



CHAPTER 2

Using Views

The Views tab displays an ordered group of thumbnails, each with a link to a full report or a detailed graph. You can launch reports, view graphs, or select another view to display. If you have the privilege to manage views, you can also create, edit, and delete them.

This section includes the following topics:

- [Getting Started with Views, page 2-1](#)
- [Managing Report-Based Views, page 2-3](#)
- [Managing Graph-Based Views, page 2-5](#)
- [Working with Views, page 2-11](#)

Getting Started with Views

Views enable you to organize displays that present only the reports and graphs that you want to see. You can use different views to help you perform particular tasks, such as:

- Assess the overall status and level of voice service delivered to users.
- Determine which gateways, trunks, Cisco Unified Communications Managers, and Unified Communications Manager Express systems are the most heavily utilized.
- Identify misuse and exceptions in your phone system.

Access to views is controlled and configured through the SSM Administration Console, where user roles are defined. Your user role determines which views you can access and whether you can manage views (adding, editing, and deleting them). For more information, see [Using the SSM Administration Console, page 6-1](#).

Each user has a home view that appears on the Views tab at login and each time the Views tab is selected. By default, your home view is based on your user role; however, you can select your own home view from those that are accessible to you. For more information, see [Selecting Your Home View, page 7-2](#).

You can also select one view, called a Dashboard View, to be displayed at the top of the Reports tab. To select this view, see [Selecting Your Dashboard View, page 7-1](#).

Table 2-1 lists default views that Service Statistics Manager provides.

Table 2-1 User Role Access to Default Views and the Reports in Each Default View

Default Views and User Role Access	Reports Included in the View
Executive User Role	
Call Duration	Average Call Duration Across Clusters—Monthly Call Duration Across Clusters—Monthly
Call Volume	Call Volume Across Clusters—Monthly Call Volume Over Time Across Clusters—Weekly Call Traffic and Duration Across Clusters—Daily
Executive Home Note This is the default home view for the Executive user role.	Call Volume Across Clusters—Monthly Service Availability Across Clusters—Weekly Service Quality Distribution Across Clusters—Monthly
Service Availability	Call Completion Rate Across Clusters—Monthly Service Availability Across Clusters—Weekly
Service Quality	Distribution of Service Quality Across Clusters by Time—Monthly Percentage Distribution of Service Quality Across Clusters by Time—Weekly Service Quality Distribution Across Clusters—Monthly Service Quality Percentage Distribution Across Clusters—Monthly
Operations User Role	
Call Analysis	Call Completion Rate Across Clusters—Monthly Call Failure Summary—Daily Distribution of Service Quality Across Clusters by Time—Monthly Percentage Distribution of Service Quality Across Clusters by Time—Weekly Service Quality Distribution Across Clusters—Monthly Service Quality Percentage Distribution Across Clusters—Monthly
Operations Home Note This is the default home view for the Operations user role.	Call Completion Rate Across Clusters—Monthly Call Service Quality Summary—Weekly Traffic Summary—Hour of Day Traffic Summary—Day of Week Traffic Summary—Day of Month
Performance	Detailed Performance—Daily
Top N	Top N Calls Based on Duration Top N Dialed Numbers Based on Call Count Top N Dialed Numbers Based on Call Duration Top N Users

If you have the privilege to manage views, you can manage both report-based views and graph-based views. (See [Managing Report-Based Views, page 2-3](#) and [Managing Graph-Based Views, page 2-5](#).)

If you cannot manage views, you can still launch them, viewing the reports and graphs that they contain; for more information, see these topics:

- [Working with Views, page 2-11](#)
- [Working with Graph-Based Views, page 2-12](#)

Using the View Icons in the Title Bar

The title bar for the View tab includes a series of icons. [Table 2-2](#) lists the available options.

Table 2-2 View Icons

Icon	Name	Description
	List of Views.	To select a different view.
	Show View Details	To show the view's header.
	Hide View Details	To hide the view's header.
	Add View	Takes you to the Create View page.
	Edit View	To edit the view. For more information, see Editing a Report-Based View, page 2-5 and Editing a Graph-Based View, page 2-7 . Note Your user role determines whether you have the privilege to perform this task.
	Update View	To manually update the graphs in the view.
	Delete View	To delete the view.

Managing Report-Based Views



Note

If you have the privilege to manage views, you can manage both graph-based and report-based views. For more information, see [Managing Graph-Based Views, page 2-5](#).

This section contains the following topics:

- [Creating a Report-Based View, page 2-4](#)
- [Changing the Order of Reports in a Report-Based View, page 2-4](#)

- [Editing a Report-Based View, page 2-5](#)
- [Deleting a Report-Based View, page 2-5](#)

Creating a Report-Based View



Note

If you have the privilege to manage views, then you have unrestricted access to view reports, add them to views, and delete them from views, irrespective of your access to the reports.

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- Step 1** On the Views tab, click the Create icon (**+**).
- Step 2** On the Create View page, enter data and make selections for the following:
- View Title—Enter a unique name.
 - View Type—Select **Report Based**.
 - Layout Type—Select the number of columns to display.
 - Add Report as Thumbnail or Add Complete Report as Entire View—Select one of these options.
 - Show View details at top of the page—Select if you want to show view details.
- Step 3** Click **Add Reports**. The reports page appears.
- Step 4** On the Reports page:
- Select individual check boxes in the Select column, or select the **Select All** check box. (Optionally, use the filters to retrieve the reports as required.)
 - Click **Add to View**. The Create View page appears, displaying the selected reports.
- Step 5** (Optional) After you select reports, you can:
- Change the order in which the reports will be displayed by clicking **Order**. See [Changing the Order of Reports in a Report-Based View, page 2-4](#).
 - Delete reports from the view by selecting the check box in the Delete column and clicking **Delete Selected**. A confirmation window appears; click **OK**.
- Step 6** Click **Finish**.



Note

If reports are not generated by default, they are generated when they are added to views.

Changing the Order of Reports in a Report-Based View

You can modify the order of your reports so that the most important ones are at the top of the list and, consequently, displayed toward the top of the view. Perform this procedure from the Create View or Edit View page. (See [Creating a Report-Based View, page 2-4](#) or [Editing a Report-Based View, page 2-5](#).)

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- Step 1** Click **Order**. The Order reports in the view—*View Name* page is displayed.
- Step 2** Highlight a report and use the arrow buttons to move it up or down.

Step 3 Click **Apply** to return to the previous page.

Editing a Report-Based View

Step 1 On the Views tab, select a view from the list.

Step 2 Click the Edit icon (). The Edit View page appears.

Step 3 Do any of the following:

- (Optional) Update the report name.
- Change the layout.
- Change the show view details preference.
- Delete reports from the view by selecting the check box in the Delete column and clicking **Delete Selected**. A confirmation window appears. Click **OK**.
- Reorder the reports by clicking **Order**. For more information, see [Changing the Order of Reports in a Report-Based View, page 2-4](#).
- Add reports by clicking **Add Reports**. The Reports page appears.



Note You will not be able to change the layout type (number of columns).

Step 4 If you are adding reports to the view, do the following on the Reports page:

- a. (Optional) Use the filters to retrieve the reports as required.
- b. Select individual check boxes in the Select column, or select the **Select All** check box.
- c. Click **Add to View**. The Create View page appears, displaying the selected reports.

Step 5 Click **Finish** after making the required changes.

Deleting a Report-Based View

Step 1 On the Views tab, select a view from the list.

Step 2 Click the delete icon (). A confirmation window appears.

Step 3 Click **OK**. A confirmation message is displayed on the Views tab.

Managing Graph-Based Views



Note If you have the privilege to manage views, you can manage both graph-based and report-based views. For more information, see [Managing Report-Based Views, page 2-3](#).

A graph-based view includes one or more custom graphs that you define while adding or editing a graph-based view. The following sections are included:

- [Creating a Graph-Based View, page 2-6](#)
- [Understanding the Attribute Selection and Graph Options Page, page 2-7](#)
- [Editing a Graph-Based View, page 2-7](#)
- [Editing a Graph in a Graph-Based View, page 2-9](#)
- [Deleting a Graph from a Graph-Based View, page 2-10](#)
- [Deleting a Graph-Based View, page 2-10](#)
- [Changing the Order of Graphs in a Graph-Based View, page 2-11](#)

Creating a Graph-Based View

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- Step 1** On the Views tab, click the Create icon ().
- Step 2** On the Create View page, enter data and make selections for the following:
- a. View Title—Enter a unique name.
 - b. View Type—Select **Graph Based**.
 - c. Layout Type—Select the number of columns to display.
 - d. Update—Select Daily, Hourly, or Manually.
 - e. Update the View for every—Select if you want the view to refresh when viewing, and how often.
 - f. Show View details at top of the page—Select if you want to show view details.
- Step 3** Click **Add Graph**. A Custom Graphs page is displayed.
- Step 4** Create the graph:
- a. Select one graph type: Line, Area, X-Y, or Top N.
 - b. (Optional) Select one group.
 - c. Select one or more monitor types.
 - d. Click **Next**. Monitored instances are displayed in list boxes at the bottom of the page in a new, scrollable pane. There is one list box for each monitor type that you selected.
-  **Note** A monitored instance is a device for which a monitor exists (of the selected monitor type). For more information, see [Devices and Associated Monitor Types, page A-1](#).
- e. Select one or more monitored instances from each list box, scrolling down until you reach the **Apply** button.
 - f. Click **Apply**. A page appears that displays attributes and additional options that you must specify to complete the graph definition.
- Step 5** Select attributes and complete the graph definition:
- a. Select attributes for each monitored instance, up to the maximum number specified at the top of each attribute list. (Of the attributes you select, there is a limit of two units of measure.) For more information, see [Understanding the Attribute Selection and Graph Options Page, page 2-7](#).

- b. If you selected only one attribute for an element, you can also select one or more indicators to display the minimum, maximum, and average values for the period. For each indicator that you select, a line is displayed on the graph.
- c. Select a schedule. Only data collected during the time periods included on the schedule will be included in the graph.
- d. Select one of these Graph Options:
 - Show All Attributes on a Single Graph
 - Show Each Monitor Element on a Separate Graph
 - Show Each Attribute on a Separate Graph
 - Add each Monitor instance as a separate Thumbnail
 - Add each Attribute as a separate Thumbnail
- e. Select Graph Duration—Select up to 3 months of data to include in the graph.
- f. Enter a name for the graph.
- g. Click **Add to View**. The system updates the view details and returns to the Create page. Repeat the procedure to add more graphs to the view.

You can arrange the graphs to be displayed in a particular order. See [Changing the Order of Graphs in a Graph-Based View, page 2-11](#). You can also delete a graph from the view. See [Deleting a Graph from a Graph-Based View, page 2-10](#).

- Step 6** Click **Finish** to save the view. The new view is available in the View list on the Views tab. After you select the view, the graphs are displayed as thumbnails on the Views page.
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Understanding the Attribute Selection and Graph Options Page

When you create or edit a graph-based view, after you select the monitor types and the monitored instances, you must select the attributes to be graphed for each monitored instance. For each monitored instance that you selected, the page presented to you displays the following:

- A numbered heading—Identifies the monitored instance; that is, the device. The number provides a running count of the monitored instances that you selected.
- A table with more device-specific information—Displays the IP address or DNS name and the name of the SSM agent that coordinates the monitoring of this device for the particular type of information, in addition to other details.
- A table of attributes—Lists the attributes (statistics and information) for the device. The table heading displays the maximum number of attributes that you can select and the maximum number of units of measure.

Toward the bottom of the page, under the area in which the information for each monitored instance is presented, you can select a schedule, select graph options, and provide the name and duration for the graph.

Editing a Graph-Based View

To change the attributes to plot in a graph in a view, or to change the name or duration of such a graph, see [Editing a Graph in a Graph-Based View, page 2-9](#).

To change view properties, and to add, delete, and order graphs in a view, use this procedure.

Step 1 From the Views tab, select a graph-based view and click the Edit icon (). The Edit View page appears, displaying a table that lists the graphs that are included in the view.

Step 2 You can change any of these:

- View Title—Enter a title.
- Layout Type—Select 1, 2, or 4 columns.
- Update Frequency—Select Daily, Hourly, or Manually.
- View refresh frequency when viewing.
- Show View details at top of the page.
- Graphs in View:

To delete graphs from the view, select them and click **Delete Selected**. A confirmation window is displayed. Click **Close**.

To change the order in which the graphs are displayed, click **Order**. For more information, see [Changing the Order of Graphs in a Graph-Based View, page 2-11](#).

To add graphs to the view, complete [Step 3](#) and [Step 4](#).

If you are done making changes, continue to [Step 5](#).

Step 3 To add a graph to the view, click **Add Graph**. A Custom Graphs page is displayed.

- a. Select one graph type: Line, Area, X-Y, or Top N.
- b. (Optional) Select one group.
- c. Select one or more monitor types.
- d. Click **Next**. Monitored instances are displayed in list boxes at the bottom of the page in a new, scrollable pane. There is one list box for each monitor type that you selected.



Note A monitored instance is a device for which a monitor exists (of the selected monitor type). For more information, see [Devices and Associated Monitor Types, page A-1](#).

- e. Select one or more monitored instances from each list box, scrolling down until you reach the **Apply** button.
- f. Click **Apply**. A page appears that displays attributes and additional options that you must specify to complete the graph definition.

Step 4 Select attributes and complete the graph definition:

- a. Select attributes for each monitored instance that you selected, up to the maximum number specified at the top of each attribute list. (Of the attributes you select, there is a limit of two units of measure.) For more information, see [Understanding the Attribute Selection and Graph Options Page, page 2-7](#).
- b. If you are editing a line graph and selected only one attribute, you can select one or more indicators (lines) that show the minimum, maximum, and average value for the period.
- c. Select a schedule. Only data collected during the time periods included on the schedule will be included in the graph.
- d. Select one of these Graph Options:
 - Show All Attributes on a Single Graph

- Show Each Monitor Element on a Separate Graph
 - Show Each Attribute on a Separate Graph
 - Add each Monitor instance as a separate Thumbnail
 - Add each Attribute as a separate Thumbnail
- e. Select Graph Duration—Select up to 3 months of data to include in the graph.
 - f. Enter a name for the graph.
 - g. Click **Add to View**. The system updates the view details and returns to the Edit View page.
- Step 5** Click **Finish**.
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Editing a Graph in a Graph-Based View

To update view properties and to change the order in which graphs are displayed, see [Editing a Graph-Based View, page 2-7](#).

To select different or additional attributes to plot in a particular graph, or to change the graph name or duration, use this procedure.

Step 1 From the Views tab, select a graph-based view and click the Edit icon (). The Edit Views page appears, displaying the list of graphs that are included in a table.

Step 2 Click the **Edit** link for the graph. A Custom Graph page displays the graph in a three-tabbed pane.



Note If multiple graphs are defined, you can edit one or more of them, scrolling down until you find the graph that you want to edit.

Step 3 Select the **Attributes & Indicators** tab for the graph and select different or additional attributes. The heading above the list displays the maximum number of attributes that you can select and the maximum number of units of measure.

If you are editing a line graph and have selected only one attribute, you can select one or more indicators to introduce lines that show the minimum, maximum, and average value for the period.



Note Optionally, you can make additional changes, using the icons to the right of the graph. For more information, see [Table 4-1, Additional Options on the Graph Tab](#).

Step 4 After you complete all changes, click **Generate Graph**.

Step 5 Click **Update in View**. The Update in View window opens:

- a. (Optional) Update the Graph Name and Graph Duration fields.
- b. Click **Update in View**. Service Statistics Manager confirms successful update.
- c. Click **Close**. Service Statistics Manager returns to the Custom Graphs page. The view is updated.

To see the result, select the **Views** tab and select the view.

Alternatively, you can edit a graph-based view using this procedure.

Step 1 From the Views tab, select a graph-based view. The view is displayed.

Step 2 Click a graph thumbnail. A Custom Graph page displays the graph in a three-tabbed pane.



Note If multiple graphs are defined, you can edit one or more of them, scrolling down until you find the graph that you want to edit.

Step 3 Select the **Attributes & Indicators** tab for the graph and select different or additional attributes. The heading above the list displays the maximum number of attributes that you can select and the maximum number of units of measure.



Note Optionally, you can make additional changes, using the icons to the right of the graph. For more information, see [Table 4-1, Additional Options on the Graph Tab](#).

Step 4 After you complete all changes, click **Generate Graph**.

Step 5 Click **Update in View**. The Update in View window opens:

- a. (Optional) Update data in the Graph Name and Graph Duration fields.
- b. Click **Update in View**. Service Statistics Manager confirms successful update.
- c. Click **Close**. Service Statistics Manager returns to the Custom Graphs page. The view is updated.

To see the result, select the **Views** tab and select the view.

Deleting a Graph from a Graph-Based View

Step 1 From the Views tab, select the view from the View list. The view is displayed.

Step 2 Click the Edit icon (). The Edit View page appears. Graphs in the view are listed in a table in the lower portion of the page.

Step 3 In the table, select the **Delete** check box corresponding to the graph.

Step 4 Click **Delete Selected**. A confirmation message is displayed.

Step 5 Click **OK**.

Deleting a Graph-Based View

Step 1 On the Views tab, select the view from the View list. The view is displayed.

Step 2 Click the Edit icon (). A confirmation window appears.

Step 3 Click **OK**. A confirmation message is displayed on the Views tab.

Changing the Order of Graphs in a Graph-Based View

You can modify the order of your graphs so that the most important ones are at the top of the list and, consequently, displayed toward the top of the view. Perform this procedure from the Create View or Edit View page. (See [Creating a Graph-Based View, page 2-6](#) or [Editing a Graph-Based View, page 2-7](#).)

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- Step 1** Click **Order**. The Order graphs in the view—*View Name* page is displayed.
 - Step 2** Highlight a graph and use the arrow buttons to move it up or down.
 - Step 3** Click **Apply** to return to the previous page.
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Working with Views

A view is a named collection of reports or custom graphs. Views provide rapid access to information, in an easy-to-interpret, concise manner. From a view, you can drill down into the data to gain insight to specific areas.

On the Views tab, select one view at a time from the View list. A thumbnail graph is displayed for each report or custom graph that is included in the view. Thumbnails provide a high-level picture of each report or graph in the view. A thumbnail is displayed with Y-axis labels and without gridlines. (Gridlines appear only on full-size graphs that have a single Y-axis.)

Click a thumbnail or the link under it to open a window that displays more details and to continue to drill down to successively lower levels of underlying details.

**Note**

Due to the graphing tick policy, sometimes thumbnails might show 120% as the Y-axis maximum value (because the multiplication factor is 40), but the actual graph or report might show 100% as the maximum Y-axis value.

If data for the entire report or graph period is not yet available, the report or graph is not yet generated. In this case, an inverted triangle thumbnail (see [Figure 2-1](#)) is displayed as a placeholder.

Figure 2-1 *Inverted Triangle Thumbnail*



An inverted triangle is replaced with another thumbnail after the necessary data has been obtained. If you click an inverted triangle thumbnail in a report-based view, the inverted triangle appears on the report page; you might also see additional information, such as the element's name for which data is being collected in the report description table.

Views are either of the following:

- Report-based—Report-based views include graphs or tables or both for the monitor types, attributes, and monitors selected in the report definition. Service Statistics Manager defines many default reports; see [Default Reports, page 3-3](#) and [Using the Report Icons in the Title Bar, page 3-14](#). To define additional reports, see [Managing Reports, page 3-31](#).
- Graph-based—Graph-based views include custom graphs. The monitors and attributes included on these graphs are selected when defining the custom graph. See [Managing Graph-Based Views, page 2-5](#) and [Using Custom Graphs, page 4-1](#). If you have defined multiple graphs, MG is displayed to the left of the graph name.

Working with Graph-Based Views

A graph is labeled according to the monitored attributes, elements, and time period that the graph covers. Service Statistics Manager provides different graph format options: line, area, X-Y, and Top N. For more information, see [Creating Custom Graphs, page 4-1](#).

You can interact with the graph by selecting different attributes and time periods; see [Understanding and Interacting with Custom Graphs, page 4-8](#). You can also update the graphs in the view or create a new view from the Custom Graph window; see the following:

- [Adding a Multiple-Graph \(MG\) Display to a View, page 4-10](#)
- [Adding a Specific Graph to a View, page 4-13](#)

To determine when a graph was last updated, open the graph by clicking a thumbnail or the link below it on the Views tab. At the lower-left corner of the graph tab, check the Graph Generated on date (to the left of the Legend link). To update graphs in a view, see [Manually Updating Graph-Based Views, page 2-12](#).

Manually Updating Graph-Based Views

Depending on the update frequency that you defined for a graph-based view, all graphs in the view are updated hourly, daily, or manually. On the Views tab, thumbnails display data from the last hourly, daily, or manual update, and, accordingly, might not always represent the most current data.

To update a single graph—or one multiple graph (labeled MG)—use this procedure.

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- Step 1** Select **Views** and select the graph-based view.
 - Step 2** Open the graph or graphs by clicking the thumbnail or the link under it. A Custom Graph page appears displaying one or more graphs.
 - Step 3** Click **Generate Graph**. Updated graphs are displayed; the Graph Generated on date is also updated. From the Custom Graph page, you can display additional information; see [Understanding and Interacting with Custom Graphs, page 4-8](#).
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To manually update all graphs in a graph-based view.

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- Step 1** Select **Views** and select a graph-based view.
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- Step 2** Click the Update icon () . All graphs in the view are updated.
- Step 3** Click a thumbnail or the link below it to view an updated graph.
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