



# TURN IT UP

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The bridge to possible

# Webex Troubleshooting and Analytics

Control Hub and APIs

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BRKCOC-2002

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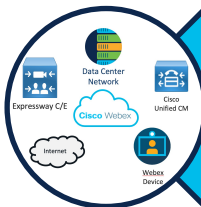
# Agenda

- Collaboration troubleshooting caveats
- Control Hub (Troubleshooting and endpoint management)
- Control Hub (Alerting and Analytics)
- Thousand Eyes / Collaboration network performance
- Webex APIs and Analytics
- Conclusion

# Some troubleshooting caveats



# Some troubleshooting caveats



End to end call statistics

TAC

Webex data and TAC  
escalation

??

Require a lot of details from the  
client

# Some troubleshooting caveats



Statistics on historical data.



Alerting on poor call statistics.



Time it takes to provide root cause.

# Benefits of using Control Hub



# Benefits of using Control Hub

- Have overview of the whole conference from a single view.
  - Type of endpoint or client
  - JMT (Join Meeting Time)
  - Host
  - Meeting type, duration,....
  - Connection type (WiFi / Wired)
  - What media node is connected to.
  - Network statistics for the duration of the call
- The admin will be able to Join the conference if needed to evaluate the issue reported and to troubleshoot live.



# Demo Analytics – Quality Metrics

# Control Hub (Endpoint management)



# Benefits of using Control Hub (Endpoint management)

- Able to download logs and apply configuration changes from Control Hub. No matter if the endpoint is on or off net.
- There is a new feature to Device management, we are able to push webapps (Endpoints with Web Engine - Desk Pro) that can help us, for example, set a link to webapp: [mediatest.webex.com](https://mediatest.webex.com) that the client can run for us and provide an insight to the endpoint network connection.

# Demo

# Control Hub (Alerting)



# Benefits of using Control Hub (Alerting)

- Alerts allows us to get alerts live, on meetings that are currently taken place of potential connection issues.
- It has been a good addition to troubleshooting tools since this is bringing this data forward to us and warning us when there is a potential poor conferencing experience.
- Packet loss, Jitter, Latency are the parameters measured. And when this surpass certain thresholds we will get alerted via email or Webex app integration.

# Demo

# Control Hub (Analytics – Quality metrics)





# Benefits of using Control Hub (Analytics – Quality Metrics)

- Get an overall view of past meetings data that can help us understand what our Collaboration environment in Cisco looks like.
- Data breakdown by theater or country.
- Breakdown by platform (Windows, Mac, Android, iOS), Connection (WiFi, cable, mobile data), by participant experience.

# Demo

# Network Path Performance Troubleshooting



*“How can we troubleshoot  
Webex network path  
performance issues?”*

# Network Path Performance Troubleshooting



# Network Path Performance Troubleshooting



## SIP Ingress

- Health monitoring and visualization of Cisco Expressway ingress routing

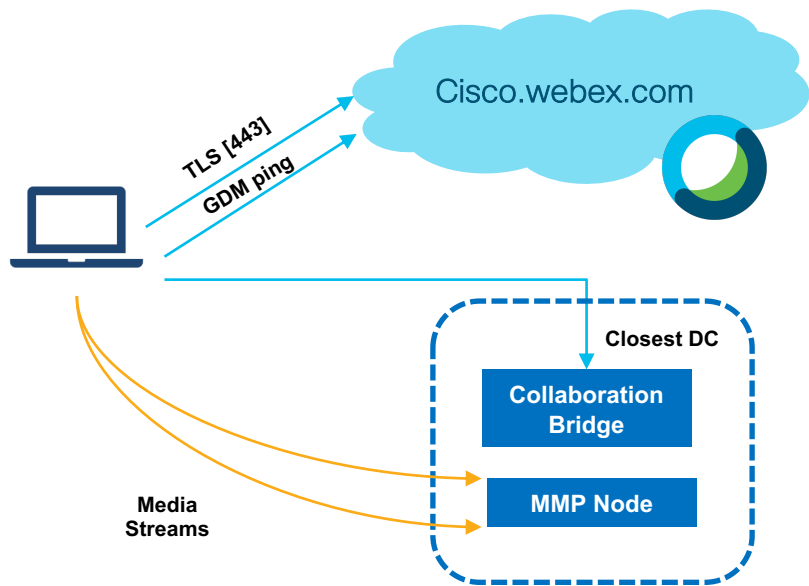
## Cisco.webex.com TCP/HTTP Path

- Visualization of internal and external global traffic routing

## Client LAN Network Health

- Endpoint agent monitoring view of Webex quality issues

# Network Path Performance Troubleshooting



1. Soft client connects to `cisco.webex.com`
2. Discovers closest data center based on ping
3. Makes TLS connections to Collaboration Bridge
4. Creates two STUN connections to the Multimedia Platform Node over UDP 9000/5004 for VoIP audio and video streams

# Demo



# Webex APIs and Analytics



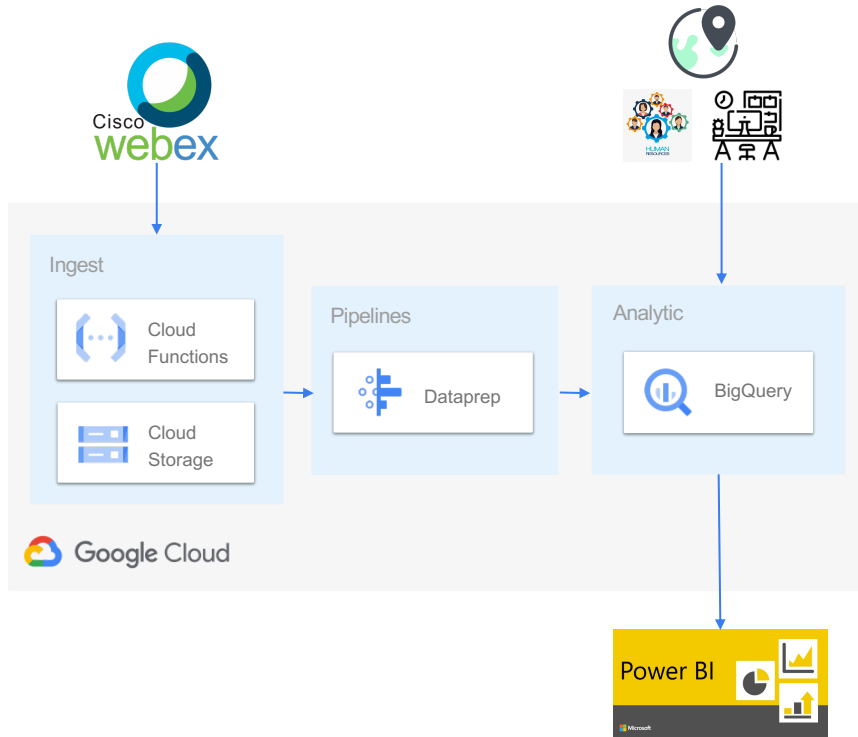
*“How can we use Webex data with external data sources to answer business questions?”*

# Webex APIs and Analytics



- Join up Webex utilization and performance data with external data sources
- Add data from human resources, compute, workplace
- Use APIs, code, and cloud infrastructure to create robust data analytics pipeline
- Work from home, telecom spend, device utilization trends

# Webex APIs and Analytics



- Register an integration at [developer.webex.com](https://developer.webex.com)
- Create a cloud function to collect data
- Use APIs, code, and cloud infrastructure to create robust data analytics pipeline
- Work from home, telecom spend, device utilization trends

# Demo



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# Thank you

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