



## 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 Meraki

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

In the WiFi Engage dashboard, the steps to configure the analytics is explained in the Configure Analytics for Meraki tab that appears when you click the Configure SSIDs Manually? link in the SSIDs window.

To configure the analytics in the Meraki to view reports, perform the following steps:

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- Step 1** Go to [meraki.cisco.com](https://meraki.cisco.com).
  - Step 2** Log in to the application using the login credentials for your Meraki account.
  - Step 3** Click the organization in which you want to enable SSIDs, and choose the required network.
  - Step 4** Choose **Network-wide > Configure > General**.
  - Step 5** In the CMX area, do the following:
    - a. From the Analytics drop-down list, choose **Analytics is enabled**.
    - b. From the CMX API drop-down list, choose **CMX API enabled**.
    - c. Click Add a Post URL, and enter the post URL details in the respective fields.

To view the post URL details, in the WiFi Engage dashboard, click the Configure SSIDs Manually? link in the **Configure > SSIDs** window, and then click the Configure Analytics for Meraki tab.
  - Step 6** Click **Save Changes**.
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**Note**

If you have not configured the analytics in the Meraki for a network to view the reports, a message appears stating the required configuration is not done for the network and asks you whether to auto-configure the settings for the network. Then, you can view the report, if you choose for the auto-configuration.

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## Viewing Reports

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

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

## 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 Meraki and the report is shown.

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**Note**

You can manually configure the analytics properties using the instructions provided in the Configure Analytics for the Meraki tab. You can access this tab from the [Configure SSIDs Manually?](#) link available in the SSIDs window.

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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. In addition, the WiFi Engage enables you to download the user profiles.

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** 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. In addition, the name of the recent visitors are also displayed.

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