User Guide for Webex Contact Center Enterprise Monitoring Dashboard

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About Guide

This guide shows how to use the Webex CCE Monitoring Dashboard (Logvisualizer Portal or LV portal) to collect logs for all WxCCE components, view and search Windows event messages, monitor scheduled maintenance activities, and subscribe to event notifications via email. It also explains how to access the LV portal and its API endpoint.

Audience

This document is primarily intended for Webex CCE customers, partners, or tenants, as the LV Portal can only be accessed and used by customers and partners.

Conventions

This document uses the following conventions:

Table 1: Conventions

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Webex Contact Center Enterprise Features Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
< >	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.

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- To obtain general networking, training, and certification titles, visit Cisco Press.
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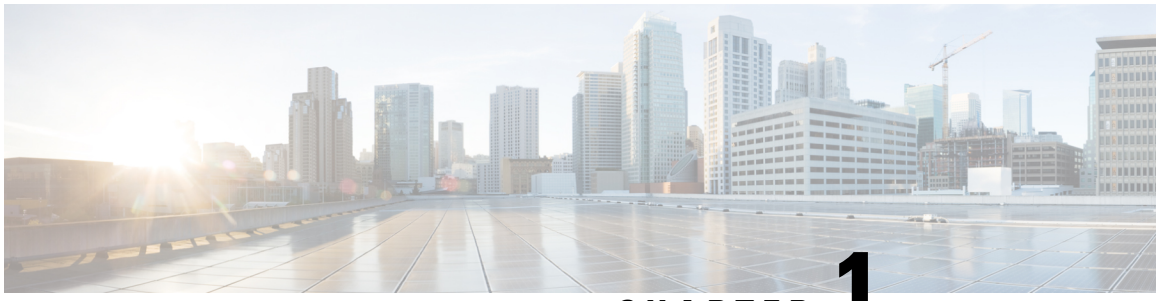


CHAPTER 1

Introduction

- **Overview**, on page 1
- Access the WxCCE Monitoring Dashboard, on page 2
- **Get to Know the Monitoring Dashboard User Interface** , on page 3

Overview

The new WxCCE Monitoring Dashboard (Logvisualizer Portal or LV portal) allows you to view the log of all the WxCCE components and solutions. The following sections describe how one can access and use the portal. The portal can be used by both tenants and partners.

As a partner or tenant, you can:

- Access the LV portal and view all the pages.
- Collect the following logs for Unified CCE Components
- Call error logs and call detail logs
- Call Detail Records (CDR) and Call management records (CMR)
- Agent device status
- Log for a device or appliance instance within two specific times
- Log within predefined time ranges
- View the scheduled maintenance activities.
- View the Windows event messages
- Subscribe to receive event notifications via Email

As a customer you can:

- View the scheduled maintenance activities.
- View the Windows event messages
- Subscribe to receive event notifications via Email

Note The LV Portal can only be accessed and used by customers and partners. Users with supervisor or agent roles cannot access this portal.

Access the WxCCE Monitoring Dashboard

To access the WxCCE Monitoring Dashboard (or LV Portal):

Procedure

Step 1 Concoct the LV Portal URL. The format of the URL is as follows:

Example:

https://<xxx>01wx<nnn>log01.wx<nnn>.webexcce.com/

In the preceding URL, replace xxx with the data center site ID. For example, AUS for Austin, DEN for Denver, TYK for Tokyo and so on. Similarly, replace nnn with the three-digit tenant ID (customer tenant number such as wx039).

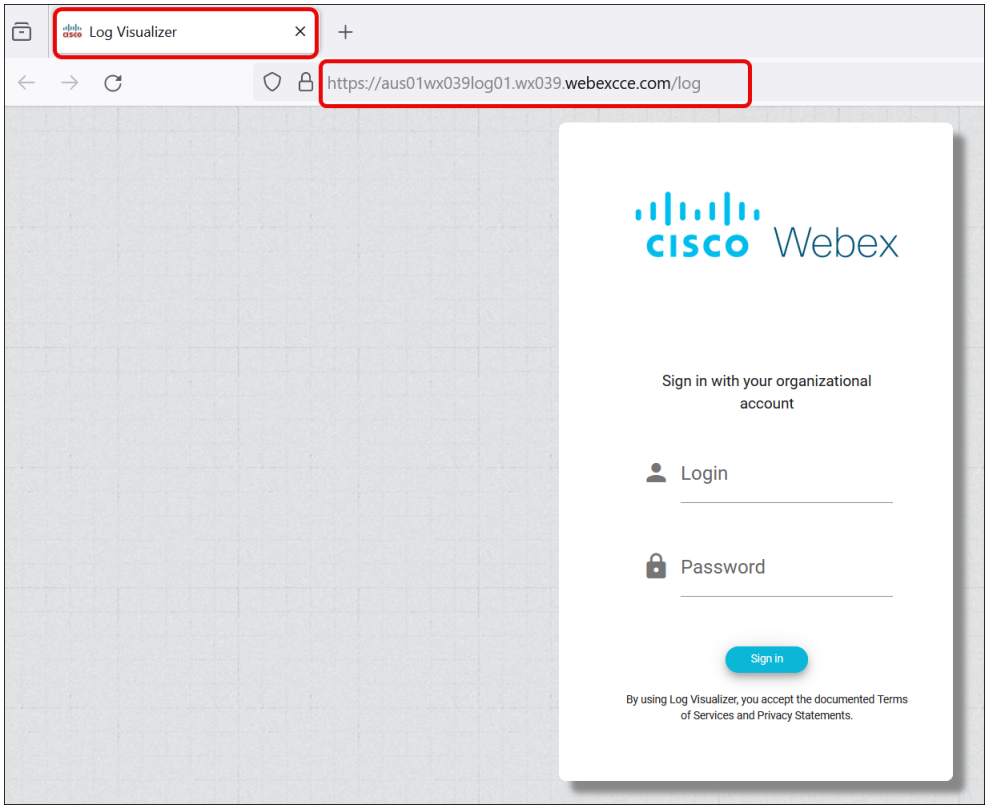
Examples URLs:

```
https://aus01wx039log01.wx039.webexcce.com/
```

Step 2 Enter the LV portal in the address bar of your browser.

Step 3 Enter the domain login credentials to log into LV portal.

Figure 1: LV Portal Login Page



Note

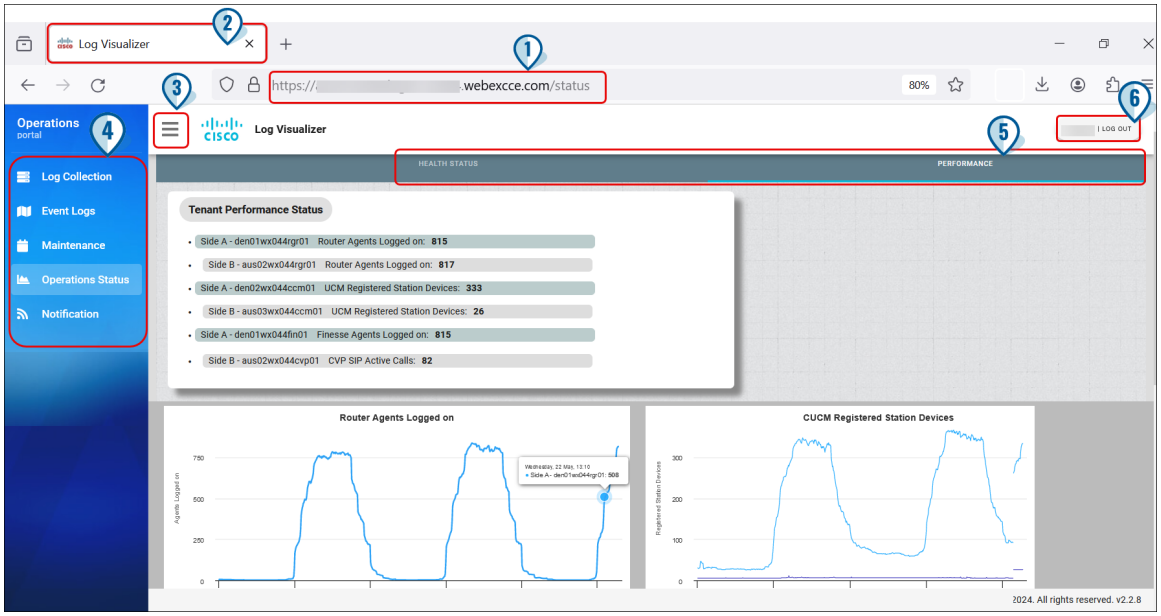
You are not required to append the domain name to the username.

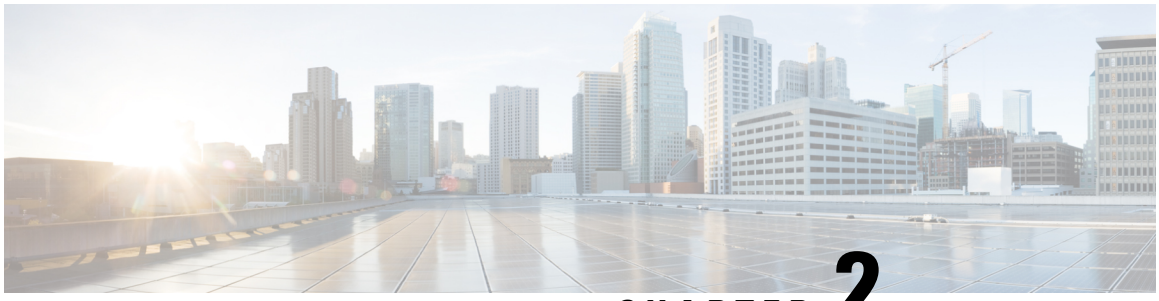
Get to Know the Monitoring Dashboard User Interface

The WxCCE Monitoring Dashboard (or LV Portal) interface provides the following options (each option below is denoted by or corresponds to the number stamps in the below image):

1. The browser shows the URL of the LV Portal in the address bar.
2. After a successful login, the LV Portal opens.
3. On the left side of the LV Portal interface, you will find a menu that is displayed when you click on the Hamburger (☰) icon. This menu lists all the available pages for collecting logs, viewing event logs, scheduling maintenance activities, checking operation status, and subscribing to receive event notifications via email.
4. Each page features tabs that vary depending on your menu selection. The selected tab is highlighted with a blue line at the bottom to indicate the active section.
5. In the upper right corner of the LV portal, you will find your username and the logout option.

Figure 2: Monitoring Dashboard Interface





CHAPTER 2

Log Collection

- Log Collection, on page 5
- Webex CCE Service Monitoring, on page 10

Log Collection

The Webex CCE Monitoring Dashboard (LogVisualizer or LV portal) is a comprehensive platform for collecting logs from UCCE components. The Log Collection tab (which is also the default landing page) lists the following key components:

- Cisco Unified Intelligence Center (CUIC), Cisco LiveData (LD), and Cisco Identity Service (IdS)
- Cisco Finesse (Finesse or FIN)
- CCE Peripheral Gateway (PGs)
- CCE Router (RTR)
- CVP Call Server (Unified CVP)
- CVP VXML Application (Unified CVP)
- Cisco Virtual Voice Browser (Cisco VVB)
- Cisco Unified Communication Manager (Unified CM or Call Manager)
- Cisco Emergency Responder (CER)
- Cisco Cloud Connect (CLC)
- Unity Connection (CUC)

Follow these steps to collect logs for all the instances of any of Unified CCE components listed above:

Procedure

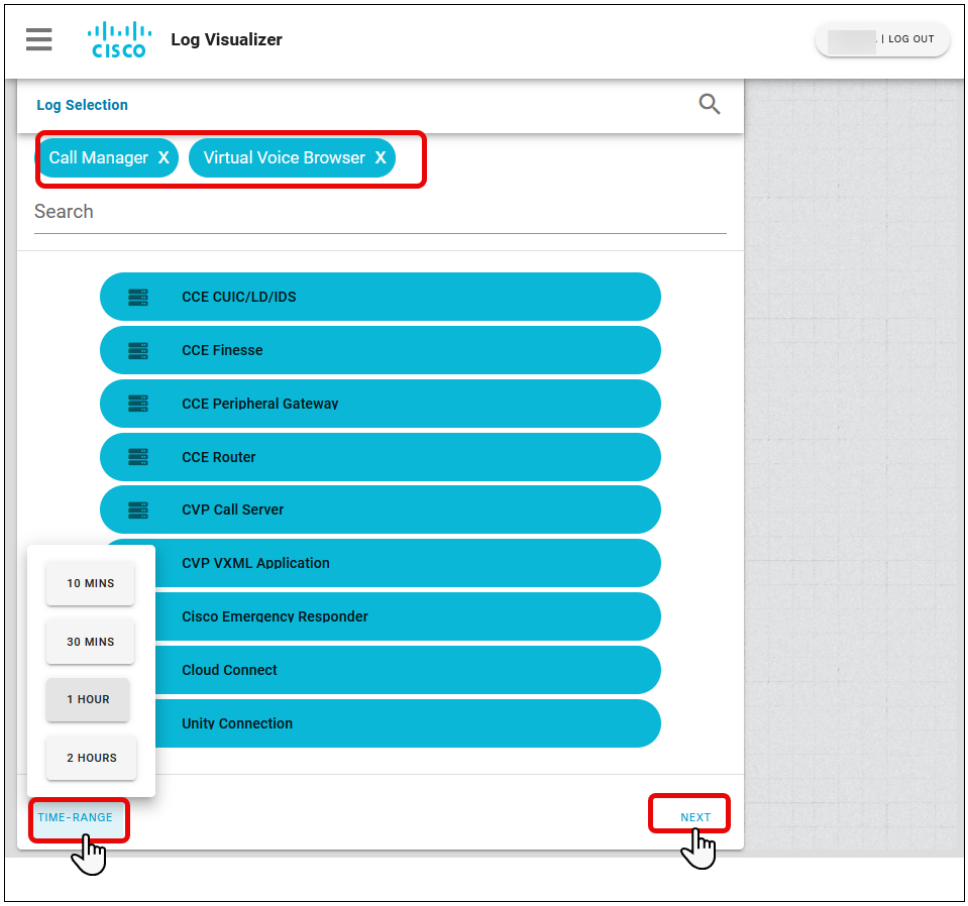
Step 1 Log into the LV Portal.

Step 2 Click to select or deselect the components from which you want to collect the logs.

Step 3 Click **Time Range** and select the option to collect logs from the last 10 minutes, 20 minutes, 1 hour, or 2 hours.

Step 4 Click **Next.** The logs you have selected are retrieved, as indicated by a progress bar. o the LV Portal.

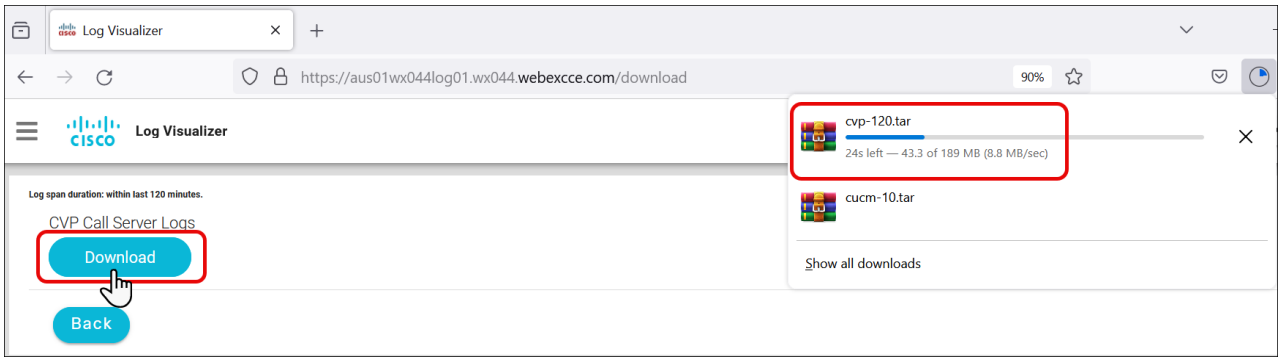
Figure 3: Log Selection



Step 5 Once the retrieval is completed, the **Download** button is displayed.

Step 6 Click **Download** to download the zipped log files bundle to your local system.

Figure 4: Downloading the Logs

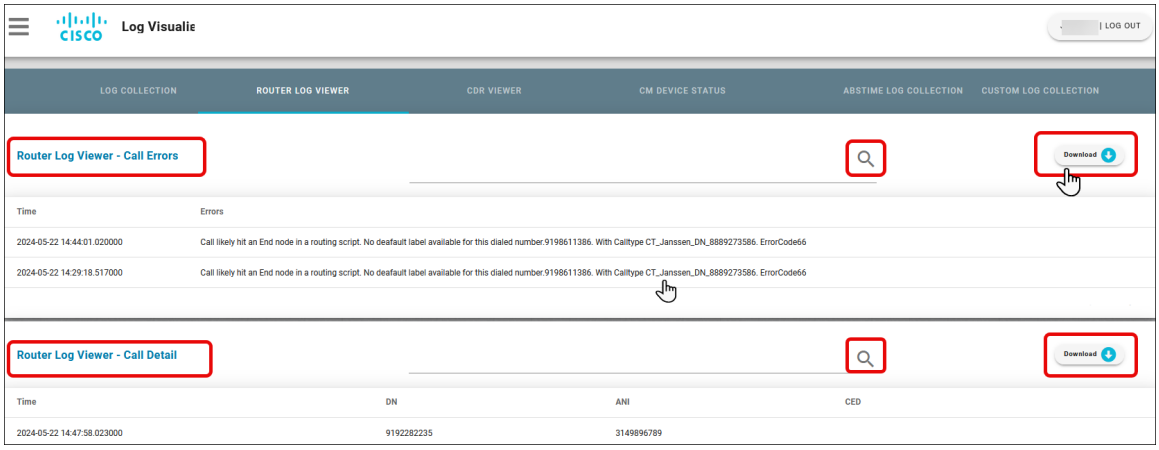


Step 7 To access the log files for each instance of every component, extract the downloaded zip files. The log files are in .txt format.

Router Log Viewer (Call Errors and Call Detail)

The **Router Log Viewer** tab displays the call error logs and call detail logs of the ICM router. You can search for logs or download them.

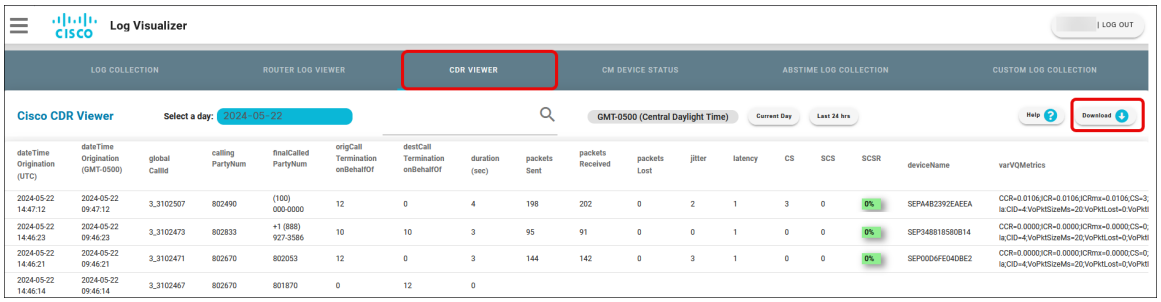
Figure 5: View Router Logs



CDR Viewer

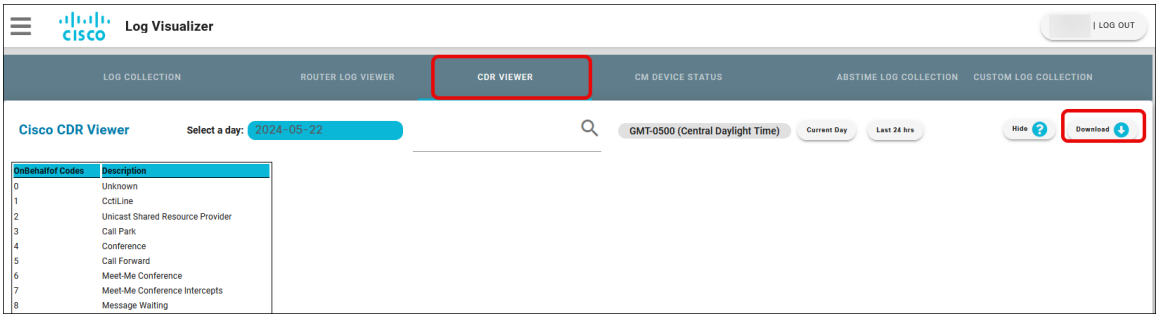
The **CDR Viewer** tab displays the Call Detail Records (CDR) and Call Management Records (CMR) of tenants in a real-time report on voice quality. Click **Download** to export the data to an.xlsx file.

Figure 6: CDR Viewer



Click on **Help**toget detail information about call termination onbehalfOf values.

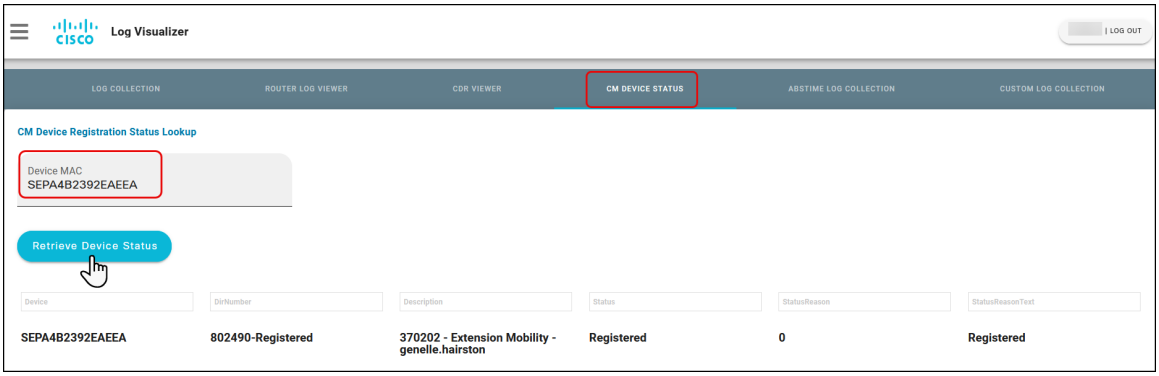
Figure 7: CDR Viewer



CM Device Status

The **CM Device Status** tab enables you to retrieve the Agent device status. Enter the MAC address of the device is the **Device MAC** field and click **Retrieve Device Status** to retrieve Agent device status.

Figure 8: CM Device Status page



Abstime Log Collection

The **ABSTIME Log Collection** tab allows you to get the log for a device or appliance instance within a specific time range. To retrieve appliance log in specified time range:

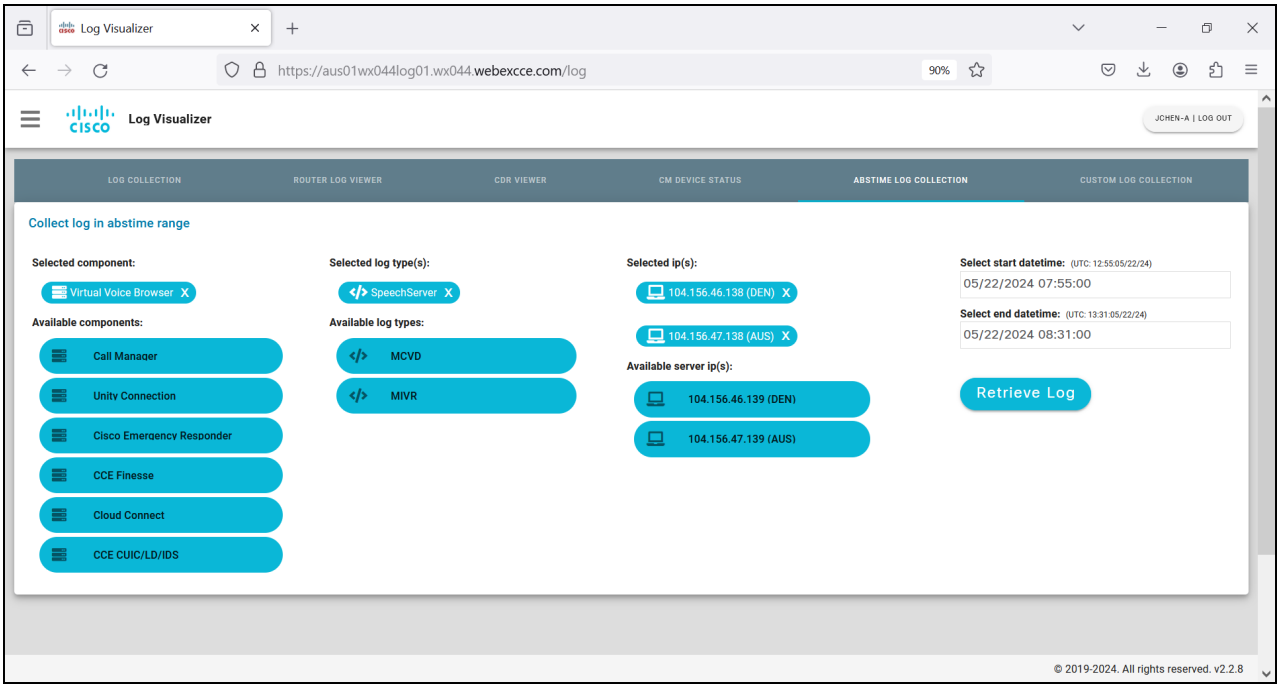
Procedure

Step 1 Choose a component from the **Available Components** section, a log type from the **Available Log Types** section, and a server IP from the **Available Server IPs** section.

Step 2 Select the log start and end datetime.

Step 3 Click **Retrieve Log**.

Figure 9: Collect logs in Absolute Time Range



Custom Log Collection

While the **ABSTIME Log Collection** tab allows you to retrieve the log for a device or appliance instance within two specific times, the **Custom Log Collection** tab lets you access the log within time ranges of 10 minutes, 30 minutes, 1 hour, and 2 hours.

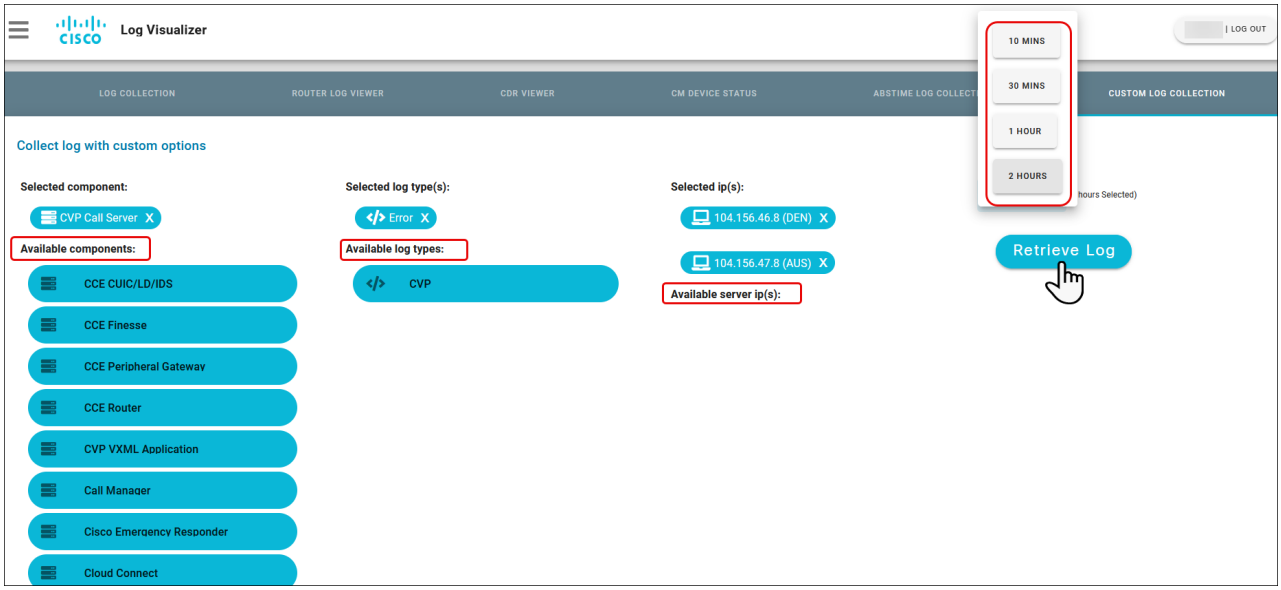
Procedure

Step 1 Choose a component from the **Available Components** section, a log type from the **Available Log Types** section, and a server IP from the **Available Server IPs** section.

Step 2 Click **Time Range** on the top-right corner and choose among the time ranges of 10 minutes, 30 minutes, 1 hour, and 2 hours.

Step 3 Click **Retrieve Log**.

Figure 10: Collect Logs in Custom Time Range



Webex CCE Service Monitoring

Webex CCE Service monitoring provides aggregation and relationship management across diverse platforms and services. Application availability and performance are given weight and risk levels, which provide quantifiable service levels.

Webex CCE Service Monitoring Service List

- IVR Services
- Reporting Services
- Voice Services
- Contact Center Services

IVR Services

Webex CCE IVR Services cover IVR specific services and are listed below:

- Session Border Controller (SBC)
- Cisco Voice Portal (CVP)
- Call Server
- Operations Console
- CVP Reporting server

- Virtual Voice Browser

Reporting Services

Webex CCE Reporting services cover reporting specific service and are list below:

- Cisco Unified Intelligence Center (CUIC)

Voice Services

Webex CCE Voice Services cover telephony specific services and are listed below:

- Cisco Unified Communications Manager (CUCM)
- Unity
- SBC
- Expressway (if deployed)
- CER

Contact Center Services

Webex CCE Contact Center Services cover Contact Center specific services and are listed below:

- Finesse
- Cloud Connect
- Cisco Enterprise chat and email (ECE)
- ICM
- Peripheral Gateways (PG)
- ICM Router
- ICM Logger
- ICM HDS
- ICM Admin Workstation

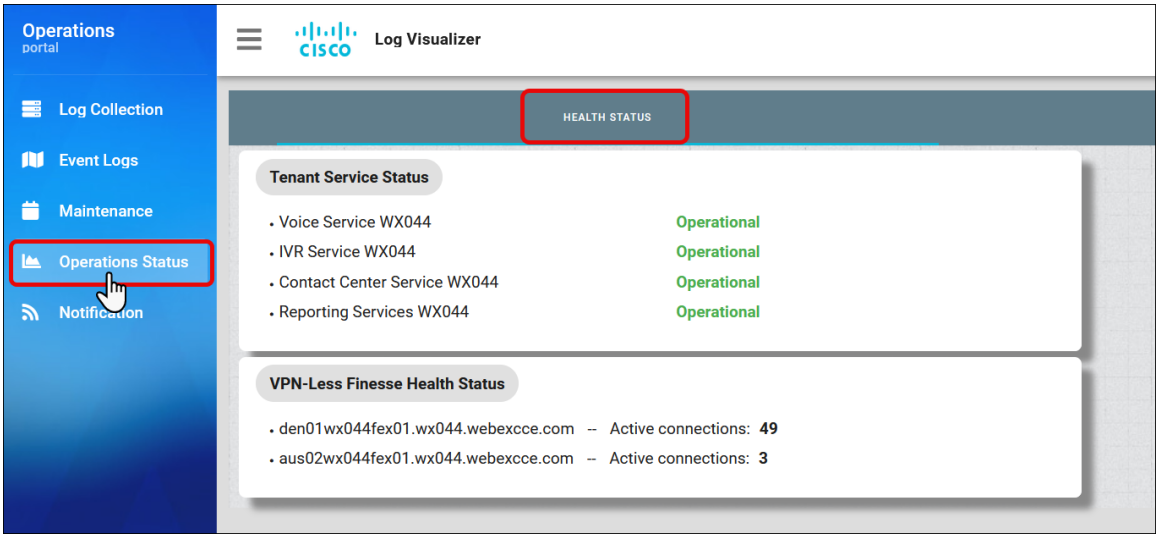
An additional hover-over capability to show current real-time events. These notifications will provide you with valuable insight into potential service-impacting events.

Tenant Service Status

Health Status Tab (includes Voice Service, IVR Service, Contact Center Service and Reporting Services)

The **Health Status** tab provides real-time monitoring of the Webex CCE Service. The following sections provide additional information about the Webex CCE Service Monitoring. For more information, see the Monitoring Technical Guide.

Figure 11: Tenant Service Status

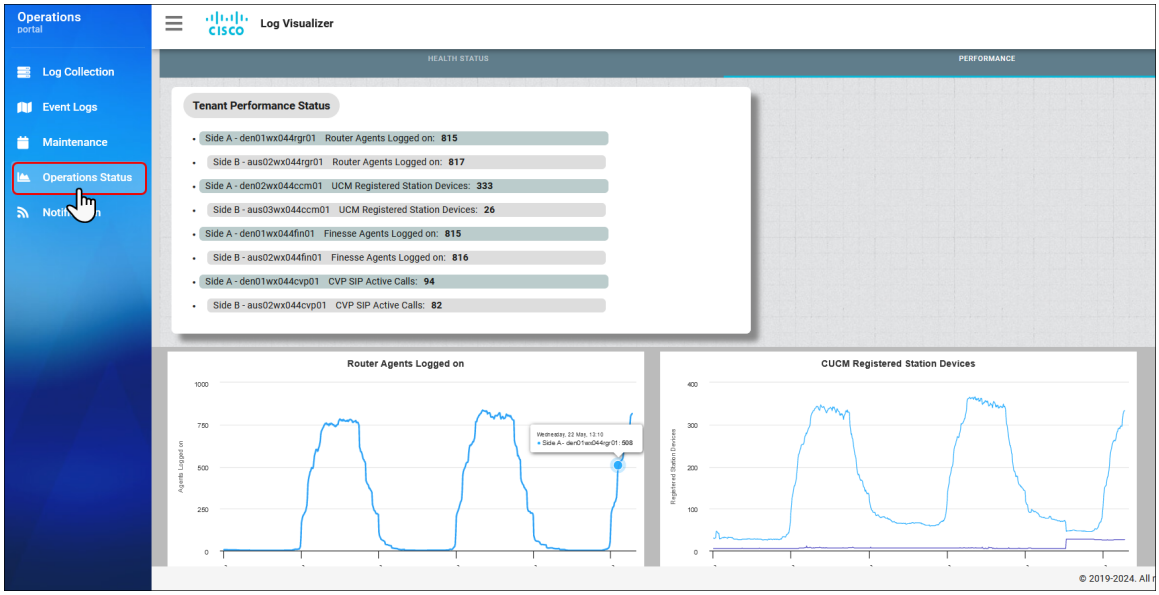


Tenant Performance Status

The Performance tab offers a variety of traditional views and graphs across the following areas. (These counts are generated at five-minute intervals.)

- Router Logged on Agents
- UCM Registered Station Devices
- Finesse Agents Logged on
- CVP SIP Active Calls

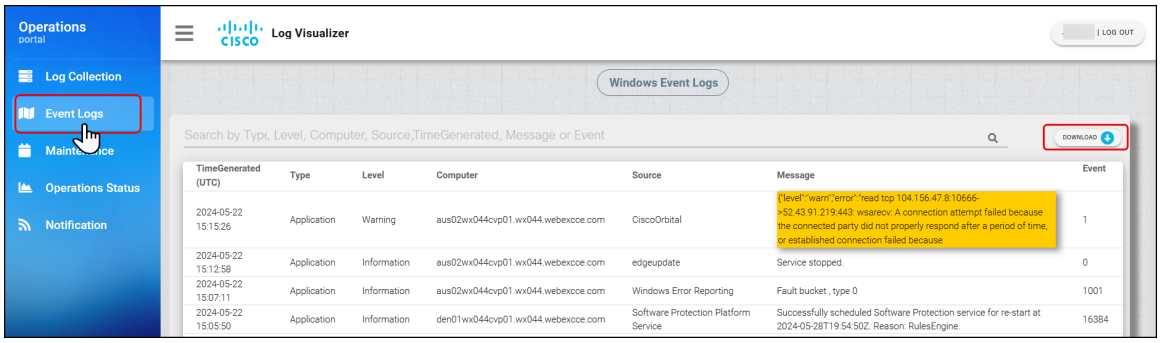
Figure 12: Tenant Performance Status page



Windows Event Logs

The **Windows Event Logs** page enables you to view and search Windows event messages, and includes the capability to download them. To access the **Windows Event Logs** page, select **Event Logs** from the **Operations** menu.

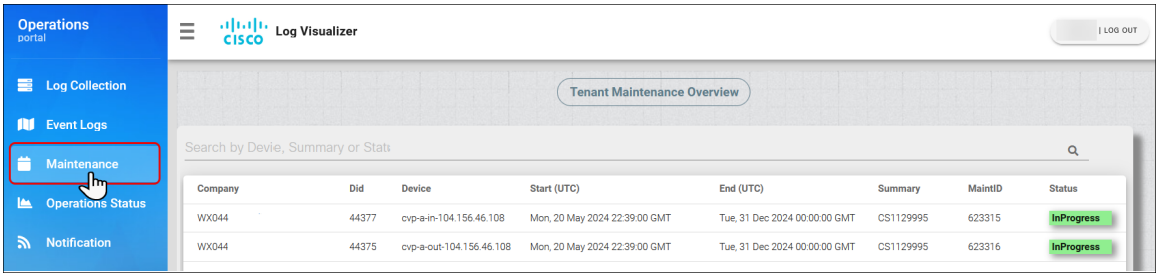
Figure 13: Windows Event Logs page



Tenant Maintenance Overview

The **Tenant Maintenance Overview** page enables you to monitor the current scheduled maintenance activities. To access the **Tenant Maintenance Overview** page, select **Maintenance** from the **Operations** menu.

Figure 14: Tenant Maintenance Overview



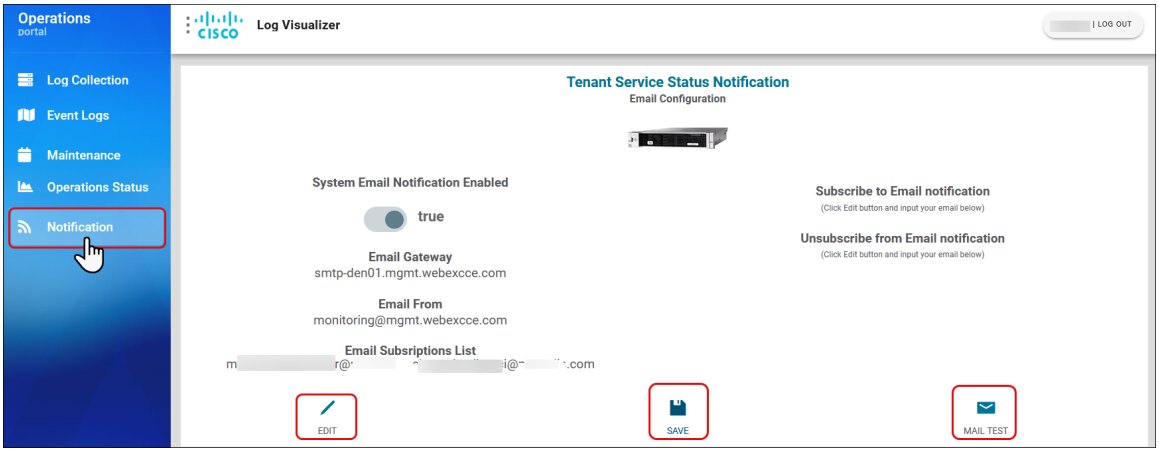
Tenant Service Status Notification

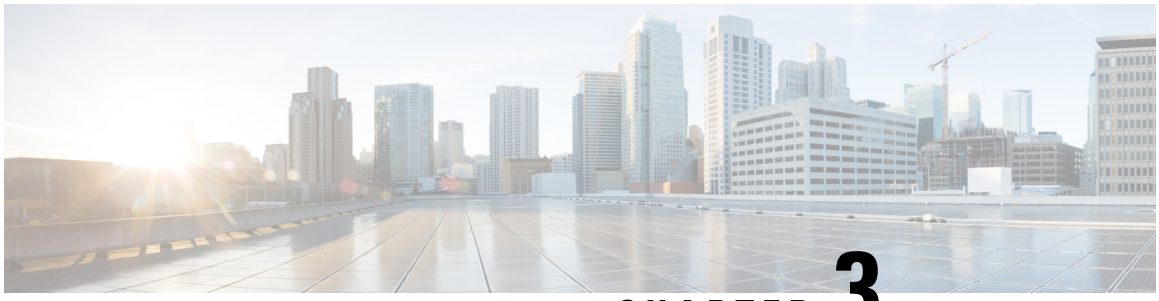
This feature allows you to subscribe to event notifications via email. These notifications are the raw events displayed on the **Tenant Service Status Notification** page. To access the **Tenant Service Status Notification** page, select **Notification** from the **Operations** menu.

To subscribe to email notifications, click the edit icon, enter the email address, and then click **Save**. To unsubscribe, click the edit icon, enter the email address you want to remove, and then click **Save**.

The mail test feature has been included to verify whether you are receiving email notifications.

Figure 15: Tenant Service Status Notification





CHAPTER 3

Monitoring Dashboard API Endpoints

• Monitoring Dashboard API Endpoints, on page 15

Monitoring Dashboard API Endpoints

To log into the Monitoring Dashboard (Logvisualizer or LV) API portal:

Before you begin

Create a Cisco Webex CCE service request to get the service account credentials for API access.

Procedure

Step 1 Form the Monitoring Dashboard (LV Portal) URL. The format of the URL is as follows:

Example:

```
https://<xxx>01wx<nnn>log01.wx<nnn>.webexcce.com/:<port>
```

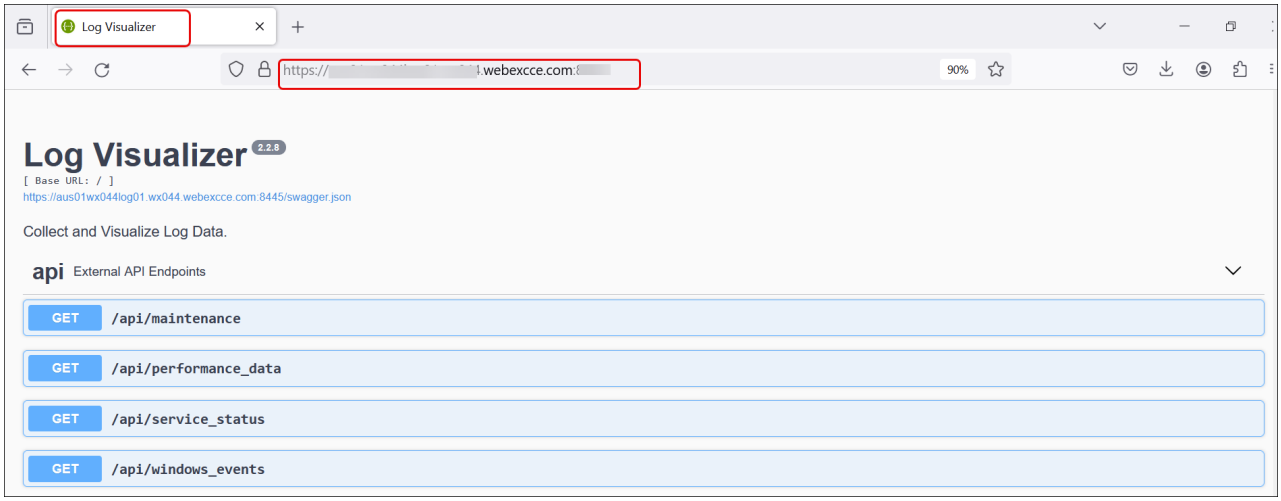
In the preceding URL, replace xxx with the data center site ID. For example, AUS for Austin. Similarly, replace nnn with the three-digit tenant ID. The port number is always 8445.

```
https://aus01wx039log01.wx039.webexcce.com:8445
```

Step 2 Enter the LV portal in the address bar of your browser.

Step 3 When prompted to enter the credentials, enter the API service account credential to access the specific API endpoint. The LV API Portal is displayed as shown in the below image:

Figure 16: Logvisualizer API Interface



The following images show sample payload results of the following GET API call: https://aus01wx038log1a.wx038.webexcce.com:8445/api/service_statusThe results contain data on svcStatusGrpTenant and finesse_active_conn (if applicable).

Figure 17: Response in JSON format

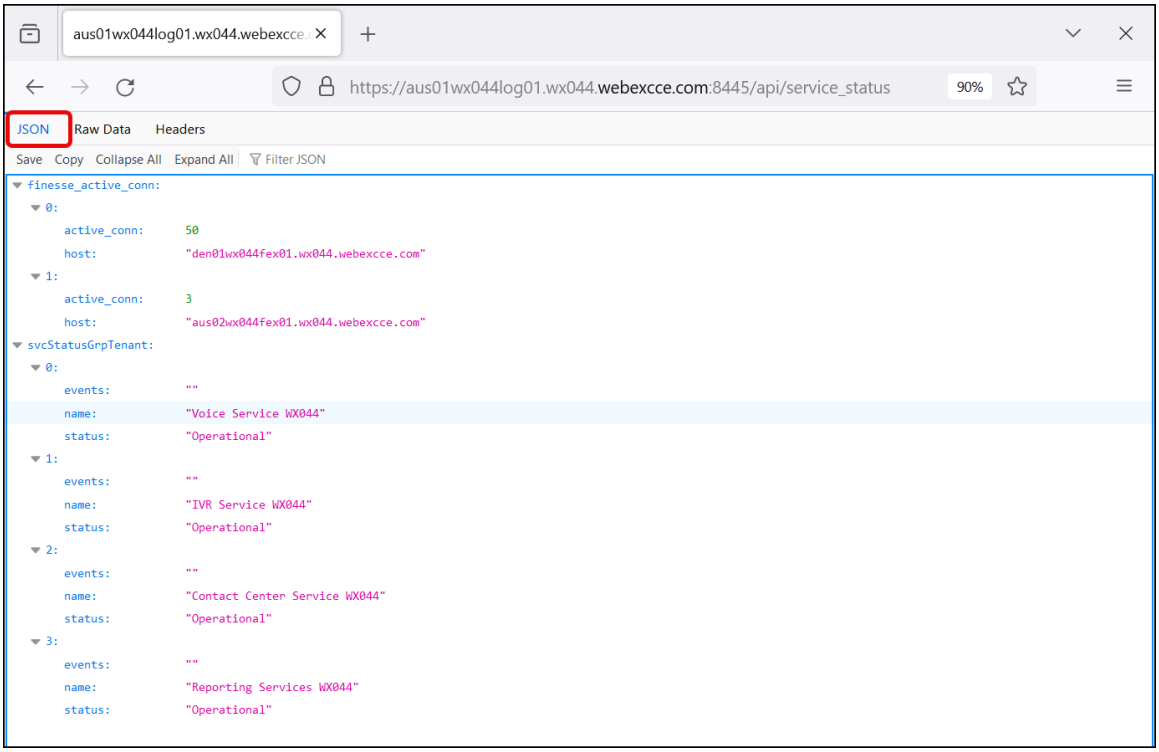
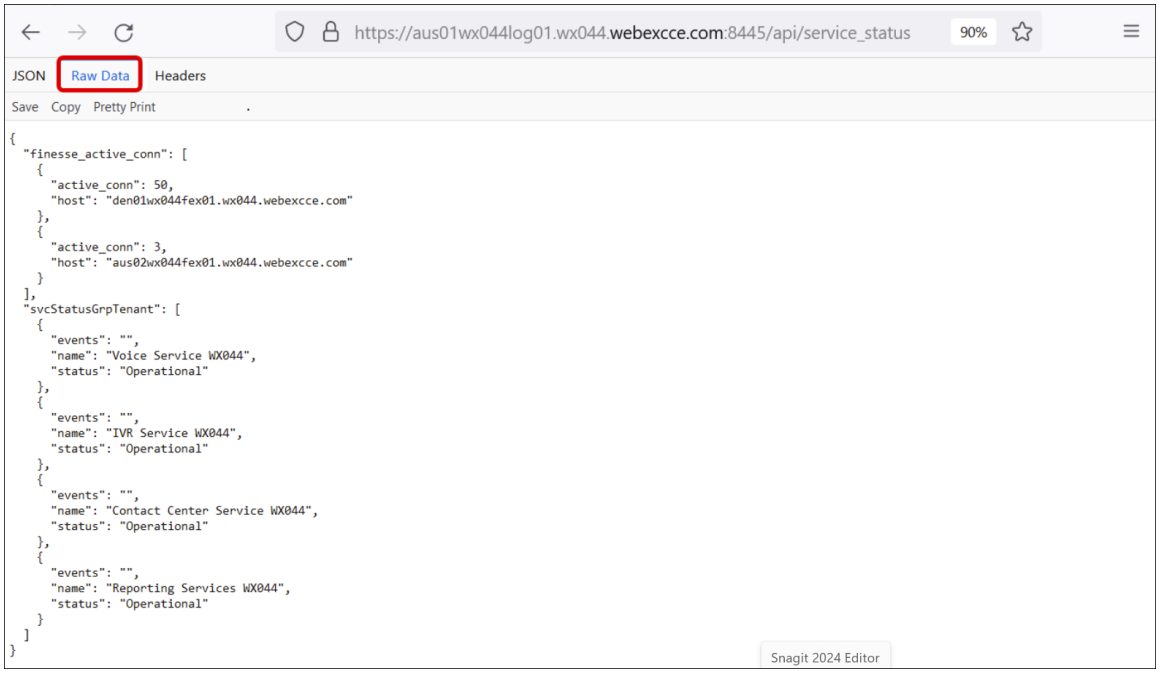


Figure 18: Response in Raw Data



Monitoring Dashboard API Endpoints