

Trace Analysis with CVP Log Visualization Tool

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Introduction

This document describes details about the Cisco Log Analysis and Visualization (CLAV) Tool. CLAV is included with Customer Voice Portal (CVP), and provides a ladder diagram for easy visualization of the Session Initiation Protocol (SIP) signalling.

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CVP
- SIP
- Unified Intelligent Contact Management (ICM) Enterprise

Components Used

The information in this document is based on CVP 9.0(x) and above.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Description

The trace analysis is done with sequence diagrams.

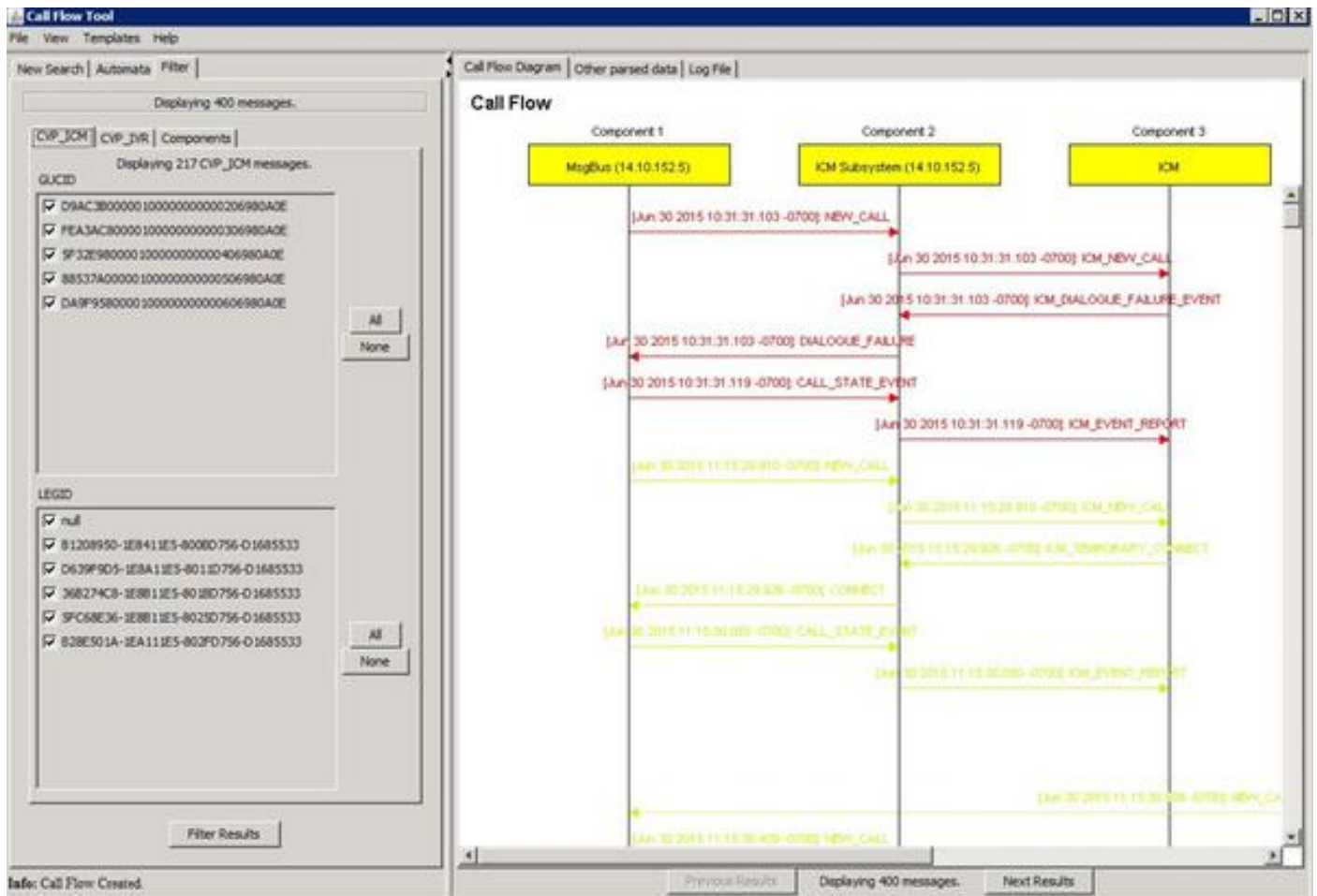
Steps to create the Sequence Diagram:

Step 1. Identify the CVP Globally Unique Call Identifier (GUCID) for the call you want to trace. In order to find the GUCID, use a standard text editor and search for the ANI and DNIS of the call.

Step 2. Navigate to **Start > All Programs > Cisco Unified Customer Voice Portal > Cisco Log Analysis Visualisation Tool.**

Step 3. Click **Add Files(s)...** and select the CVP and ICM logfile to parse.

Step 4. Click **Generate Callflow.** The Filter Tab will be displayed with the generated ladder diagrams.



Step 5. Click **Next Results** until you find the GUCID found in Step 1 under **CVP_ICM.**

Step 6. Uncheck the GUCIDs that do not match the GUCID found in Step 1.

Step 7. Click the **CVP_IVR** tab.

Step 8. Uncheck the GUCIDs that do not match the GUCID found in Step 1.

Step 9. Click **Filter Results.** The Sequence Diagram displayed is for your call.

Step 10. Hover over each leg of the diagram to get more information about that leg.

Note: CLAV will readjust the time for your server. If the analysis is done with logs from another CVP server from another time zone, the time will be in your servers current

timezone.

Step 11. Click **File > Save Image** in order to save the diagram to view later.