



## Monitoring

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This chapter describes the various types of reports that you can view using the WiFi Engage.

### Configuring Analytics for the CUWN

The WiFi Engage enables you to view various reports which help you analyze the usage of the WiFi Engage, the usage rate of the various modules, user types, and so on. To view the visitors report, you need to make certain configuration in the MSE.

To configure the analytics in the CUWN to view the visitor report, perform the following steps:

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- Step 1** Log in to Cisco CMX using the login credentials for your CMX account.
  - Step 2** Choose **Manage > Notifications**.
  - Step 3** Click **New Notification**.
  - Step 4** In the CREATE NEW NOTIFICATION window, perform the following steps:
    - a. In the Name text field, enter a name for the notification.
    - b. From the Type drop-down list, choose **Association**.
    - c. For Association, click **ON**.
    - d. From the DeviceType drop-down list, choose **Client**.
    - e. From the Hierarchy drop-down list, choose **All Locations**.
    - f. From the Receiver drop-down list, choose **http**, and in the text field enter the URL.  
To view the URL to enter, in the WiFi Engage dashboard, click the Configuration Instructions link in the Configure > SSIDs window.
  - Step 5** Click **Create**.

### Viewing Reports

The WiFi Engage enables you to view the following types of reports:

- [Engagement Report, page 5-2](#)
- [User Report, page 5-3](#)

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## Engagement Report

The Engagement report shows the visitors to engaged ratio for an experience zone for a particular period, where the visitor is a device that is connected to the internet for more than a minute with high signal strength, and Engaged is a device that has logged in to the experience zone. This report is used to analyze the usage of the WiFi Engage.

To view the engagement report, perform the following steps:

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- Step 1** In the WiFi Engage dashboard, choose **Monitor > Engagement Report**.
- Step 2** From the Select an Experience Zone drop-down list, choose the experience zone for which you need to view the report.
- Step 3** From the adjacent drop-down list, choose the period for which you want to view the report.  
The report for that experience zone for the specified period appears.
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**Note**

If you are viewing the report for a network for which the CMX analytics and callback URL pointing to the notification server are not configured, then a dialog box appears where you need to specify whether to auto-configure the parameters for that network. If you choose for auto-configuration, the CMX analytics and callback URL pointing to the notification server is auto-configured in the CUWN and the report is shown.

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**Note**

You can export the report as a PDF using the Export PDF button.

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## User Report

The User Report displays the gender, age group, and so on of the users that are using the WiFi Engage. It also displays the last 100 users of the WiFi Engage. You can also view the cumulative users for various social network sites such as Facebook and Linked In. Also, the WiFi Engage enables you to download the user profiles.

**Note**

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You can view the User Report only for experience zones with a social sign in authentication.

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To view the User report, perform the following steps:

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**Step 1** In the WiFi Engage dashboard, choose **Monitor > User Report**.

**Note**

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The User Report option appears in the WiFi Engage dashboard only when a portal associated to the experience zone has social authentication enabled, and if some social authentication data is available (when user authenticates to captive portal through Facebook, Twitter, Google+, or LinkedIn).

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**Step 2** In the User Report page, enter the following details:

- a. From the Select Experience Zone drop-down list, choose the experience zone for which you need to view the report.
- b. From the adjacent drop-down list, choose the period for which you need to view the report.

The details of the users such as gender ratio, age group ratio, and so on are displayed. Also, the name of the recent visitors are also displayed.

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