



Overview of Cisco Prime Collaboration Analytics

This document provides information on Cisco Prime Collaboration 11.0, 11.1, 11.5 and 11.6 features.

Prime Collaboration Analytics helps you to identify the traffic trend, technology adoption trend, over-and-under-utilized resources, and device resource usages in your network. You can also track intermittent and recurring network issues and address service quality issues using the Prime Collaboration Analytics Dashboards.

Prime Collaboration Analytics is installed with the Prime Collaboration Assurance application, by default. You can disable Analytics or wait for Analytics evaluation license to expire. However, the only exception is for very large OVA (150 K) installation, where you can either install Prime Collaboration Assurance only or Prime Collaboration Assurance with Prime Collaboration Analytics.

For details on installation and system requirements, see [Cisco Prime Collaboration Assurance Install and Upgrade Guide](#).

- [Change History](#), page 1
- [What's New in Cisco Prime Collaboration Analytics 11.x](#), page 3
- [Usage Scenarios for Prime Collaboration Analytics Dashboards](#), page 8
- [Cisco Prime Collaboration Analytics NBI](#), page 11

Change History

Table 1: Change History

| Version | Date | Revision | Location |
|--|------|----------|----------|
| Cisco Prime Collaboration Analytics 11.0 | | | |

| Version | Date | Revision | Location |
|--|--------------------|--|---|
| 11.0 | September 14, 2015 | Added a new section Troubleshooting Prime Collaboration Analytics Dashboard. | Troubleshooting Prime Collaboration Analytics Dashboard |
| | | Added a new section License Usage Dashboard. | License Usage |
| | | Added a new section My Dashboard. | My Dashboard |
| | | Updated the section Service Experience Distribution with new grading details. | Service Experience Distribution |
| | | Updated the section Capacity Analysis Dashboard with the cross launch information. | Capacity Analysis |
| Cisco Prime Collaboration Analytics 11.5 | | | |
| 11.5 | June 7, 2016 | Added a new section Cisco Prime Collaboration Analytics NBI. | Cisco Prime Collaboration Analytics NBI, on page 11 |
| | | Added a new section Call Grade for Locations. | Call Grade for Locations |
| | | Added a new section Managing Customer Logo. | Managing Customer Logo |
| | | Added a new section Cisco Prime Collaboration Analytics User Roles. | Cisco Prime Collaboration Analytics User Roles |
| | | Added a new section Aggregating Devices. | Aggregating Devices |
| | | Added a new section Conductor Bridge Pool Utilization. | Conductor Bridge Pool Utilization |
| Cisco Prime Collaboration Analytics 11.6 | | | |

| Version | Date | Revision | Location |
|---------|-------------------|--|---|
| 11.6 | November 21, 2016 | Updated the section Trunk Utilization with filter details. | Trunk Utilization |
| | | Added a new section Video Communication Server / Expressway. | Video Communication Server / Expressway |

What's New in Cisco Prime Collaboration Analytics 11.x

Table 2: What's New in Cisco Prime Collaboration Analytics 11.x

| Version | Feature Name | Feature Description | Where Documented |
|--|--------------|---------------------|------------------|
| Cisco Prime Collaboration Analytics 11.0 | | | |

| Version | Feature Name | Feature Description | Where Documented |
|--|---|---|---|
| 11.0 | License Usage Dashboard | You can track the license usage of the applications such as Unified Contact Center Enterprise (UCCE) and Cisco Voice Portal (CVP) using License Usage Dashboard . | License Usage |
| | My Dashboard | You can create custom dashboard and add the existing dashlets as required. | My Dashboard |
| | Service Experience Distribution Dashboard Enhancement | The Service Experience Distribution dashboard displays data based on the Severely Concealed Seconds Ratio (SCSR). The predefined service categories are now modified as good, acceptable, poor and grade not available. | Service Experience Distribution |
| | Capacity Analysis Dashboard Enhancement | In the Capacity Analysis dashboard, a cross launch is introduced to SIP trunk capacity setting page and CDR trunk utilization setting page from respective dashlets. | Capacity Analysis |
| | General | <ul style="list-style-type: none"> The menu Analyze is renamed as Analytics All the analytics settings page sFTP Settings, Group Management and Trunk Traffic Max Capacity Settings are grouped under the menu Analytics Administration The left pane displays Navigation tab, Index tab, Favorites tab, and Search Menu field. You can click the pin icon at the top to hide the left pane or click the Toggle Navigation icon to view the left pane as appropriate. You can edit and delete dashlets only in My Dashboard Page. The edit and delete option is not available for dashlets in other dashboards. | NA |
| Cisco Prime Collaboration Analytics 11.1 | | | |

| Version | Feature Name | Feature Description | Where Documented |
|--|------------------------|--|-------------------------|
| 11.1 | Back Button Navigation | You can now navigate from the detailed view of the dashlet to the respective dashboard page. | NA |
| | Maximizing the Dashlet | You can maximize the dashlet by clicking the maximize icon in the top right corner of the dashlet. When you click the maximize icon, the dashlet opens in a new tab. | NA |
| Cisco Prime Collaboration Analytics 11.5 | | | |

| Version | Feature Name | Feature Description | Where Documented |
|---------|---|---|---|
| 11.5 | Call Grade for Locations Dashlet | You can view the call grade trends based on the location in the Call Grade for Locations dashlet. | Call Grade for Locations |
| | Customer Logo | You can now assign logos to the customers. These logos are displayed in the downloadable reports. | Managing Customer Logo |
| | MSP Mode Support | Cisco Prime Collaboration Analytics is supported in MSP deployment. | NA |
| | NBI API Support | NBI API support is available for the following dashboards: <ul style="list-style-type: none"> • Technology Adoption • Asset Usage • Traffic Analysis • Service Experience NBI is also supported to query Call Detail Records(CDR) for the CDR based dashlets. | Cisco Prime Collaboration Analytics NBI, on page 11 |
| | Role-Based Access | You can now access and configure dashboards based on your role. | Cisco Prime Collaboration Analytics User Roles |
| | Customer Voice Portal Aggregation Configuration | The CVP aggregation configuration page is moved from the CVP dashlet view to Analytics Administration menu. Using this feature you can define the grouping according to the mode of deployment (MSP or Enterprise). | Aggregating Devices |
| | IPv6 Support | Cisco Prime Collaboration Analytics 11.5 supports IPv6 address. You can view, filter, search, or sort details in the analytics dashboard using IPv6 address. | Cisco Prime Collaboration Assurance Support for IPv6 section in Cisco Prime Collaboration Assurance Guide, 11.x |
| | Conductor Bridge Pool Utilization Dashlet | You can view the cumulative utilization of the conference bridges for each conductor pool in your network using the Conductor Bridge Pool Utilization dashlet. | Conductor Bridge Pool Utilization |

| Version | Feature Name | Feature Description | Where Documented |
|--|--|--|------------------|
| | Trunk Utilization Dashlet | You can also view trunk type(protocol) associated with the trunk in the Trunk Utilization dashlet. | NA |
| | Conferencing Devices Video Utilization Dashlet | You can also filter the Conferencing Devices Video Utilization dashlet data using utilization percentage filter. | NA |
| | Dashlets and Dashboards Renamed | <p>Dashlets and dashboards are renamed as follows:</p> <ul style="list-style-type: none"> • Video Conferences—Video Conference Analysis • Top N Call Failure Locations—Call Status for Location • Deployment Distribution by Endpoint Model—Endpoints Deployment Summary • Call Distribution by Endpoint Model—Call Volume by Endpoint Model • Call Distribution by Endpoint Types—Call Volume by Endpoint Types • Service Experience Distribution—Call Quality Analysis • Endpoints with Service Quality Issues—Endpoints with Call Quality Issues • Users with Service Quality Issues—Users with Call Quality Issues | NA |
| Cisco Prime Collaboration Analytics 11.6 | | | |

| Version | Feature Name | Feature Description | Where Documented |
|---------|---|--|--|
| 11.6 | Trunk Utilization Dashlet | You can hover on the Utilization column to view the utilization data for audio and video calls for CUCM-SIP trunk. You can filter the Trunk Utilization data using the Trunk , Calculation type , Calculation Mode , Custom Groups , and Cluster filters. | Trunk Utilization |
| | NBI API Support | NBI API support is available for the Video Communication Server / Expressway dashboard. | Cisco Prime Collaboration Analytics NBI , on page 11 |
| | Video Communication Server / Expressway Dashlet | You can view the Traversal and Non-Traversal license usage for all VCS clusters, individual VCS servers in Cisco Expressway-Core, Cisco Expressway-Edge, or a Cisco VCS with Cisco Collaboration Edge or Core using the Video Communication Server / Expressway dashlet. You can also filter the data based on the Utilization Type . | Video Communication Server / Expressway |

Usage Scenarios for Prime Collaboration Analytics Dashboards

Table 1 describes the usage scenarios for Prime Collaboration Analytics dashboards.

Table 3: Usage Scenarios for Prime Collaboration Analytics Dashboards

| Usage Scenario | Dashlet Name (Navigation from Analyze) |
|---|--|
| Track the progress of deployment of voice-only phones, video phones and TelePresence endpoints. | <p>For Cisco Prime Collaboration Release 11.1 and earlier</p> <p>Deployment Distribution by Endpoint Model(Technology Adoption)</p> <p>For Cisco Prime Collaboration Release 11.5 and later</p> <p>Endpoints Deployment Summary(Technology Adoption)</p> |

| | |
|---|--|
| Understand the endpoint usage to validate investments made so far and to make future investment decisions. | <ul style="list-style-type: none"> • For Cisco Prime Collaboration Release 11.1 and earlier Call Distribution by Endpoint Model (Technology Adoption) For Cisco Prime Collaboration Release 11.5 and later Call Volume by Endpoint Model (Technology Adoption) • For Cisco Prime Collaboration Release 11.1 and earlier Call Distribution by Endpoint Types (Technology Adoption) For Cisco Prime Collaboration Release 11.5 and later Call Volume by Endpoint Types (Technology Adoption) |
| Count the number of endpoints that are heavily or lightly used. | Technology Usage (Technology Adoption) |
| Identify the least used endpoints to effectively plan and allocate resources across an organization. | Least Used Endpoint Types (Asset Usage) |
| Track endpoints that did not participate in the scheduled sessions. | For Cisco Prime Collaboration Assurance 11.0 and earlier No Show Video Conference (Asset Usage) For Cisco Prime Collaboration Release 11.1 and later No Show Video TelePresence Endpoint |
| Enables you to identify the most utilized and least utilized endpoints. | Video TelePresence Rooms Utilization (Asset Usage) |
| Within the Prime Collaboration Assurance managed deployment, find the top N directory numbers sorted by the most number of calls placed or by total duration of all calls placed. | Top N Callers (Traffic Analysis) |
| Within the Prime Collaboration Assurance managed deployment, find the top N directory numbers receiving the most number of calls or to find the top N directory numbers having the most call minutes. | Top N Dialed Numbers (Traffic Analysis) |
| Find the locations with most number of incoming and outgoing OffNet calls. | Top N OffNet Traffic Locations (Traffic Analysis) |

| | |
|--|--|
| Identify the top N locations from which the highest number of calls were placed or received. | Top N Call Traffic Locations (Traffic Analysis) |
| Understand the trend of various types of calls between sites, locations, endpoints, clusters, or device pools. | Call Traffic Analysis (Traffic Analysis) |
| Track the utilization of TelePresence conferencing devices to optimize their usage across the organization. | Conferencing Devices Video Utilization (Capacity Analysis) |
| Evaluate the bandwidth allocated to each location by looking at the Call Admission Control (CAC) bandwidth usage for locations with the most number of failed calls. | Location CAC Bandwidth Utilization (Capacity Analysis) |
| Evaluate and optimize trunk and route group utilization across the organization. Also, you can define and track custom trunk/route group utilization. | <ul style="list-style-type: none"> • Trunk Utilization (Capacity Analysis) • Route Group Utilization (Capacity Analysis) |
| Decide on the capacity (lines) after measuring trunks and route group Average Bouncing Busy Hour (ABBH) traffic. | <ul style="list-style-type: none"> • Busy-Hour Trunk Capacity (Capacity Analysis) • Busy-Hour Route Capacity (Capacity Analysis) |
| Optimize the DSP resources for gateways | DSP Utilization (Capacity Analysis) |
| Analyze the service quality experienced by users in your organization. | Service Experience Distribution (Service Experience) |
| Identify the top N endpoints experiencing service quality issues. | <p>For Cisco Prime Collaboration Release 11.1 and earlier</p> <p>Endpoints with Service Quality Issues(Service Experience)</p> <p>For Cisco Prime Collaboration Release 11.5 and later</p> <p>Endpoints with Call Quality Issues(Service Experience)</p> |
| Analyze the trend of call failures in your organization and identify the locations where call failure rates are high. | Top N Call Failure Locations (Service Experience) |
| Identify users with service quality issue. | Users with Service Quality Issue (Service Experience) |
| Analyze the UC applications system performance in your organization. | UC System Performance |

| | |
|---|---|
| Get visibility into conference statistics (number of conferences and durations) | <ul style="list-style-type: none"> • Video Conference Statistics (Video Conference) • Top N Video Conference Locations (Video Conference) |
|---|---|

Cisco Prime Collaboration Analytics NBI

For Cisco Prime Collaboration Release 11.5 and later

Following are the NBI supporting features for Cisco Prime Collaboration Analytics 11.5:

- NBI API support is available for the following dashboards:
 - Technology Adoption
 - Asset Usage
 - Traffic Analysis
 - Service Experience

- **For Cisco Prime Collaboration Release 11.6 and later**

NBI API is now available for Video Communication Server / Expressway dashlet which is present in License Usage dashboard.

- Following are the supported naming conventions:

- For Dashlet:

`https://<PC Server>/emsam/nbi/<dashboard>/<dashletname>/summary/parameters`

- For DetailsView:

`https://<PC Server>/emsam/nbi/<dashboard>/<dashletname>/details/dvparameters`

- To access the NBI API documentation, log in to the Cisco Prime Collaboration Analytics server with the administrator privilege and enter one of the following URL in the browser:

- `https://<pc-server-ip>/emsam/nbi/nbiAnalyticsDoc/`

Where *<pc-server-ip>* is the server IP address

- `https://<pc-server-ip>:<port-number>/emsam/nbi/nbiAnalyticsDoc/`

Where, *<pc-server-ip>* is the server IP address and *<port-number>* is the HTTP port number.

For example: `https://<pc-server-ip>:8443/emsam/nbi/nbiAnalyticsDoc/`



Note Parameter descriptions are not included in the NBI API documentation for Cisco Prime Collaboration Analytics 11.5.

- Acceptable parameters to the NBI URL are similar to the parameters on the GUI filters, check the NBI API documentation for the parameter names and values.



Note Case insensitive parameter values are not supported in the NBI API for Cisco Prime Collaboration Analytics 11.5.

- Call Detail Records (CDR) NBI Support:

- NBI is also supported to query the records for the CDR based dashlets:

`https://<PC Server>/emsam/nbi/fetchCDR/fetchTableDetails`

- Result provides information similar to the pop-up table displayed in the **Details View** when a legend is selected for CDR based dashlets.
- Search criteria can be one or combination of the following filters:
 - **Call**—status, grade, cluster, class, and type
 - **Origination Endpoint**—dn, ip, uri, cluster/location, cluster/device pool, username, codec, endpoint model, and endpoint type
 - **Destination Endpoint**—dn, ip, uri, cluster/location, cluster/device pool, username, codec, endpoint model, and endpoint type