Cisco Unified Service Statistics Manager 1.0

Product Overview

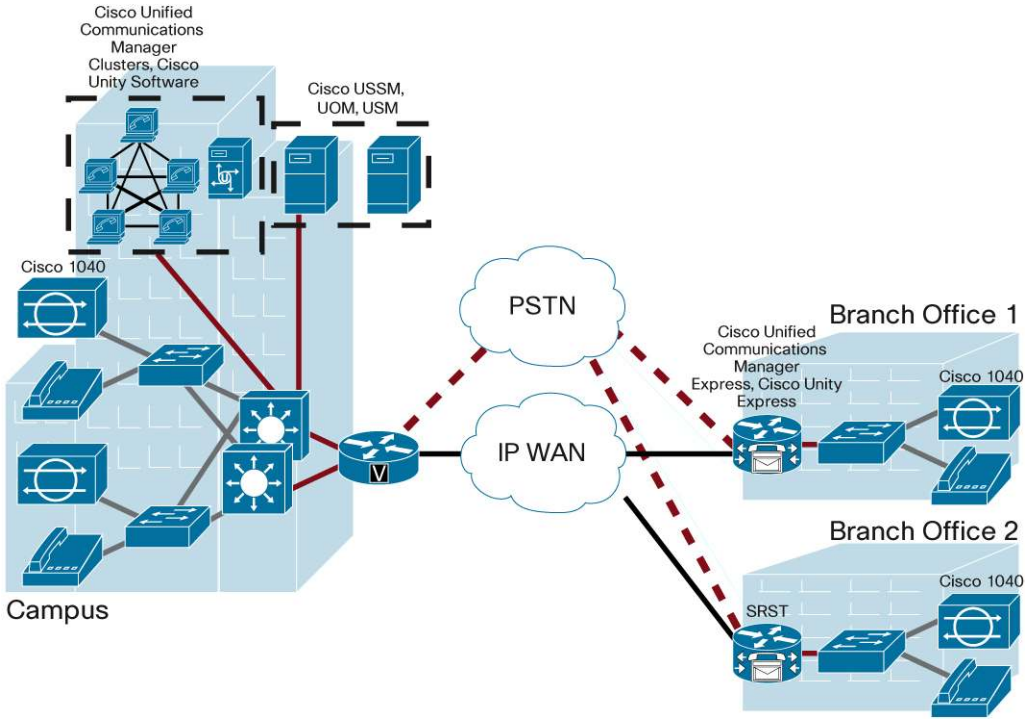
Cisco® Unified Service Statistics Manager 1.0 is part of the Cisco Unified Communications Management Suite and provides advanced statistics analysis and reporting capabilities for Cisco Unified Communications deployments.

Cisco Unified Service Statistics Manager 1.0 is an easy-to-use Web-based software product that features a variety of advanced reports for executive, operations, and capacity planning functions. Cisco Unified Service Statistics Manager 1.0 provides both out-of-the-box reports as well as customizable reports that provide visibility into key metrics including call volume, service availability, call quality, resource utilization, and capacity across the Cisco Unified Communications System, including across multiple Cisco Unified Communications Manager (formerly known as Cisco Unified CallManager) clusters, gateways, and related devices. It helps enable users to view information based on network, service, business, and user criteria and to define service-level agreement (SLA) constructs as well as to measure and verify them based on collected Unified Communications statistics. Customizable report templates and automatic report invocation and scheduling provide users with a great deal of flexibility.

Applications

Cisco Unified Service Statistics Manager 1.0 can be deployed for statistical analysis and reporting for small, medium-sized, and large Cisco Unified Communications deployments (Figure 1). Cisco Unified Service Statistics Manager 1.0 integrates with and relies on the data collection capabilities of Cisco Unified Operations Manager 2.0.1 and Cisco Unified Service Monitor 2.0.1; the latter two products are prerequisites for the deployment of Cisco Unified Service Statistics Manager 1.0. For medium and large-sized deployments (generally up to 5000 Cisco Unified IP phones), Cisco Unified Service Statistics Manager 1.0, Cisco Unified Service Monitor 2.0.1, and Cisco Unified Operations Manager 2.0.1 may be deployed on the same Windows-based server/workstation. For larger deployments, it is recommended that they be run on separate servers.

Figure 1. Deployment Example



Features and Benefits

Cisco Unified Service Statistics Manager 1.0 provides the following features and benefits:

- Integrates with and uses the data collection capabilities of Cisco Unified Operations Manager and Cisco Unified Service Monitor to harvest and consolidate Cisco Unified Communications statistical information from a variety of Cisco devices and systems, including Cisco Unified Communications Manager, Cisco Unified Communications Manager Express (formerly known as Cisco Unified CallManager Express), Cisco Unity® software, Cisco Unity Connection, Cisco Unity Express, and Cisco IOS® Software-based voice gateways; the collected data stored in a consolidated database can be partitioned based on a variety of network, service, user, and business criteria for detailed analysis and reporting.
- Provides a variety of out-of-the-box reports on key metrics including call volume, service availability, call quality and resource utilization across the Cisco Unified Communications System. Cisco Unified Service Statistics Manager 1.0 provides a variety of reports for executive, operations, and capacity planning personnel. These include:
  - Call volume, call duration, service availability, service quality, call completion, and mean opinion score (MOS) reports across multiple Cisco Unified Communications Manager clusters, with capabilities to extract more information about specific clusters and time periods (Figure 2).

Figure 2. Call Volume Report across Multiple Cisco Unified Communications Manager Clusters

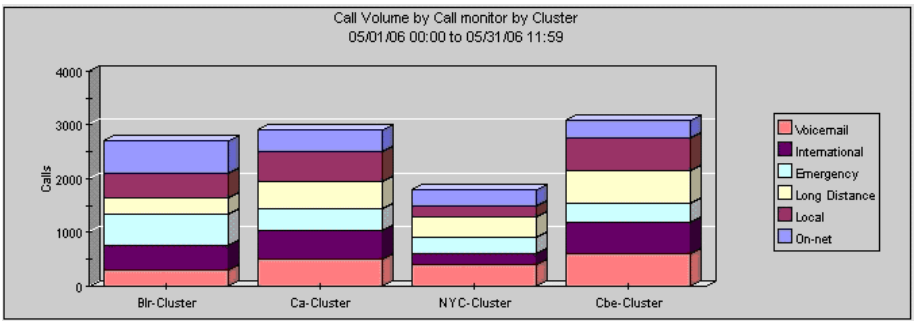
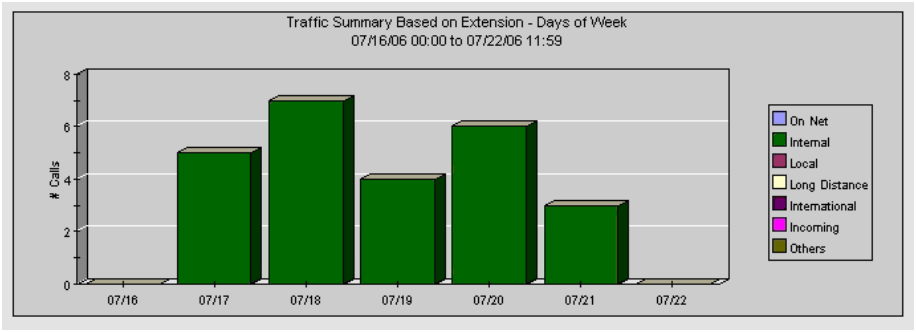


Figure 3. Traffic Summary Report



- A variety of top-N reports based on calls, users, endpoints, and other entities in the Cisco Unified Communications deployment. For example, reports can be generated to show the top users or dialed numbers based on number of calls or call duration.
- Gateway and trunk traffic and utilization reports over time (Figures 3–5). Perform utilization and capacity trend analysis and generate relevant reports based on user-defined logical resource groups (for example, specific groups of gateways or trunks) based on business needs. These capabilities provide a great deal of flexibility and customization to users.

Figure 4. Trunk Traffic over Time Report

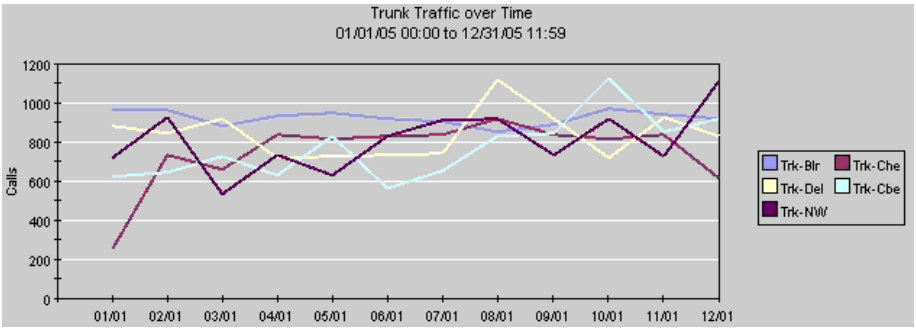
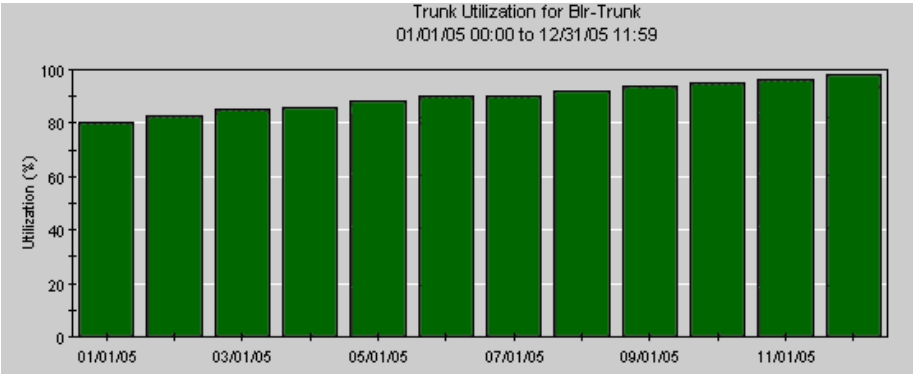


Figure 5. Trunk Utilization Report



  - Call failure analysis reports over time, including cause code information.
  - Top-N upgrade candidate reports for capacity planning that highlight which resources (for example, gateways or trunks) will cross user-defined thresholds and estimate when this will occur in the future based on prior history and trends. For example, user-defined thresholds can be set for trunk utilization for specific trunks, and reports can be generated to highlight the top trunks that will cross these thresholds (along with estimates for when these events will occur based on prior history and data trending). This helps enable users to become aware of potential problems that may arise in the future and proactively allocate the necessary budget and resources to upgrade the affected components before the problems affect service.
  - IP SLA test reports that display packet loss, jitter, latency, and related metrics over time.
  - A variety of exception and operations reports, including most frequently dialed numbers, longest calls, calls to specified numbers, and more. Exception reports could highlight unusual call volume as well as suspicious or fraudulent phone activity in the enterprise.
  - A variety of SLA reports, including SLA capacity trends, SLA compliance history, SLA executive summary, SLA health summary, and more. SLAs can be created for logical or business constructs such as locations, departments, branch offices, regions, clusters, and so on, and relevant attributes (call quality, service availability, jitter, trunk utilization, and so on) along with user-defined threshold settings can be associated with them. SLAs can be hierarchically structured, and SLA violations (and their associated user-defined financial impact) can be rolled up to a master SLA for enterprisewide reporting, executive review, and action.
- Provides custom partitioning and analysis of the unified communications performance and operations data based on the user's unique needs. Provides the ability to logically group resources (for example, Cisco Unified Communications Manager systems, gateways, trunks, extension numbers, and so on) by region, location, department, workgroup, or other user-defined criteria and generate customized reports based on these groups. Also helps enable the user to enter call quality definitions (MOS ranges for good calls, poor calls, and so on) and generate call quality reports based on these definitions that are uniquely tailored to the user's perspective on call quality.
- Helps enable the user to personalize the content as well as the format and presentation of the reports. A variety of display formats are supported, including line graphs, two- and three-dimensional bar charts, area graphs, tables, and so on. Custom titles, user comments, and Web hyperlinks can be entered into reports to facilitate collaborative review of the reports.

- Facilitates the distribution of reports to executive, operations, and capacity planning personnel through e-mail as well as a user-friendly Web-based portal that features a customizable dashboard displayed when the user logs in. Users can specify the reports to be shown on their dashboard as well as the layout in a user-friendly manner. The product features intuitive navigation and detailed reporting from aggregate to fine levels.
- Provides powerful scheduling features, facilitating the generation and distribution of user-specified reports automatically at specific times.
- Facilitates the export of data and reports to external applications and users in a variety of formats, including HTML, PDF, and comma-separated value (CSV) file formats.

System Requirements

Table 1 lists the system requirements for standalone deployments of Cisco Unified Service Statistics Manager. Table 2 lists the requirements for coresident deployments.

Table 1. System Requirements for Standalone Cisco Unified Service Statistics Manager Deployments

Description	Specification	
Server Requirements		
System parameters	**Up to 1000 phones**	**Up to 30,000 phones**
Processor	• Intel Pentium or Xeon processor equal to or greater than 2 GHz or • AMD Opteron processor equal to or greater than 2 GHz	• Dual Intel Pentium or Xeon processor equal to or greater than 3.5 GHz or • Dual AMD Opteron processor equal to or greater than 3.5 GHz
Memory	2 GB RAM	4 GB RAM
Swap file	4 GB swap file	8 GB swap file
Disk space	36 GB hard drive	72 GB hard drive
Hardware	Server platform	Server platform
Software	Windows 2003 Server with Service Pack 1	Windows 2003 Server with Service Pack 1
Client Requirements		
Processor	Pentium 4 processor equal to or greater than 1 GHz	
Memory	1 GB RAM	
Swap file	2 GB swap file	
Hardware	Any PC/server platform	
Software	Microsoft Internet Explorer 6.0, Macromedia Flash Player 8.0, Windows XP Home, Windows XP Professional, Windows 2003 Server	

The requirements in Table 1 outline the minimum hardware configuration needed to operate Cisco Unified Service Statistics Manager at different scalability levels. The client requirements dictate the platform from which the (Internet browser-based) user interfaces are invoked.

Table 2. System Requirements for Coresident Deployments

Description	Specification
Server Requirements	
System parameters	**Up to 5000 phones**
Processor	• Dual Pentium 4 or Xeon processor equal to or greater than 3.5 GHz or • Dual AMD Opteron processor equal to or greater than 3.5 GHz
Memory	4 GB RAM
Swap file	8 GB swap file
Disk space	72 GB recommended

Hardware	Server platform
Software	Windows 2003 Server with Service Pack 1
Client Requirements	
Processor	Pentium 4 processor equal to or greater than 1 GHz
Memory	1 GB
Swap file	2 GB swap file
Hardware	Any PC/server platform
Software	Microsoft Internet Explorer 6.0, Macromedia Flash Player 8.0, Windows XP Home, Windows XP Professional, Windows 2003 Server platforms

Table 2 lists the hardware requirements for coresident deployments of Cisco Unified Service Statistics Manager 1.0, Cisco Unified Operations Manager 2.0.1, and Cisco Unified Service Monitor 2.0.1. They should be deployed on separate machines for managing deployments having greater than 5000 phones.

Ordering Information

To place an order, visit the Cisco Ordering Homepage. To download software, visit the Cisco Ordering Homepage.

For More Information

For more information about Cisco Unified Service Statistics Manager 1.0, please visit http://www.cisco.com/go/cussm, contact your local account representative, or send e-mail to the Cisco product marketing group at ask-ipc-management@cisco.com.

Cisco Unified Communications Services and Support

Using the Cisco lifecycle services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

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