



Headset Administration in Cisco Webex Control Hub

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Headset Management in Control Hub

Use this chapter for information on how to monitor, analyze, and troubleshoot Cisco Headsets in Control Hub. This chapter assumes that you have already deployed the Cisco Headset 500 Series Cisco Headset 700 Series to your users. For more information on headset deployment see [About the Cisco Headset 700 Series](#).

In Control Hub, you can:

- View headset firmware on headsets connected to Webex.
- Get a detailed inventory of headsets connected to Webex, Cisco Webex Meetings, and Cisco Webex Desk Series devices.
- See headset usage metrics on headsets connected to Webex.

View headset inventory in Control Hub

Use headset inventory information to efficiently deploy headsets to your users. You can view and sort through individual headsets connected to the Webex App, Webex Meetings, and the Webex Desk Pro. Each headset page displays headset model serial number, firmware version, connection status, and how long the headset has been connected.

You can sort your deployed headsets by model, status, or user.

When you click on a headset in Control Hub, you can view the device details. The following table shows the displayed information.

Table 1: Headset Page Contents in Control Hub

Field	Description
Connected To	The last device or soft client connected to the headset
Belongs To	Workspace user assigned to the device
Tags	List of tags applied to the device
Serial Number	Headset serial number
Software	Current headset firmware version
Connection Type	Type of headset connection
Connection History	List of recent headset connection events

Procedure

- Step 1** From the customer view in <https://admin.webex.com/>, go to **Devices**.
- Step 2** **Optional:** In the search bar, type Headset to only show the headsets in your inventory.
- Step 3** Select a headset from the inventory.
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Delete a headset from Control Hub

You can delete an individual headset from Control Hub if, for example, a user leaves your company and the headset is no longer in use.

Procedure

- Step 1** From the customer view in https://admin.webex.com, go to **Devices**.
- Step 2** Click on the headset you want to remove from the inventory.
- Step 3** Click **Delete** and confirm the action in the popup window.
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Delete a group of headsets from Control Hub

If a group of headsets aren't needed, then you can delete them from Control Hub.

Procedure

- Step 1** From the customer view in https://admin.webex.com, go to **Devices** and select the headsets you want to delete.

- Step 2** Click **Delete Devices** and confirm the action in the popup window.
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Generate a headset inventory report in Control Hub

You can generate a customized report of headsets in your inventory as a CSV file.

Procedure

- Step 1** From the customer view in <https://admin.webex.com/>, go to **Devices**.
- Step 2** **Optional:** In the search bar, type `headset` to only show the headsets in your inventory.
- Step 3** Select the headsets you want to include in your inventory report.
- Step 4** Click **Export as CSV**.
- Step 5** Select the device attributes you want to include in your inventory report.
- Step 6** Click **Export**.
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Headset Analytics in Control Hub

You can track how often Cisco Headsets are used in your organization during meetings in the Webex App and Webex Meetings. Analytics for Cisco Headsets are supported for:

- Cisco Headset 560 Series
- Cisco Headset 730

Key Performance Indicators (KPIs)

The KPIs that are available for Headsets Analytics are:

- **Total Headsets**—The total number of Cisco Headsets that have connected to the Webex app and used at least once.
- **Total Active Headsets**—The total number of Cisco Headsets that were used once with the Webex app over the selected date range.
- **Total Calls**—The total number of calls and meetings joined in the Webex app with Cisco Headsets over the selected date range.
- **Total Call Minutes**—The total number of minutes that Cisco Headsets were used in calls and meetings with the Webex app over the selected date range.
- **Average Call Minutes**—The average number of minutes that Cisco Headsets were used in calls and meetings with the Webex app over the selected date range.

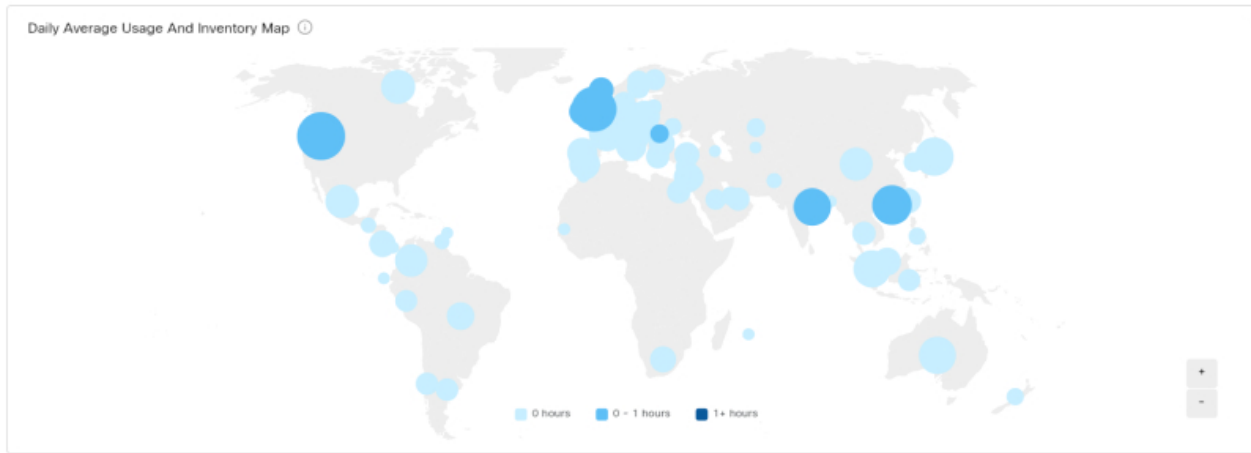


Daily Average Usage and Inventory Map

This map shows the overall geographic distribution of your Cisco Headset inventory. It also breaks down the average daily headset utilization over the selected time span. This visualization helps you glance quickly at which locations have the most headset inventory and usage.

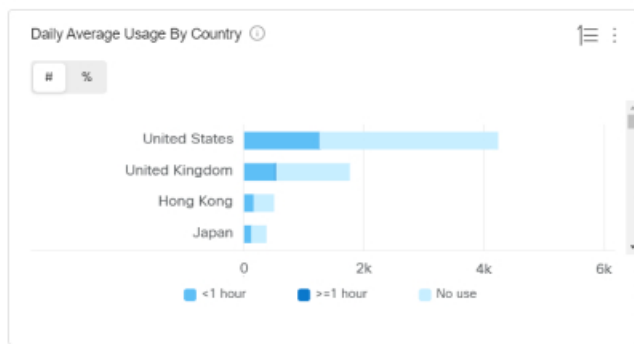
Headset utilization is sorted into three categories:

- Unused headsets.
- Headset usage averages less than an hour per-day.
- Headset usage averages more than an hour per-day.



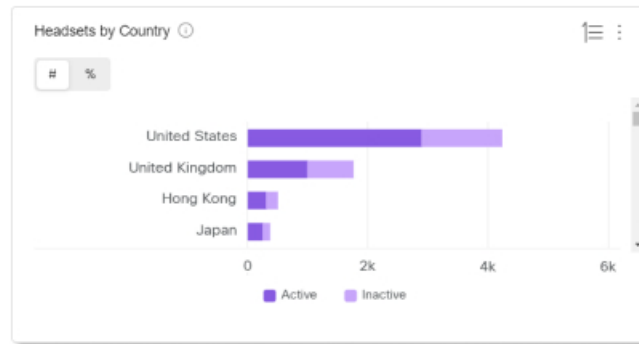
Daily Average Usage by Country

This chart shows the daily average headset use over the selected date range by country. You can use this information to help see headset engagement between different countries.



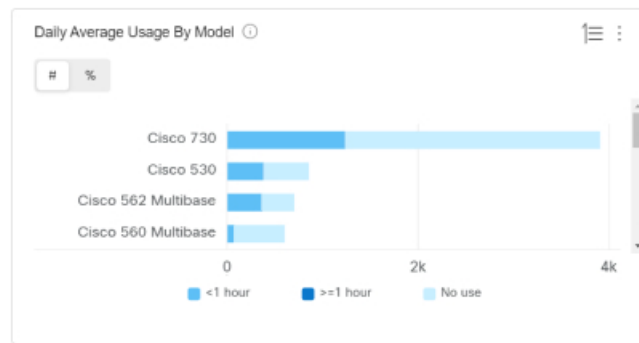
Headsets by Country

This chart shows the total distribution of your Cisco Headset inventory by country. The chart also breaks down your inventory by active and inactive headsets. You can compare this chart with the Daily Average Usage by Country chart to determine if low engagement in other countries is due to a lower headset inventory count or because of a higher number of inactive headsets.



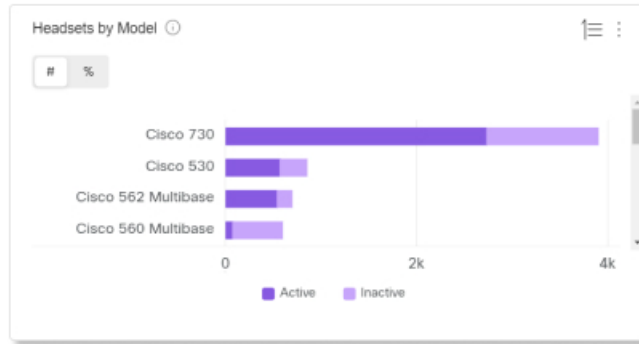
Daily Average Usage by Model

This chart shows the daily average headset use over the selected date range by headset model. You can use this information to see if a certain model has more usage than the others to help with future headset purchases.



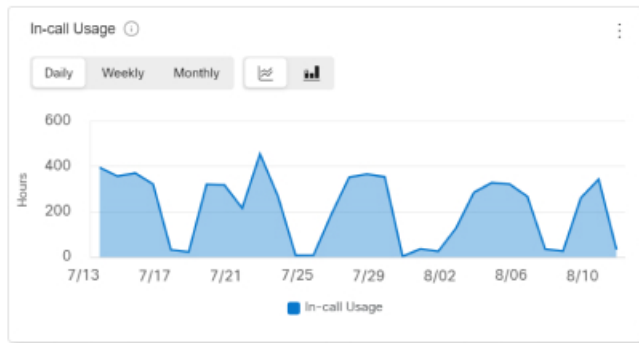
Headsets by Model

This chart breaks down your total Cisco Headset inventory by model. You can sort by total number of headsets and by percentage of headset inventory. The chart also breaks down your inventory by active and inactive headsets.



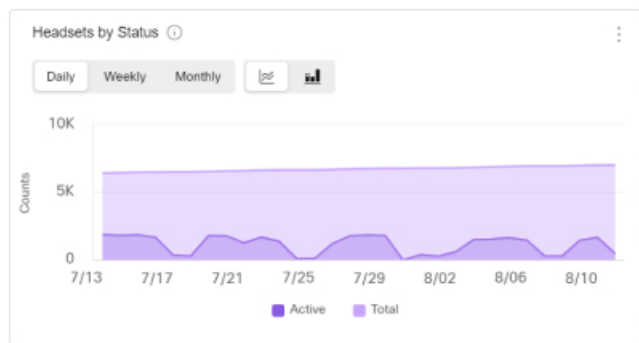
In-Call Usage

This chart shows how many hours headsets were used during calls. In-call usage refers to calls and meetings joined in the Webex app.



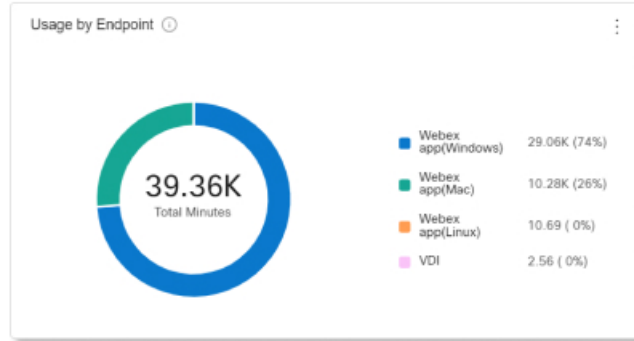
Headsets by Status

This chart shows the trend in headset status over time. You can use this information to see how often headsets are getting used in the Webex app compared to the total amount.



Usage by Endpoint

This chart breaks down the endpoints that users connected their headsets to. You can use this information to help with headset engagement on other endpoints.



Usage by Connection Type

This chart breaks down headset inventory by the type of connection. You can use this information to see if users in your organization prefer a certain connection type.

