



# Get Started with Cisco Prime Collaboration Assurance

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This section provides the following:

- [Get Started with Cisco Prime Collaboration Assurance, on page 1](#)
- [Get Started with Cisco Prime Collaboration Analytics, on page 6](#)

## Get Started with Cisco Prime Collaboration Assurance

Cisco Prime Collaboration Assurance is available in the following modes:

- Cisco Prime Collaboration Assurance Enterprise mode
- Cisco Prime Collaboration Assurance MSP mode



**Note** You *must* complete the tasks mentioned in the section *Install Prime Collaboration Assurance* in the [Cisco Prime Collaboration Assurance and Analytics Install and Upgrade Guide](#) before you start the tasks mentioned in the following sections.

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## Get Started with Cisco Prime Collaboration Assurance

After you install the Cisco Prime Collaboration Assurance, perform the tasks listed in the following table:

**Table 1: Get Started with Cisco Prime Collaboration Assurance**

Before Upgrade	After Upgrade
	Home > Getting Started

Before Upgrade	After Upgrade
<b>Home &gt; Network Health Overview</b> <ul style="list-style-type: none"> <li>• OPSView</li> <li>• Call Quality</li> <li>• Alarm</li> <li>• Performance</li> <li>• Contact Center Topology</li> </ul>	<b>Network Health Overview</b> <ul style="list-style-type: none"> <li>• OpsView</li> <li>• Call Quality</li> <li>• Alarm</li> <li>• Performance</li> <li>• Contact Center Topology</li> </ul>
<b>Network Health Overview</b>	In MSP mode, ONLY <b>Customer Summary</b> is available.
	<b>Monitor</b> <ul style="list-style-type: none"> <li>• Alarms and Events               <ul style="list-style-type: none"> <li>• Alarm Summary</li> <li>• Alarms</li> <li>• Events</li> </ul> </li> <li>• Utilization Monitor               <ul style="list-style-type: none"> <li>• T1/E1 Trunks</li> <li>• CUBE SIP Trunk</li> <li>• UCM SIP Trunk</li> <li>• Route Group</li> <li>• Trunk Group</li> <li>• Location CAC Bandwidth</li> <li>• Conferencing Devices</li> <li>• Conductor Bridge Pool</li> <li>• Telepresence Endpoint</li> <li>• License Usage</li> </ul> </li> </ul>
<b>Call Quality</b>	NA

Before Upgrade	After Upgrade
<b>Inventory</b>	<b>Inventory</b>
<b>Inventory &gt; UC Device Search</b>	<ul style="list-style-type: none"> <li>• <b>Inventory Management</b></li> <li>• <b>Device Status Summary</b></li> <li>• <b>UC Device Search</b></li> <li>• <b>Cluster Device</b></li> <li>• <b>Discovery Schedule</b></li> </ul> <p style="margin-left: 20px;"><b>For Cisco Prime Collaboration Assurance 12.1 Service Pack 3</b></p> <p style="margin-left: 20px;">Cluster Device Discovery Schedule</p> <ul style="list-style-type: none"> <li>• <b>SNMP MIB Query Tool</b></li> </ul>
<b>Diagnose &gt; Conference Diagnostics</b>	<b>Diagnose</b>
<b>Diagnose &gt; SIP Call Flow Analyzer</b>	<ul style="list-style-type: none"> <li>• <b>Endpoint Diagnostics</b></li> </ul>
<b>Diagnose &gt; Device Log Collector</b>	<ul style="list-style-type: none"> <li>• <b>Conference Diagnostics</b></li> <li>• <b>SIP Call Flow Analyzer</b></li> <li>• <b>CME Diagnostics</b></li> <li>• <b>Device Log Collector</b></li> </ul>
<b>Synthetic Tests</b> <ul style="list-style-type: none"> <li>• <b>UC Application Synthetic Test</b></li> <li>• <b>Audio Phone Features Test</b></li> <li>• <b>IP SLA Voice Test</b></li> <li>• <b>Video Test</b></li> <li>• <b>Phone Status Test</b></li> <li>• <b>Batch Test</b></li> </ul>	<b>Synthetic Tests</b> <ul style="list-style-type: none"> <li>• <b>UC Application Synthetic Test</b></li> <li>• <b>Audio Phone Features Test</b></li> <li>• <b>IP SLA Voice Test</b></li> <li>• <b>Video Test</b></li> <li>• <b>Phone Status Test</b></li> <li>• <b>Batch Test</b></li> </ul>

<b>Before Upgrade</b>	<b>After Upgrade</b>
<b>Reports</b> <ul style="list-style-type: none"> <li>• Administrative Reports</li> <li>• Launch CUCM Reports</li> <li>• Miscellaneous Reports</li> <li>• Conference Reports</li> <li>• Telepresence Endpoint Reports</li> <li>• NAM &amp; Sensor Reports</li> <li>• CDR &amp; CMR Reports</li> <li>• Scheduled Reports</li> </ul>	<b>Reports</b> <ul style="list-style-type: none"> <li>• CDR &amp; CMR Reports</li> <li>• NAM &amp; Sensor Reports</li> <li>• Conference Reports</li> <li>• Telepresence Endpoint Reports</li> <li>• Scheduled Reports</li> <li>• Administrative Reports</li> <li>• Launch CUCM Reports</li> <li>• Miscellaneous Reports</li> </ul>
	<b>Analytics</b> <ul style="list-style-type: none"> <li>• Technology Adoption</li> <li>• Asset Usage</li> <li>• Traffic Analysis</li> <li>• Capacity Analysis</li> <li>• Service Experience</li> <li>• UC System Performance</li> <li>• Video Conference Analysis</li> <li>• License Usage</li> <li>• My Dashboard</li> <li>• Custom Report Generator</li> <li>• Scheduled Reports</li> </ul>
<b>Assurance Reports &gt; Conference Reports</b> <ul style="list-style-type: none"> <li>• Conference Summary Report</li> <li>• Conference Detail Report</li> </ul>	

Before Upgrade	After Upgrade
<p><b>Alarm &amp; Report Administration</b></p> <ul style="list-style-type: none"> <li>• Event Customization</li> <li>• E-mail Setup for Alarms &amp; Events</li> <li>• Notification Setup</li> <li>• CDR Source Settings</li> <li>• CDR Analysis Settings</li> <li>• 1040 Sensors Setup</li> <li>• Polling Settings</li> <li>• Customer Management</li> </ul>	<p><b>Alarm &amp; Report Administration</b></p> <ul style="list-style-type: none"> <li>• Event Customization</li> <li>• E-mail Setup for Alarms &amp; Events</li> <li>• Notification Setup</li> <li>• CDR Analysis Settings</li> <li>• 1040 Sensors Setup</li> <li>• Conference Path Threshold Settings</li> <li>• Polling Settings</li> <li>• APIC-EM &amp; Prime Integration</li> </ul> <p><b>For Cisco Prime Collaboration Assurance 12.1 Service Pack 3</b></p> <p><b>APIC-EM &amp; NAM</b></p> <ul style="list-style-type: none"> <li>• For Cisco Prime Collaboration Assurance 12.1 Service Pack 2 and earlier</li> </ul> <p><b>CDR Source Settings</b></p> <p>In MSP mode, ONLY <b>Customer Management</b> is available.</p>
<p><b>System Administration &gt; Domain Setup</b></p>	
	<p><b>Analytics Administration</b></p> <ul style="list-style-type: none"> <li>• sFTP Settings</li> <li>• Group Management</li> <li>• Trunk Traffic Max Capacity Settings</li> </ul> <p>In MSP mode, ONLY <b>Upload Customer Logo</b> is available.</p>

Before Upgrade	After Upgrade
<b>System Administration</b> <ul style="list-style-type: none"> <li>• License Management</li> <li>• User Management</li> <li>• LDAP Settings</li> <li>• Single Sign-On</li> <li>• Backup Settings</li> <li>• Log Management</li> <li>• Job Management</li> <li>• Certificate Management</li> </ul>	<b>System Administration</b> <ul style="list-style-type: none"> <li>• Domain Setup</li> <li>• License Management</li> <li>• User Management</li> <li>• LDAP Settings</li> <li>• For Cisco Prime Collaboration Assurance 12.1 Service Pack 3 Security Settings</li> <li>• Single Sign-On</li> <li>• Backup Settings</li> <li>• Log Management</li> <li>• Job Management</li> <li>• Certificate Management</li> </ul>
	<b>UC Operations Dashboard</b> <ul style="list-style-type: none"> <li>• UC Operations Dashboard</li> <li>• Responder Settings</li> </ul>
	<b>Serviceability</b>

## Get Started with Cisco Prime Collaboration Analytics

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

**Table 2: Get Started with Cisco 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.	<b>For Cisco Prime Collaboration Release 11.1 and earlier</b> Deployment Distribution by Endpoint Model(Technology Adoption) <b>For Cisco Prime Collaboration Release 11.5 and later</b> Endpoints Deployment Summary(Technology Adoption)

Understand the endpoint usage to validate investments made so far and to make future investment decisions.	<ul style="list-style-type: none"> <li>• <b>For Cisco Prime Collaboration Release 11.1 and earlier</b> Call Distribution by Endpoint Model (Technology Adoption)</li> <li><b>For Cisco Prime Collaboration Release 11.5 and later</b> Call Volume by Endpoint Model (Technology Adoption)</li> <li>• <b>For Cisco Prime Collaboration Release 11.1 and earlier</b> Call Distribution by Endpoint Types (Technology Adoption)</li> <li><b>For Cisco Prime Collaboration Release 11.5 and later</b> Call Volume by Endpoint Types (Technology Adoption)</li> </ul>
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.	<b>For Cisco Prime Collaboration Assurance 11.0 and earlier</b> No Show Video Conference (Asset Usage)  <b>For Cisco Prime Collaboration Release 11.1 and later</b> No Show Video TelePresence Endpoint
Enables you to identify the most utilized and least utilized endpoints.	Video TelePresence Rooms Utilization (Asset Usage)
Within the Cisco 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 Cisco 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"> <li>• Trunk Utilization (Capacity Analysis)</li> <li>• Route Group Utilization (Capacity Analysis)</li> </ul>
Decide on the capacity (lines) after measuring trunks and route group Average Bouncing Busy Hour (ABBH) traffic.	<ul style="list-style-type: none"> <li>• Busy-Hour Trunk Capacity (Capacity Analysis)</li> <li>• Busy-Hour Route Capacity (Capacity Analysis)</li> </ul>
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><b>For Cisco Prime Collaboration Release 11.1 and earlier</b></p> <p>Endpoints with Service Quality Issues(Service Experience)</p> <p><b>For Cisco Prime Collaboration Release 11.5 and later</b></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"> <li>• Video Conference Statistics (Video Conference)</li> <li>• Top N Video Conference Locations (Video Conference)</li> </ul>