



User Roles and Tasks for Cisco Prime Collaboration Assurance

Published on: December 19, 2017

This table lists the Cisco Prime Collaboration Assurance (including Analytics and Assurance Contact Center) user roles mapped to tasks for Cisco Prime Collaboration Assurance 12.1.

Note: Super administrator has access to all of the UI menus and can perform all tasks listed in the table. Thus, the super administrator is not listed in the following table.

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
Getting Started (Available only in Enterprise version)	Discover network, Setup alarm notifications, Set up the Cisco Prime Collaboration Server	Y	Y	N	N	N
Network Health Overview	OpsView	Y	Y	N	Y	Y
	Call Quality	Y	Y	N	Y	Y
	Alarm	Y	Y	N	Y	Y
	Performance	Y	Y	N	Y	Y
	Contact Center Topology	Y	Y	N	Y	Y
	Customer Summary (Available only in MSP version)	Y	Y	N	Y	Y

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
	View Video and Voice Collaboration Dashlets	Y	Y	N	Y	Y
	Customize Dashlets	Y	Y	N	Y	Y
Monitor > Alarms & Events	Launch Alarm Summary	Y	Y	N	Y	Y
	Launch Alarm Browser	Y	Y	N	Y	Y
	View Events	Y	Y	N	Y	Y
Monitor > Utilization Monitor	View information about trunk or route group utilization, location CAC bandwidth, conferencing devices, conductor bridge pool, TelePresence endpoints, and license usage.	Y	Y	N	Y	Y
Inventory > Inventory Management	Manage credentials	Y	Y	N	N	N
	Manage TMS Clusters	Y	Y	N	N	N
	Auto Discovery	Y	Y	N	N	N
	Discover devices (Add Devices Manually)	Y	Y	N	N	N
	Update Inventory	Y	Y	N	N	N
	Discover jobs	Y	Y	N	N	N
	Import Inventory	Y	Y	N	N	N
	Export Inventory	Y	Y	N	N	N
	Edit Visibility (Edit button)	Y	Y	Y	Y	Y
	Modify Credentials	Y	Y	N	N	N
	Delete Devices	Y	Y	N	N	N
	Rediscover	Y	Y	N	N	N
	Customize Events	Y	Y	N	N	N
	Suspend device management	Y	Y	N	N	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
	Resume device management	Y	Y	N	N	N
	Call Events	Y	Y	Y	Y	Y
	Adding to Group	Y	Y	N	N	N
	Remove from Group	Y	Y	N	N	N
	Import devices	Y	Y	N	N	N
	Export devices and credential list	Y	Y	N	N	N
Inventory > Device Status Summary	View inventory status of the devices	Y	Y	N	Y	Y
	Launch Job Management page	Y	Y	N	Y	Y
Inventory > UC Device Search	Perform device search	Y	Y	N	Y	Y
Inventory > Cluster Device Discovery Schedule	View status of discovered cluster device	Y	Y	N	N	N
	Schedule job to discover cluster device	Y	Y	N	N	N
Inventory > SNMP MIB Query Tool	View return value of a particular OID	Y	Y	N	N	N
	View detailed information about the MIB of the device	Y	Y	N	N	N
Diagnose	Run diagnostics tests	Y	Y	N	Y	N
Diagnose > Endpoint Diagnostics	Monitor endpoint	Y	Y	N	Y	Y
	Edit Visibility (Edit button)	Y	Y	N	Y	Y
	Launch quick view	Y	Y	N	Y	Y
	From quick view: Add to watch list or remove from watch list	Y	Y	N	Y	Y
	From quick view: See alarms	Y	Y	N	Y	Y
	From quick view: Monitor Session	Y	Y	N	Y	Y
	From quick view: Ping	Y	Y	N	Y	Y

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
	From quick view: Trace Route	Y	Y	N	Y	Y
	From quick view: Device Administration	Y	Y	N	Y	Y
Diagnose > Conference Diagnostics	Monitor Conferences	Y	Y	N	Y	N
	Import Conferences	Y	Y	N	Y	N
	Video Test Call (Available only in Enterprise version)	Y	Y	N	Y	N
	Troubleshoot video calls (Available only in Enterprise version)	Y	Y	N	Y	N
	Launch 360° Session View	Y	Y	N	Y	N
	From 360° Session View: Add to watch list	Y	Y	N	Y	N
	From 360° Session View: See alarms	Y	Y	N	Y	N
	From 360° Session View: Monitor Endpoint	Y	Y	N	Y	N
	From 360° Session View: Troubleshoot session or export troubleshoot data	Y	Y	N	Y	N
	From topology view (endpoints): Add to watch list or remove from watch list	Y	Y	N	Y	N
	From topology view (endpoints): See alarms	Y	Y	N	Y	N
	From topology view (endpoints): Monitor Endpoint	Y	Y	N	Y	N
	From topology view (network connection): Troubleshoot network link	Y	Y	N	Y	N
Diagnose > SIP Call Flow Analyzer	Export log files	Y	Y	N	N	N
	Import log files	Y	Y	N	N	N
	Delete log files	Y	Y	N	N	N
	Retrieve calls	Y	Y	N	N	N
	Create Call Ladder Diagram	Y	Y	N	N	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
	Create Transition diagram	Y	Y	N	N	N
Diagnose > CME Diagnostics	View information about Cisco Unified CME devices	Y	Y	N	Y	Y
Diagnose > Device Log Collector	Create a group	Y	Y	N	N	N
	Edit a group	Y	Y	N	N	N
	Delete a group	Y	Y	N	N	N
	Add devices to a group	Y	Y	N	N	N
	Delete devices from group	Y	Y	N	N	N
	View devices in group	Y	Y	N	N	N
	Sync Device with Device Inventory	Y	Y	N	N	N
	Test connectivity	Y	Y	N	N	N
	Collect logs	Y	Y	N	N	N
	Delete job	Y	Y	N	N	N
	Manage Trace Template	Y	Y	N	N	N
Set Trace Level to Devices	Y	Y	N	N	N	
Synthetic Tests > UC Application Synthetic Tests	Create Test	Y	Y	N	Y	N
	Import Test	Y	Y	N	Y	N
	Export Test	Y	Y	N	Y	N
	View Test	Y	Y	N	Y	N
	Edit Test	Y	Y	N	Y	N
	Delete Test	Y	Y	N	Y	N
	Start and Stop Test	Y	Y	N	Y	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
	View Results	Y	Y	N	Y	N
Synthetic Tests > Audio Phone Features Test	Create Test	Y	Y	N	Y	N
Synthetic Tests > IP SLA Voice Test	Create Test	Y	Y	N	Y	N
	Import Test	Y	Y	N	Y	N
	View Test	Y	Y	N	Y	N
	View Trend	Y	Y	N	Y	N
	Edit Test	Y	Y	N	Y	N
	Delete Test	Y	Y	N	Y	N
Synthetic Tests > Video Test (Available only in Enterprise version)	Edit Test	Y	Y	N	Y	N
	Delete Test	Y	Y	N	Y	N
Synthetic Tests > Phone Status Test	Create Test	Y	Y	N	Y	N
	Import Test	Y	Y	N	Y	N
	Edit Test	Y	Y	N	Y	N
	Delete test	Y	Y	N	Y	N
	View Test	Y	Y	N	Y	N
	Refresh	Y	Y	N	Y	N
Synthetic Tests > Batch Test	Create Test	Y	Y	N	Y	N
	Edit Test	Y	Y	N	Y	N
	View Test	Y	Y	N	Y	N
	Delete Test	Y	Y	N	Y	N
	Suspend Test	Y	Y	N	Y	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
	Resume Test	Y	Y	N	Y	N
	Run Now	Y	Y	N	Y	N
	View Results	Y	Y	N	Y	N
Reports > <ul style="list-style-type: none"> • CDR & CMR Reports • NAM & Sensor Reports (Available only in Enterprise version) • Conference Reports • Telepresence Endpoint Reports • Scheduled Reports • Administrative Reports • Launch CUCM Reports • Miscellaneous Reports 	Generate reports	Y	Y	Y (excluding Launch CUCM Reports, Administrative Reports, and Scheduled Reports)	Y	Y ((excluding Administrative Reports)
Analytics > Technology Adoption	Deployment Distribution By Endpoint Model	Y	Y	Y	Y	N
	Call Distribution By Endpoint Model	Y	Y	Y	Y	N
	Technology Usage	Y	Y	Y	Y	N
	Call Distribution By Endpoint types	Y	Y	Y	Y	N
Analytics > Asset Usage	Least Used Endpoints	Y	Y	Y	Y	N
	No Show Video Telepresence Endpoint	Y	Y	Y	Y	N
	Video Telepresence Rooms Utilization	Y	Y	Y	Y	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
Analytics > Traffic Analysis	Top N Off-Net Traffic Locations	Y	Y	Y	Y	N
	Top N Call Traffic Location	Y	Y	Y	Y	N
	Top N Callers	Y	Y	Y	Y	N
	Call Traffic Analysis	Y	Y	Y	Y	N
	Top N Dialed Numbers	Y	Y	Y	Y	N
Analytics > Capacity Analysis	Trunk Utilization	Y	Y	N	Y	N
	Route Group/Trunk Group Utilization	Y	Y	N	Y	N
	Busy-Hour Trunk Capacity	Y	Y	N	Y	N
	Busy-Hour Route Group Capacity	Y	Y	N	Y	N
	Location CAC Bandwidth Utilization	Y	Y	N	Y	N
	DSP Utilization	Y	Y	N	Y	N
	Save Results Option in Any report	Y	Y	N	N	N
	Save Results Option in Any report	Y	Y	N	N	N
Analytics > Service Experience	Service Experience Distribution	Y	Y	Y	Y	N
	Endpoints with Service Quality Issues	Y	Y	Y	Y	N
	Top N Call Failure Locations	Y	Y	Y	Y	N
	Users with Service Quality issues	Y	Y	Y	Y	N
Analytics > UC System Performance	CPU Utilization	Y	Y	Y	Y	N
	Memory Utilization	Y	Y	Y	Y	N
Analytics > Video Conference Analysis	Video Conference Statistics	Y	Y	Y	Y	N
	Top N Video Conference Locations	Y	Y	Y	Y	N
	Conferencing Devices Video Utilization	Y	Y	Y	Y	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
Analytics > License Usage	Contact Center Enterprise	Y	Y	N	Y	N
	Customer Voice Portal	Y	Y	N	Y	N
Analytics > My Dashboard	Create new dashboard and add existing dashlets	Y	Y	N	N	N
Analytics > Custom Report Generator (Available only in Enterprise version)	Create custom reports	N	N	N	N	N
Analytics > Scheduled Reports	Report View	Y	Y	N	Y	N
	Report Deletion/Edit/Management	Y	Y	N	N	N
Alarms & Report Administration	Configure all system parameters (General Settings, Cisco Prime 360 Integration, CDR Trunk Utilization settings, Call Quality Data Source Management, LDAP Settings, Log Management, SFTP Settings, IP Phone Inventory Collection Settings, IP Phone XML Inventory Collection Settings, Cluster Data Discovery Settings, Support Request Email Settings, Support Request Proxy Settings, Support Request Settings, Cisco Prime Collaboration Certificate Management, Device Certificate Management, SNMP Query)	Y	Y	N	N	N
Alarms & Report Administration > Event Customization	Customizing event monitoring and severity. Also, defining the threshold value for automatic troubleshooting.	Y	Y	N	N	N
Alarms & Report Administration > Email Setup for Alarms & Events	Configure SMTP server to receive alarms through email notifications.	Y	Y	N	N	N
Alarms & Report Administration > Notification Setup	Configure notification criteria	Y	Y	N	N	N
Alarms & Report Administration > CDR Source Settings	Configure CUCM SFTP credentials	Y	Y	N	N	N
	Manage Call Quality Data sources	Y	Y	N	N	N
Alarms & Report Administration >	Configure Voice Call Grade	Y	Y	N	N	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
CDR Analysis Settings	Set call category	Y	Y	N	N	N
	Gateway Code Configuration	Y	Y	N	N	N
	Dial Plan Configuration	Y	Y	N	N	N
	Dial Plan Assignment	Y	Y	N	N	N
Alarms & Report Administration > 1040 Sensor Setup (Available only in Enterprise version)	Add 1040 sensors	Y	Y	N	N	N
	Add TFTP servers	Y	Y	N	N	N
	View 1040 sensor details	Y	Y	N	N	N
Alarms & Report Administration > Conference Path Threshold Settings	Configure thresholds for TelePresence endpoints	Y	Y	N	N	N
Alarms & Report Administration > Polling Settings	View and edit polling parameters	Y	Y	N	N	N
Alarms & Report Administration > APIC-EM & Prime Integration	Troubleshoot the quality issues of media conference using Cisco APIC-EM Controller Integration Settings	Y	Y	N	N	N
Alarms & Report Administration > Customer Management (Available only in MSP version)	View customer details	Y	Y	N	N	N
	Add customer	Y	Y	N	N	N
	Edit customer	Y	Y	N	N	N
	Delete customer	Y	Y	N	N	N
Analytics Administration	Upload Customer Logo (Available only in MSP mode)	Y	Y	N	N	N
	sFTP Settings	Y	Y	N	N	N
	Group Management	Y	Y	N	N	N
	Trunk Traffic Max Capacity Settings	Y	Y	N	N	N
System Administration > Domain Setup (Available only in Enterprise)	View assurance domains	Y	Y	N	N	N
	Add assurance domain	Y	Y	N	N	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
version)	Edit assurance domain	Y	Y	N	N	N
	Delete assurance domain	Y	Y	N	N	N
System Administration > License Management	View license details	Y	Y	N	N	N
	Add license	Y	Y	N	N	N
	Delete license	Y	Y	N	N	N
System Administration > User Management	View users	Y	Y	N	N	N
	Add users	Y	Y	N	N	N
	Edit users	Y	Y	N	N	N
	Delete users	Y	Y	N	N	N
	Reset password	Y	Y	N	N	N
	Change password	Y	Y	N	Y	Y
System Administration > LDAP Settings	Configure Cisco Prime Collaboration to connect to a Lightweight Directory Access Protocol (LDAP) server, to access user information stored in the LDAP server.	Y	Y	N	N	N
System Administration > Single Sign-On	Enable single sign-on	Y	Y	N	N	N
System Administration > Backup Settings	Schedule backup	Y	Y	N	N	N
System Administration > Log Management	Edit log	Y	Y	N	N	N
	Reset to default	Y	Y	N	N	N
	Download log	Y	Y	N	N	N
System Administration > Job Management	Manage jobs	Y	Y	N	N	N
	Schedule jobs	Y	Y	N	N	N

Mapped User Roles

Navigation	Task	System Administrator	Network Administrator	Report Viewer	Operator	Helpdesk
	Cancel jobs	N	N	N	N	N
System Administration > Certificate Management	Install CA Signed Certificate	Y	Y	N	N	N
UC Operations Dashboard (Available only in Enterprise version)	UC Operations Dashboard	N	Y	N	N	N
	Responder Settings	N	Y	N	N	N
Serviceability	Launch serviceability pages of Unified Communications 9.x and later components	N	N	N	N	N