

# Cisco TelePresence Remote Management Services (RMS)

Report Guide

November, 2011

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# 1. Introduction

This document contains an overview of the reporting capabilities for Cisco® TelePresence® Remote Management Services (RMS). Included are details to help customers gain an ideal perspective on their Cisco TelePresence deployment and thus make better decisions.

**Audience:** This guide is for Cisco Remote Management Services customers and partners.

**Scope:** This report guide provides details for the following TelePresence Remote Management Services reports:

- [Standard Reports](#)
  - [Utilization](#)
  - [Inventory](#)
  - [Call Detail Record](#)
- [Enhanced Reports](#)

For more information about Cisco TelePresence Remote Management Services, go to <http://www.cisco.com/go/rms>.

## 2. TelePresence Standard Reports

### 2.1 Utilization Report

This report is useful to management level stakeholders who need to track utilization of their Cisco TelePresence solution investment.

- The report provides clear, detailed information about which endpoints most utilized and providing a strong return on investment. It also provides information about which endpoints are being underutilized, with comparative summary analysis of call utilization across all installed rooms, and detailed call records for every Cisco TelePresence endpoint.
- The report presents summary lists, in rank order, of every Cisco TelePresence endpoint on a customer's network by their call utilization (from highest to lowest), as well as a summary of the top 10 most common connections (point to point).
- For every Cisco TelePresence endpoint, the report details incoming and outgoing calls (Cisco TelePresence and audio only) with specifics about call duration, resolution, whether presentation mode was used, audio and video quality, and call termination. This report auto-generates within the first seven days of each month for the previous month for each customer and is posted in PDF format on the RMS Management Portal for download.
- These reports are stored for 12 months to allow historic viewing. Reports are available for all supported Cisco TelePresence System endpoints except Cisco TelePresence System Profile MXP Series. Due to the variances in software revisions and endpoint configurations, some metrics may not be available for all endpoints.

## Rank Order of Room Usage

This section lists all rooms in rank order from the highest utilization percentage to the least. Utilization is calculated as follows:

% utilized based on 10 hours/day \* number of work days in selected time interval (M–F). Ratio is hours: minutes used/total possible hours: minutes

This calculation is not based on any specific time zone, but assumes a 10-hour work day at any location. Metrics for Cisco TelePresence calls only are used in this calculation (no audio calls).

## Most Common Connections

This section lists the top 10 endpoints utilized for point-to-point Cisco TelePresence calls. This is ranked by the total volume of Cisco TelePresence calls made between two sites. Only successfully terminated calls are counted in this ranking. Audio calls are not included in this calculation.

The remainder of the report lists all of the Cisco TelePresence Systems by location, along with usage summary and usage details for each of those sites. Note that the site name in the banner is limited to 25 characters; extra characters are truncated.

## Usage Summary

Table 1 shows the total number of audio-only and Cisco TelePresence calls for a particular site and location.

**Table 1.** Usage Summary

Call Type	Number of Calls	Time Used
Audio only	2	00:05:26
Cisco TelePresence	57	51:16:04
<b>Total usage</b>	59	51:21:30

## Usage Details

This section represents all of the activity for a given site, for both audio only and Cisco TelePresence calls (Table 2.)

**Table 2.** Usage Details

Entry	Example	Description/Comments
<b>Date/time</b>	2010-02-08 13:19:41	All call time/date stamps are reflected in Greenwich Meant Time (GMT) using a 24-hour time notation.
<b>Connecting number</b>	8001	This represents the corresponding local number of the Cisco TelePresence System to which the call was connected. The local number for each Cisco TelePresence System can be located in the header banner for each site. This connecting number is limited to 15 digits.
<b>Call type</b>	Cisco TelePresence or audio only	Note that audio-only calls will be a tabulation of all audio calls placed from the Cisco IP phone in the Cisco TelePresence room. These calls might include audio-add during a Cisco TelePresence call or audio only to a help desk or other audio-only participant outside of a Cisco TelePresence call.
<b>Call direction</b>	Outgoing or incoming	Designates whether the call is inbound (incoming) or outbound (outgoing).
<b>Call duration</b>	01:05:00	Duration is represented in hours:minutes:seconds.
<b>Security level</b>	nonsecured, authenticated, secured, unknown	<ul style="list-style-type: none"><li>• Nonsecured: Neither media packets nor signaling packets are encrypted.</li><li>• Authenticated: Signaling packets are authenticated and/or encrypted, but not the media packets.</li><li>• Secured: Both media packets and signaling packets are encrypted.</li><li>• Unknown: Cannot detect the security state of a call.</li></ul>

Entry	Example	Description/Comments
<b>Starting resolution</b>	1080p or 720p	Designates the video resolution at which the call was placed.
<b>Ending resolution</b>	1080p or 720p	Designates the video resolution at which the call ended. <i>Note that this metric may be omitted for some endpoints.</i>
<b>Presentation used</b>	Y or N	If the projector was used to show a presentation during the call, the returned value will be Y. If no presentation was shown using the projector, the returned value will be N.
<b>Call termination</b>	Multiple possible values	This field indicates how the call was disconnected. There are various values that could be listed based on the specific product and software version.
<b>WebEx</b>	Y or N, N/A	This field indicates if a WebEx was included in a TelePresence call. A value of N/A is displayed when it cannot be determined if there was a WebEx participant. <i>Note that this metric may be omitted for some endpoints.</i>
<b>Multipoint/Point-to-Point</b>	PTP, MP, N/A	This column indicates if a call was Point-to-Point or Multipoint call. A value of N/A is displayed when the type of call cannot be determined. <i>Note that this metric may be omitted for some endpoints.</i>
<b>Interop</b>	Y or N, N/A	This field indicates if a TelePresence call contained interop participants. A value of N/A is displayed when it cannot be determined if there was an interop participant. <i>Note that this metric may be omitted for some endpoints.</i>

## 2.2 Inventory Report

The inventory report lists the servers under management, as well as every managed Cisco TelePresence system on a customer's network, with details of each critical component. This is a good source for registering hardware serial numbers for capital equipment tracking purposes. This report is also useful during global upgrades, as it can be used to make sure that all devices were properly upgraded with the most recent software revision. This report includes details such as: serial number for each codec, software version for each codec, camera firmware for each camera, display serial number and hardware type, Cisco IP phone MAC address and software version, and document camera serial number and model, and projector serial number.

- This report auto generates within the first seven days of each month for the previous month for each customer and is posted in PDF format on the RMS Management Portal for download.
- A 12-month history of this report is accessible on the RMS Management Portal.
- This report is available for all supported Cisco TelePresence System endpoints. Due to the variances in software revisions and endpoint configurations, some metrics may not be available for all endpoints.

For each server under management, this report retrieves primary component information (Table 3).

**Table 3.** Summary for Servers

Entry	Example	Description/Comments
<b>Location name</b>	Austin_CTMS_Server	This is the location name of the server, typically assigned by the organization's IT department.
<b>System name</b>	CTMS_1	This is the system name of the server, typically assigned by the organization's IT department.
<b>Server type</b>	CTMS, Cisco TelePresence Recording Server	This identifies the purpose of the server (for example, application that resides on the server) relative to the Cisco TelePresence environment.
<b>Serial number</b>	USE714N8D2	This identifies the physical serial number assigned to the server hardware.
<b>Model</b>	IBM	This identifies the hardware manufacturer of the server.
<b>Model number</b>	IBM System X3650	This identifies the specific model number (or class) as assigned by the manufacturer.

Each Cisco TelePresence System Endpoint (Table 4) is listed as an individual endpoint under a distinguishable banner that includes the endpoint name and local number for identification. Note that the endpoint name in the banner is limited to 25 characters; extra characters are truncated.

**Table 4.** Summary for Cisco TelePresence Endpoints

Entry	Example	Description/Comments
<b>Codec Serial Number</b>	FHG125876EN	This identifies the physical serial number assigned to the video codec.
<b>Codec Software Version</b>	1.6.2	Ideally, all video codecs will be running the same level of software.
<b>Camera Firmware</b>	390:788	Ideally, all camera Help Desk Service will have the same firmware level.
<b>Display Serial Number</b>	QCC15237005	All displays will have unique serial numbers.
<b>Display Hardware</b>	CTSDISP65GEN2	This indicates a Cisco TelePresence System 65" plasma display, generation 2.
<b>Presentation Codec Serial Number</b>	FOC1238801L	This identifies the physical serial number assigned to the 30fps optional presentation codec. If the presentation codec is installed, but the system is not able to collect the serial number, the entry for this field will be N/A. If the codec is not present, this entry will be grayed out. <i>The Presentation row will appear on the report regardless of whether a 30fps optional presentation codec is installed or not. Note: This information may not be represented for some endpoint configurations.</i>
<b>Presentation Codec Software Version</b>	1.2.2(1076)	This represents the software code version of the optional Presentation Codec. Ideally, this will be the same as the Codec software version. If the presentation codec is installed, but the system is not able to collect the software version, the entry for this field will be N/A. If the codec is not present, this entry will be grayed out. <i>The Presentation row will appear on the report regardless of whether a 30fps optional presentation codec is installed or not. Note: This information may not be represented for some endpoint configurations.</i>
<b>Presentation Display Serial Number</b>	4178411250257	If the configuration is a CTS 3210 or CTS 3010 with an LCD under the video plasmas for presentation content, the serial number of the LCD will be shown here. If the CTS configuration has an under-table projector installed, the serial number of the projector will be shown here. If the system is not able to collect the serial number for any reason, the entry for this field will be N/A. <i>The Presentation row will appear on the report regardless of whether a 30fps optional presentation codec is installed or not. Note: This information may not be represented for some endpoint configurations.</i>
<b>Presentation Display Hardware</b>		This will identify the display hardware as either an LCD or under-table projector. If the system is not able to collect the hardware identifier for any reason, the entry for this field will be N/A. <i>The Presentation row will appear on the report regardless of whether a 30fps optional presentation codec is installed or not. Note: This information may not be represented for some endpoint configurations.</i>
<b>Cisco IP Phone serial number</b>	FCH112880A6	This identifies the physical serial number assigned to the Cisco IP Phone. <i>Note: This information may not be represented for some endpoint configurations.</i>
<b>Cisco IP phone MAC address</b>	012B9B81FE7	Represents the MAC address of the Cisco IP phone (phone interface to the Cisco TelePresence configuration). <i>Note: This information may not be represented for some endpoint configurations.</i>
<b>Cisco IP phone software version</b>	jar75sip.8-4-2-38.sbn	Represents the software version of the Cisco IP phone (phone interface to the Cisco TelePresence configuration). <i>Note: This information may not be represented for some endpoint configurations.</i>
<b>Doc cam serial number</b>	123060	If a document camera is not installed in the Cisco TelePresence System, the returned value for this field will be N/A. <i>Note: This information may not be represented for some endpoint configurations.</i>
<b>Doc cam model</b>	VZ-C12-II	If a document camera is not installed in the Cisco TelePresence System, the returned value for this field will be N/A. <i>Note: This information may not be represented for some endpoint configurations.</i>

### 2.3 Call Detail Record (CDR)

This report includes all of the data collected in the Cisco TelePresence Utilization Report with some additional critical call statistics (Table 5). This report is useful to customers who want the flexibility to perform custom analysis of the call statistic. This data is provided in Excel format via the portal, so that tables, charts, graphs, and formulations can be easily generated for in-depth utilization and trend evaluation.

- This report automatically generates within the first seven days of each month for the previous month for each customer and is posted in Excel format on the RMS Management Portal for download.
- A 12-month history of this report is available on the RMS Management Portal.

This report is available for all supported Cisco TelePresence System endpoints except Cisco TelePresence System Profile MXP Series. Due to the variances in software revisions and endpoint configurations, some metrics may not be available for all endpoints.

**Table 5.** Call Details

Entry	Example	Description/Comments
<b>Location name</b>	9500 Amberglen-Austin, TX, USA	This is the location name of the Cisco TelePresence System, typically assigned by the organization's IT department.
<b>System name</b>	Test_Device_CTS_3210	This is the network name of the server, typically assigned by the organization's IT department.
<b>Model</b>	Cisco TelePresence System 3010	This identifies the specific Cisco TelePresence System configuration.
<b>Local number</b>	8004	This represents the corresponding local number of the Cisco TelePresence System. This local number is typically assigned by the organization's IT department. This local number is limited to 15 characters.
<b>Date/time</b>	2010-02-08 13:19:41	All call time/date stamps are reflected in Greenwich Meant Time (GMT) using a 24-hour time notation.
<b>Connecting number</b>	8001	This represents the corresponding local number of the Cisco TelePresence System to which the call was connected. The local number for each Cisco TelePresence System can be located in the local number column for the call where that system was making the outbound call. This connecting number is limited to 15 digits.
<b>Call type</b>	Cisco TelePresence or audio only	Note that audio-only calls will be a tabulation of all audio calls placed from the Cisco IP phone in the Cisco TelePresence room. These calls might include audio-add during a Cisco TelePresence call or audio only to a help desk or other audio-only participant outside of a Cisco TelePresence call.
<b>Call direction</b>	Outgoing or incoming	Designates whether the call is inbound (incoming) or outbound (outgoing).
<b>Call duration</b>	01:05:00	Duration is represented in hours:minutes:seconds.
<b>Security level</b>	nonsecured, authenticated, secured, unknown	<ul style="list-style-type: none"> <li>• Nonsecured: Neither media packets nor signaling packets are encrypted.</li> <li>• Authenticated: Signaling packets are authenticated and/or encrypted but not the media packets.</li> <li>• Secured: Both media packets and signaling packets are encrypted.</li> <li>• Unknown: Cannot detect the security state of a call.</li> </ul>
<b>Starting resolution</b>	1080p or 720p	Designates the video resolution at which the call was placed.
<b>Ending resolution</b>	1080p or 720p	Designates the video resolution at which the call ended. <i>Note: This information may not be represented for some endpoint configurations.</i>
<b>Call termination</b>	Multiple Values	This field indicates how the call was disconnected. There are various values that could be listed based on the specific product and software version. <b>Note: This information may not be represented for some endpoint configurations.</b>
<b>Presentation used</b>	Y or N	If the projector was used to show a presentation during the call, the returned value will be Y. If no presentation was shown using the projector, the returned value will be N.
<b>WebEx</b>	Y or N, N/A	This field indicates if a WebEx was included in a TelePresence call. A value of N/A is displayed when it cannot be determined if there was a WebEx participant. <i>Note: This information may not be represented for some endpoint configurations.</i>
<b>Multipoint/Point-to-Point</b>	PTP, MP, N/A	This column indicates if a call was Point-to-Point or Multipoint call. A value of N/A is displayed when the type of call cannot be determined. <i>Note: This information may not be represented for some endpoint configurations.</i>
<b>Interop</b>	Y or N, N/A	This field indicates if a TelePresence call contained interop participants. A value of N/A is displayed when it cannot be determined if there was an interop participant. <i>Note: This information may not be represented for some endpoint configurations.</i>

Call statistics are reported from the IP phone, primary codec, secondary codec, and presentation codec. The following segments report latency, jitter, and packet loss threshold violations for each. Because this is a monthly report, the information recorded here is ideal for evaluation and trending purposes, but is unlikely to be useful for real-time troubleshooting.

### Measurement Guidelines

The thresholds used to measure call quality are based on Cisco TelePresence Technology Group (TTG) guidelines for call quality. The following Cisco TelePresence System 1.7 thresholds are used to determine if any stream incurred an alert:

#### Latency

Latency is measured as an average for the entire call.

- **Average latency audio and video:** Latency is calculated after the individual video and audio streams are muxed together. This is different from jitter and packet loss, which are reported for each individual stream. Average latency is reported for audio and video separately; the value is shown in milliseconds.
- **Maximum latency audio and video:** This is the maximum latency value reached during a call, shown separately for a muxed audio and video stream.

#### Jitter and Packet Loss

Packet loss (Table 6) represented in this report is the average packet loss over the duration of the entire call. Packet loss would have to be significantly high for the entire call for the average values to be affected and a threshold violation noted. Packet loss can be anywhere on the network along the Cisco TelePresence path.

**Table 6.** Jitter and Packet Loss Summary

Entry	Description/Comments
<b>Average jitter (ms)</b>	This value shows the average jitter, in milliseconds, experienced per individual stream during a call.
<b>Maximum call jitter</b>	This value, represented in milliseconds, shows the maximum jitter value reached for an individual stream during a call.
<b>Total packets transmitted</b>	This value, represented in packets, shows the total number of packets transmitted by the codec during a call.
<b>Total packets received</b>	This value, represented in packets, shows the total number of packets received by the codec during a call.
<b>Lost packets</b>	This value is represented in total number of packets. No further division is necessary. This value represents the total number of packets lost during a call.
<b>Duplicate packets</b>	This value is represented in number of packets.
<b>Out-of-order packets</b>	Cisco TelePresence traffic can take multiple paths. On occasion packets will arrive at the destination out of sequence. This is recorded as an out-of-order occurrence (OOO). The codec has a jitter buffer that can accommodate OOO in normal circumstances. This value is represented in number of packets.

For further reference regarding this subject, refer to the [Cisco Design Zone for Video](#) (Cisco TelePresence).

## 3. TelePresence Enhanced Reports

This service option offers more in-depth reporting details than the standard reports. Reports are selected from a list of available templates (see Table 11), allowing customers to choose the data and metrics most critical to their business. Enhanced Reports are delivered via e-mail to an address designated by the customer.

For further details on the Enhanced Reporting offer, refer to the [TelePresence RMS Enhanced Reporting Service Description](#).

**Table 7.** Enhanced Report Templates

Entry	Basic 10 hour	Basic 8 hour	Mid A 10 hour	Mid B 10 hour	Mid A 8 hour	Mid B 8 hour
Incident Data	X	X	X	X	X	X
Change Data	X	X	X	X	X	X
Problem Data	X	X	X	X	X	X
Inventory Data	X	X	X	X	X	X
Call Detail Records (CDR)	X	X	X	X	X	X
Scheduled Call Data	X	X	X	X	X	X
Summary Rollup (10 Hour)	X		X	X		
Summary Rollup (8 Hour)		X			X	X
Operational Summary (10 Hour)			<b>X</b>	<b>X</b>		
Operational Summary (8 Hour)					<b>X</b>	<b>X</b>
Incident by Priority Breakout	X	X	X	X	X	X
Incident Charts	X	X	X	X	X	X
Help Desk Service Charts	X	X	X	X	X	X
Utilization Charts (10 Hour)	X		X	X		
Utilization Charts (8 Hour)		X			X	X
Inventory Charts	X	X	X	X	X	X
Standard Incident Inclusion/Exclusion*	X	X	X	X	X	X
Scheduled Inclusion/Exclusion**	X	X	X	X	X	X
CDR Inclusion/Exclusion I***	X	X	X		X	
CDR Inclusion/Exclusion II****				<b>X</b>		<b>X</b>

Note: Options in red/bold are available in the Mid version of the reports only. This includes the tables within the Operational Summary tab, as well as the secondary CDR exclusion option.

\* Incident Inclusion/Exclusion – Normal incidents are those with a Time to Resolve between 0 and 120 hours. Incidents outside of that are considered outliers which skew the data and are not used in the calculations. These incidents are still present in the raw data and are marked as an outlier.

\*\* Scheduled Inclusion/Exclusion – Normal meetings are those with a Subject that does not equal “Room Maintenance” and with a meeting duration less than or equal to 12 hours. Meetings greater than 12 hours in duration are considered an outlier. Meetings with a subject of Room Maintenance are considered maintenance. These meetings are still present in the raw data and are marked as such, but are not counted in the charts and graphs.

\*\*\* CDR Inclusion/Exclusion I – Normal Calls are those with a Call Duration time between 0 and 12 hours. Other calls are considered outliers. These calls are still present in the raw data and are marked as an outlier, but are not counted in the charts and graphs.

\*\*\*\* CDR Inclusion/Exclusion II – Normal Calls are those with a Call Duration time between 10 minutes and 10 hours. Other calls are considered outliers. These calls are still present in the raw data and are marked as an outlier, but are not counted in the charts and graphs.

The Enhanced Report may consist of some or all of the following components, depending on the template used:

### 3.1 Data Reports

#### Incidents Data

The “INC Data” sheet provides the ticket data for a designated month (optional report periods are available). All incident tickets closed in the month appear on this sheet regardless of the date in which the ticket was opened. All tickets closed with a code of duplicate or merged are excluded.

INC (incident) tickets are comprised of both regular incident and Remote Access Service (RAS) cases.

Classification of INC or RAS can be found in the Service\_Type Decode column.

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Not all incident tickets are used for calculations in the additional charts and graphs. Incidents that meet the outlier criteria are marked as such in the Outlier Flag field and excluded from calculations.

#### Call Detail Record (CDR) Data

The "Call Detail Data" sheet provides the actual call data for the given month (optional reporting periods are available). This report is generated from the monitoring platform and posted to the customer portal each month. The data is also loaded into the database for use in additional charts and graphs. Only calls with a call type of "TelePresence" are included in the enhanced report. Other calls, such as those with a call type of "Audio Only," are excluded.

Not all calls are used for calculations in the additional charts and graphs. Calls that meet the outlier criteria are marked as such in the Outlier Flag field and excluded from calculations.

It is important to note that the report is in the GMT time zone by default and cannot be changed. This data has been reformatted to allow calculations on the duration of calls.

#### Scheduled Call Data

The "TPMgr Data" sheet (TPM = TelePresence Manager) contains the listing of a customer's scheduled TelePresence meetings downloaded from the customer's CTS-Manager. This report is created for a given month (optional reporting periods are also possible). It is important to note this report is manually configured to GMT time zone to match the Call Detail Record report. The report has been heavily modified and allows more functionality than the report the customer is capable of viewing on the CTS-Manager report. Modifications, such as creating individual rows for all rooms scheduled in a single meeting, allow for room level metrics that are not possible in the CTS-Manager tool.

Not all meetings are utilized for calculations in the additional charts and graphs. Meetings that meet the exclusion criteria are marked as such in the Maintenance or Outlier fields and excluded from calculations.

**Note:** This report is available only to customers who have the CTS-Manager and/or Cisco TMS under Remote Management Services monitoring.

#### Inventory Data

The "Inventory Data" sheet contains the management-based inventory for TelePresence customers. All devices under management, including TelePresence devices, are contained in this report, based on the customer's specific support agreement. This report considers turn-up or go live dates for equipment, reporting on any device that is currently managed by RMS.

#### Change Rollup

The change management data sheet provides the ticket data for the given month (optional reporting periods are also available). All change tickets closed in the given month appear on this sheet regardless of the date in which the ticket was opened.

#### Problem Data

The problem management data sheet provides the ticket data for the given month (optional reporting periods are also available). All problem tickets closed in the given month appear on this sheet regardless of the date in which the ticket was opened.

A single problem ticket may be listed in the data more than once. Each occurrence is due to a different incident ticket that is associated to the problem ticket. The problem ticket is only counted once in the summary view.

## Summary Tables

The Summary Tables are a synopsis of all reported data for a given month. Most of the data represented in this tab are also represented in chart or graph form in another tab.

## Operational Summary Tables

This sheet contains multiple tables to provide additional views of the report data in table format. This sheet is available in the mid level version of the reports only. Some of the table data can also be found in charts or graphs in a later tab.

**Table 8.** Operational Summary Table

Operational Summary Table	Description
<b>Call Details by Room</b>	This table uses the Actual Call data to provide utilization percentages, hours used, and call count for each room. It also provides the site name for the room.
<b>Incident Details by Device</b>	This table uses the Incident data to provide incident counts, total time to resolve, and mean time to resolve per device. This is categorized by incident priority. It also provides the site name for the device. Note that reactive incidents may not contain an associated device.
<b>Connecting Call</b>	This table shows the hours of connection time and count of connections made between a room and each far end connecting number from the Actual Call data. The chart also includes connecting room name. This is a mapping of the number to a room using the local number and the system name in the call data. Not all numbers can be mapped, so a blank for the room could occur.
<b>Scheduled Meetings by Room</b>	This table is a snapshot of scheduled data (number of calls scheduled, completed, and no-shows) found in the TPM report sheet for each room. The counts and percentages are reflected in this table.
<b>Scheduled Meetings by User</b>	This table is a snapshot of scheduled data (number of calls scheduled, completed, and no-shows) found in the TPM report sheet for each user. The counts and percentages are reflected in this table.

## Incident Charts

Incident charts graphically represent the incident data found in the INC data tab. Each chart is clearly labeled and appears one after another. Outlier incidents are not factored nor displayed in the metrics.

The incident charts are a collection of twenty charts (Table 13).

**Table 9.** Incident Charts

Incident Chart	Description
<b>Proactive and Reactive Counts w/MTTR</b>	Proactive INCs are tickets generated by the monitoring tool (platform) and action is taken as a result of the tool's alarm feature. Reactive INCs are tickets reported by the customer or support team and are manually generated. MTTR (mean time to resolve) is the calculated mean of the total time to resolve the tickets reported in the given month. MTTR removes time spent on activities out of Cisco RMS control (off clock time).
<b>Incident Counts - Proactive and Reactive</b>	This is the same reported date as the above excluding MTTR.
<b>Incident Counts by Sites</b>	This represents the INC counts for each site/location for the given month. Note that reactive tickets do not display a specific site.
<b>Incident Counts by Sites (Top 10)</b>	Same as "Incident Counts by Sites" chart, except limited to the top 10 sites based on incident volume. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
<b>Incident Counts by Priority/All Sites</b>	This chart gives the breakdown of the INCs for the given month per site and priorities.
<b>Incident Counts by Priority (Top 10 Sites)</b>	Same as "Incident Count by Priority/All Sites" chart, except limited to the top 10 sites based on incident volume. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
<b>Incidents by Type of Device</b>	This represents the INC counts for each device type for the given month.
<b>Incidents by Type of Device (Top 10)</b>	Same as "Incidents by Type of Device" chart, except limited to the top 10 devices based on incident volume.
<b>Incidents by Type of Device and Priority</b>	This chart gives the breakdown of the INCs for the given month per model and priorities
<b>Incident by Causing</b>	This chart gives the breakdown of the INC counts by causing component associated to the incidents.

Incident Chart	Description
<b>Component</b>	Component is determined by the Tier 3 categorization in the RMS ticketing system.
<b>Incident by Causing Component (Top 10)</b>	Same as "Incident by Causing Component" chart, except limited to the top 10 components based on incident volume. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
<b>Incident by Causing Component by Priority</b>	This chart gives the breakdown of the INC counts by causing component associated to the incidents by priority assigned to the INCs. Component is determined by the Tier 3 categorization in the RMS ticketing system.
<b>Incident by Causing Component by Priority (Top 10)</b>	Same as "Incident by Causing Component by Priority" chart, except limited to the top 10 components based on incident volume. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
<b>Incident Counts by Resolution</b>	This chart gives the breakdown of the INC counts by the Resolution of the incident. Resolution is determined by the Tier 2 Resolution Code in the RMS ticketing system.
<b>Incident Counts by Resolution (Top 10)</b>	Same as "Incident Counts by Resolution" chart, except limited to the top 10 resolution based on incident volume. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
<b>Incident by Resolution by Priority</b>	This chart gives the breakdown of the INCs for the given month per resolution and priorities.
<b>Incident by Resolution by Priority (Top 10)</b>	Same as "Incident Resolution by Priority" chart, except limited to the top 10 resolution based on incident volume. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
<b>Incident Counts by Symptom</b>	This chart gives the breakdown of the INC counts for causing symptom. Symptom is determined by the Tier 2 categorization in the RMS ticketing system.
<b>Incident Counts by Symptom (Top 10)</b>	Same as "Incident Counts by Symptom" chart, except limited to the top 10 symptom based on incident volume. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
<b>Incident Counts by Symptom by Resolution</b>	This chart gives the breakdown of the INCs for the given month per symptom and priorities.
<b>Incident Counts by Symptom by Resolution (Top 10)</b>	Same as "Incident Counts by Symptom by Resolution" chart, except limited to the top 10 symptoms based on incident volume. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.

## Help Desk Service Charts

All Help Desk Service Request charts appear in this sheet. Any combination of Help Desk Service data with incident data is in the Incident tab. Help Desk Service is the second sorting point for any subordinate combinations.

Table 14 shows the collection for Help Desk Service Charts.

**Table 10.** TelePresence Service Desk Charts

Help Desk Service Chart	Description
<b>Help Desk Service Requests</b>	This chart represents the number of Help Desk service requests for the given month and the MTTR. MTTR (mean time to resolve) is the calculated mean of the total time to complete the tickets reported in the given month.
<b>Help Desk Service Request Count by Resolution</b>	This chart gives the breakdown of the service requests per resolution
<b>Help Desk Service Request Count by Resolution (Top 10)</b>	This chart gives the breakdown of the service requests per resolution, for top 10 only
<b>Help Desk Service Requests (not scheduled)</b>	This chart represents the number of Help Desk service requests for the given month. This chart excludes tickets that were closed as a scheduling request.

## Inventory Charts

This sheet contains chart and table representations of all devices under management, including TelePresence devices. Basic counts and tables identify those elements that were under RMS management for the given month.

**Note:** Depending on when this report is initially gathered, you may see elements that are included on this tab that do not have any associated data points for the time period. A device may be added, removed, or moved to a different location during the reported month, which can affect the data reported for any given month.

**Table 11.** Inventory Charts

Inventory Chart	Description
Device Count by Type	This chart gives the breakdown of the devices under RMS management for the given month per model. The model, serial number, device name, and installation date for each device are listed in a table, followed by the chart.

### Utilization Charts

This sheet contains all charts regarding utilization for both actual and scheduled data points for the given month.

**Note:** Actual and Scheduled data are derived from two sources/reports and are independent of one another. What actually occurs does not necessarily correspond with what is scheduled (Table 16).

Each chart is clearly labeled and appears one after another. “Outlier” for Actual calls and “Maintenance” for Scheduled calls are not factored into nor displayed in the metrics.

**Table 12.** Utilization Charts

Utilization Chart	Description
% Utilization by Room (All)	This chart gives the breakdown of the utilization per room for the given month. It is calculated based on call data. The calculation is total number of hours used by each room divided by number of hours available for each room for the given month.
% Utilization by Room (Top 10)	Same as “% Utilization by Room (All)” chart, except limited to the top 10 rooms. Note that more than 10 rooms can appear if the 11th or more have the same utilization % as the 10th.
% Utilization by Room (Bottom 10)	Same as “% Utilization by Room (All)” chart, except limited to the bottom 10 rooms. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
Total Hours by Room (All)	This chart reports the total number of hours used per room for the given month. It is calculated based on call data.
Total Hours by Room (Top 10)	Same as “Total Hours by Room (All)” chart, except limited to the top 10 rooms. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
Total Hours by Room (Bottom 10)	Same as “Total Hours by Room (All)” chart, except limited to the bottom 10 rooms. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
Completed Meetings by Room (All)	This chart reports the number of meetings per room with type of meeting. It is calculated based on scheduled call data.
Completed Meetings by Room (Top 10)	Same as “Completed Meetings by Room (All)” chart, except limited to the top 10 meetings. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
Meetings By Type	This chart gives the breakdown of the meeting per meeting type for the given month. It is calculated based on scheduled call data.
No Shows by Room	This chart gives the breakdown of the no shows per room for the given month. It is calculated based on scheduled call data.
No Shows by Room (Top 10)	Same as “No Shows by Room” chart, except limited to the top 10 rooms. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
Meetings Completed by User	This chart gives the breakdown of the meeting per user for the given month. It is calculated based on scheduled call data.
Meetings Completed by User (Top 10)	Same as “Meetings Completed by User” chart, except limited to the top 10 meetings. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
No Shows by User	This chart provides the breakdown of the no shows per user for the given month. It is calculated based on scheduled call data.
No Shows by User (Top 10)	Same as “No Shows by User” chart, except limited to the top 10 rooms. Note that more than 10 can appear if number 11 or higher shares the same count as number 10.
% Utilization by Model	This chart gives the breakdown of the utilization by model for the given month.

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## 3.2 How to Interpret TelePresence Utilization

### How is Actual Utilization calculated?

Actual Utilization is based off of the actual call data from the polling platform. It is the sum of all call hours across all rooms (excluding calls that meeting the “outlier” criteria) divided by the sum of available hours in a month. Available hours equal the count of rooms (from the actual call data) multiplied by the number of business days in the month multiplied by 8 or 10 hours business days. Holidays are not taken into consideration.

### How is Scheduled Utilization calculated?

Scheduled Utilization is based off the scheduled meeting information from a device like the CTS-Manager. It is the sum of all meeting hours across all rooms (excluding those that meet the “maintenance” criteria) divided by the sum of available hours in a month. Available hours equal the count of rooms (from the scheduled meeting data) multiplied by the number of business days in the month multiplied by 8 or 10 hour business days. Holidays are not considered.

**Note:** This report is available only to customers who have the CTS-Manager and/or Cisco TMS under Remote Management Services monitoring.

### What are the sources of data for the report?

- **CDR** report as captured by the codec and pulled by ROSMAP represents the “actual” events or connections that occurred within the Cisco managed or polled environment. Every attempt to connect is recorded and is considered a call within the confines of this reporting concept.
- **TPM** Scheduled Report as manually created and downloaded from the **CTS-Man** contains the historic list of “scheduled” meetings for the customer’s environment. In the customers view, this appears much like a list of calendar invites complete with invited rooms and subject lines.
- **INC, CM, PM, and Inventory** are database information stored from the RMS ticketing system.

No-show, complete, and actual calls are independent concepts that should remain separated.

- The **CDR** report (codec specifically) records the activity as it happens. Consider this a log file of each endpoint as having at least one call per meeting. At least one call is important; as often in the scenario with a multi-point bridge meeting, a customer may not be able to connect early. For example, WebEx must be set to allow participants to join five minutes early. That feature does not prevent multiple attempts to connect, which can inflate the number of calls.
- **CTS-MAN** is the only data store that understands what is scheduled currently. This report is much like your Outlook calendar, in that you may not appear to be fully booked, but meetings can and do occur ad hoc, or a meeting may exceed the scheduled end time. Oftentimes invitees do not show, or invitees may attend in person. The system assumes a completed call if at least one of the endpoints in the schedule uses the One Button to Connect (OBTC) feature. If this feature is not used, the meeting is a “no-show,” without any reference in the CDR report.



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