicates the current number of simultaneous HTTP requests being processed by the IVR Service. Peak Active Requests is a metric that represents the maximum simultaneous HTTP requests being processed by the IVR Service during this time interval.
Total HTTP Requests	The total number of HTTP Requests received from a client by the IVR Service during this time interval.
Average HTTP Requests/second	The average number of HTTP Requests the IVR Service receives per second during this time interval.

Statistic	Description
Peak Active HTTP Requests/second	HTTP Requests per Second is a metric that represents the number of HTTP Requests the IVR Service receives each second from all clients. Peak HTTP Requests per Second is the maximum number of HTTP Requests that were processed by the IVR Service in any given second. This is also known as high water marking.
Aggregate Statistics	
Start Time	The time the service started collecting statistics.
Duration Elapsed	The amount of time that has elapsed since the service start time.
Total New Calls	New Calls is a metric that counts the number of New Call requests received from the IOS Gateway Service. A New Call includes the Switch leg of the call and the IVR leg of the call. Total New Calls is a metric that represents the total number of new calls received by the IVR Service since system startup.
Peak Active Calls	The maximum number of simultaneous calls processed by the IVR Service since the service started.
Total HTTP Requests	Total HTTP Requests is a metric that represents the total number of HTTP Requests received from all clients. This metric is the total number of HTTP Requests received by the IVR Service since system startup.
Peak Active HTTP Requests	Active HTTP Requests is a metric that indicates the current number of simultaneous HTTP requests processed by the IVR Service. Maximum number of active HTTP requests processed at the same time since the IVR service started. This is also known as high water marking.

Unified CVP Reporting Statistics

Reporting Statistics

Unified CVP Reporting Server statistics include the total number of events received from the IVR, SIP, and VXML services.

The following table describes the Unified CVP Reporting Server statistics.

Table 8: Unified CVP Reporting Server Statistics

Statistic	Description
Interval Statistics	

Statistic	Description
Start Time	The time the system started collecting statistics for the current interval.
Duration Elapsed	The amount of time that has elapsed since the start time in the current interval.
Interval Duration	The interval at which statistics are collected. The default value is 30 minutes.
VXML Events Received	The total number of reporting events received from the VXML Service during this interval. For each reporting event received from the VXML Service, this metric will be increased by one.
SIP Events Received	The total number of reporting events received from the SIP Service during this interval. For each reporting event received from the SIP Service, this metric will be increased by one.
IVR Events Received	The total number of reporting events received from the IVR service in the interval. For each reporting event received from the IVR service, this metric will be increased by one.
Database Writes	The total number of writes to the database made by the Unified CVP Reporting Server during the interval. For each write to the database by the Unified CVP Reporting Server, this metric will be increased by one.
Aggregate Statistics	
Start Time	The time the service started collecting statistics.
Duration Elapsed	The amount of time that has elapsed since the service start time.
VXML Events Received	The total number of reporting events received from the VXML Service since the service started. For each reporting event received from the VXML Service, this metric will be increased by one.
SIP Events Received	The total number of reporting events received from the SIP Service since the service started. For each reporting event received from the SIP Service, this metric will be increased by one.
IVR Events Received	The total number of reporting events received from the IVR Service since the service started. For each reporting event received from the IVR Service, this metric will be increased by one.
Database Writes	The total number of writes to the database made by the Unified CVP Reporting Server since startup. For each write to the database by the Unified CVP Reporting Server, this metric will be increased by one.

Infrastructure Statistics

To view further details about infrastructure statistics, see section Infrastructure Statistics , on page 9.