VOSS Insights

Release Overview

Dashboard SP66
Arbitrator SP25
DS9 (SP8, Version 5 SP1)

January 2022

VOSS
DIGITAL WORKPLACE MANAGEMENT

Commercial in Confidence
Copyright © 2022 VOSS

HIGHLIGHTS

- Webex Control Hub
- MS Teams User data (V4UC Data)
- Voice Gateway Reports
- DS9 OS Change for netflow
- MS Teams Data Archiving
- New Branding
- Theme Management enhancements
- Support for CUCM 14
- Polycom API Support (Beta)

Dashboard Server

VOSS

Webex Control Hub

Development areas

Multi Tenancy support for Webex Control Hub

- Devices
- Users and users from VOSS Automate
- Locations
- Calling
- Meetings
- Call Quality

- Additional data points to come in future releases

Webex Licences

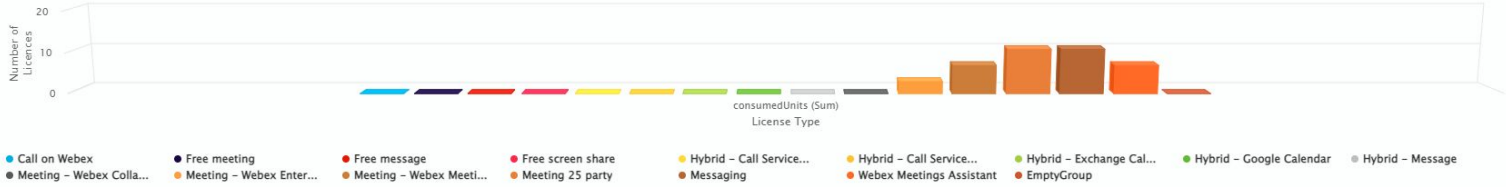
Webex Licenses

Search

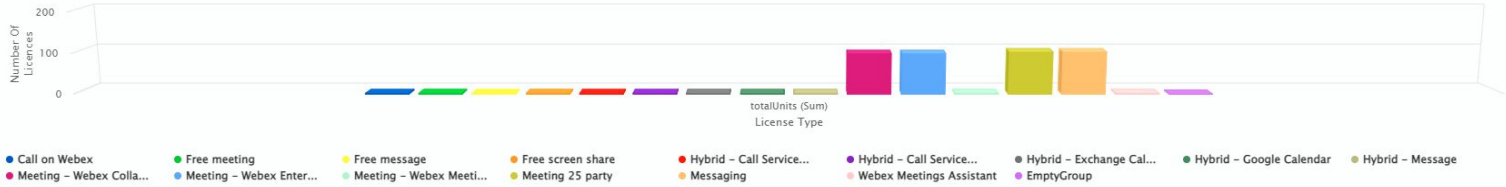
	Customer Name	License SKU	License Managed by	Organization Domain	Subscription Id	Consumed Licences	Available Licences	Percentage Use
1	Ablitt					0.00	0.00	0.00
2	LayerX					0.00	0.00	0.00
3	Ablitt	Meeting - Webex Collaboration Me...	Control Hub managed site	ablitt-test.webex.com	trialSub.e0a7a717-227f-49e8-a6a5-3d785037c6f6	0.00	100.00	0.00
4	Ablitt	Meeting - Webex Enterprise Edition	Control Hub managed site	ablitt-test.webex.com	trialSub.e0a7a717-227f-49e8-a6a5-3d785037c6f6	3.00	100.00	3.00
5	Ablitt	Meeting 25 party			trialSub.e0a7a717-227f-49e8-a6a5-3d785037c6f6	4.00	100.00	4.00

Displaying 1 - 30 of 30 « first prev next last »

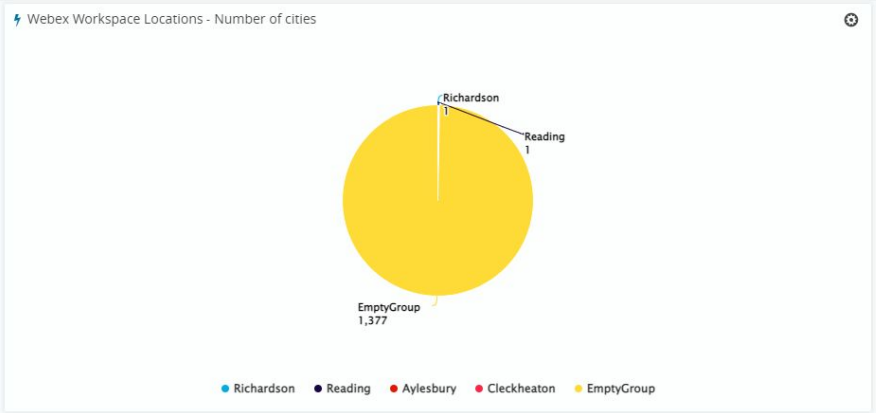
Webex Licenses Consumed Licenses

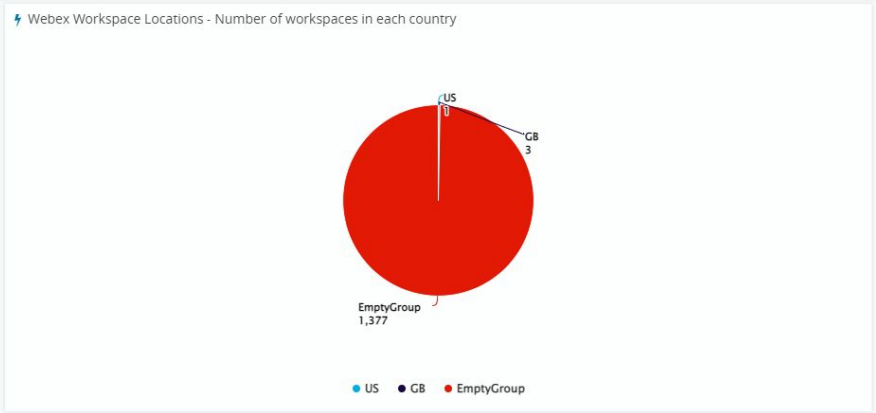


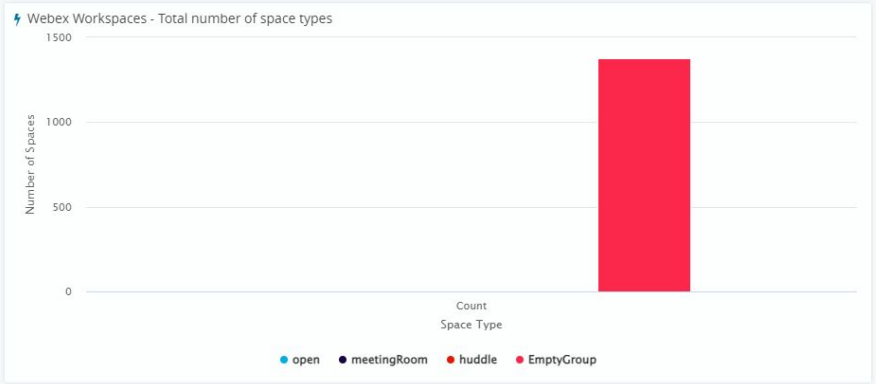
Webex Licenses Purchased Licenses

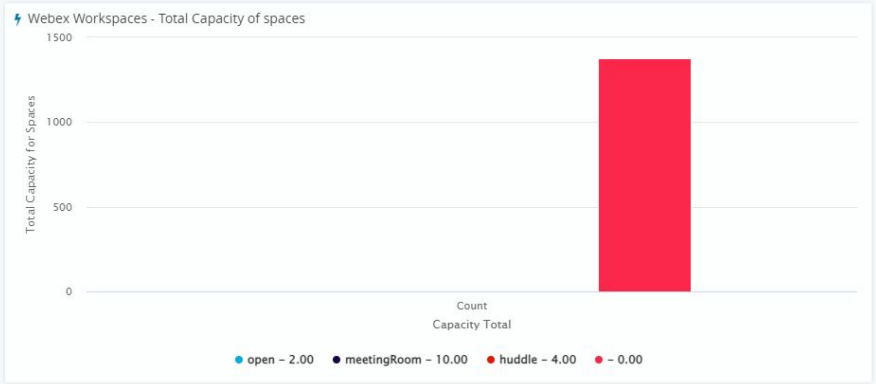


Webex Locations

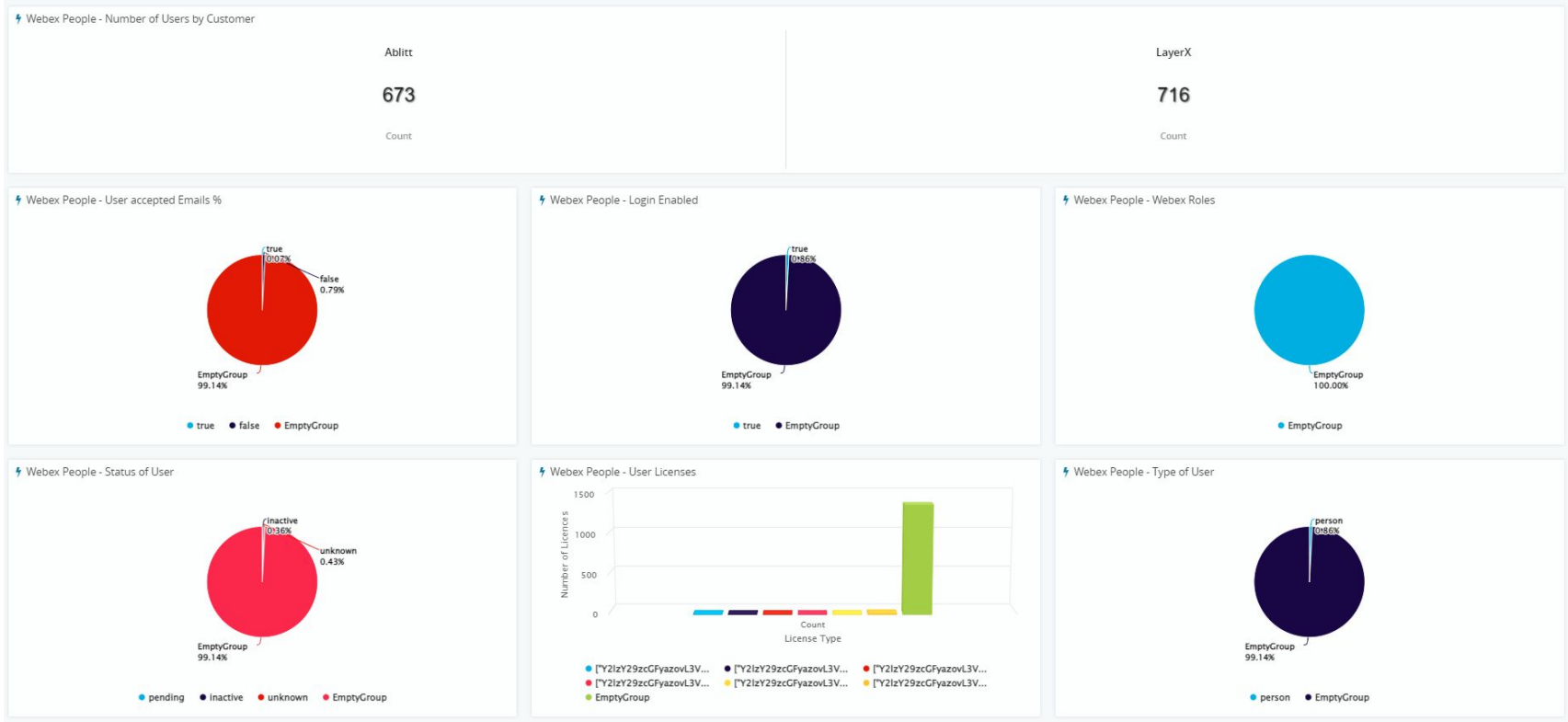




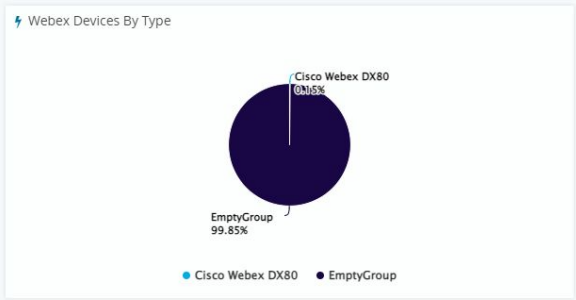


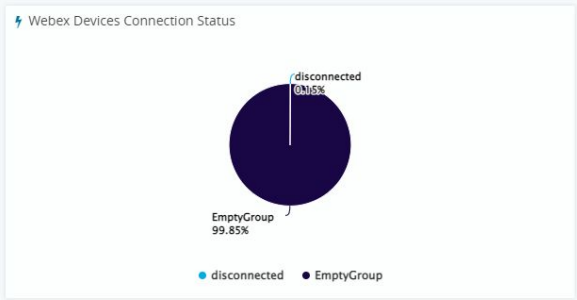


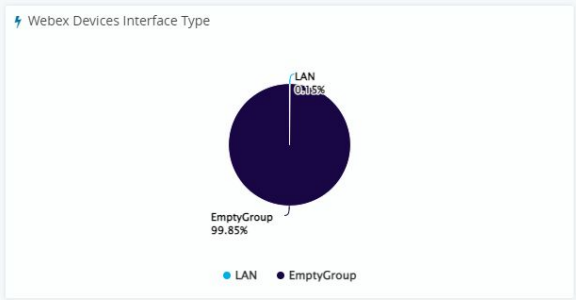
People

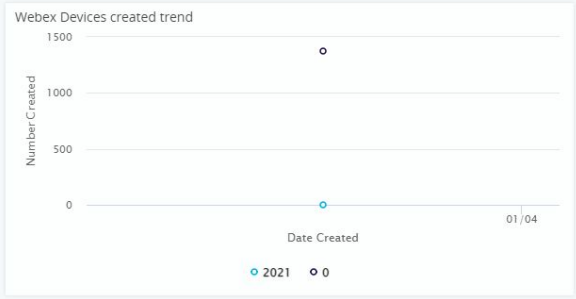

Webex People - Number of Users by Customer
Ablitt
673
Count
LayerX
716
Count
Webex People - User accepted Emails %
true
0.07%
false
0.79%
EmptyGroup
99.14%
true
false
EmptyGroup
Webex People - Login Enabled
true
0.86%
EmptyGroup
99.14%
true
EmptyGroup
Webex People - Webex Roles
EmptyGroup
100.00%
EmptyGroup
Webex People - Status of User
inactive
0.36%
unknown
0.43%
EmptyGroup
99.14%
pending
inactive
unknown
EmptyGroup
Webex People - User Licenses
1500
1000
500
0
Number of Licences
Count
License Type
["Y2lzY29zcGFyazovL3V...
["Y2lzY29zcGFyazovL3V...
["Y2lzY29zcGFyazovL3V...
["Y2lzY29zcGFyazovL3V...
["Y2lzY29zcGFyazovL3V...
["Y2lzY29zcGFyazovL3V...
EmptyGroup
Webex People - Type of User
person
0.86%
EmptyGroup
99.14%
person
EmptyGroup

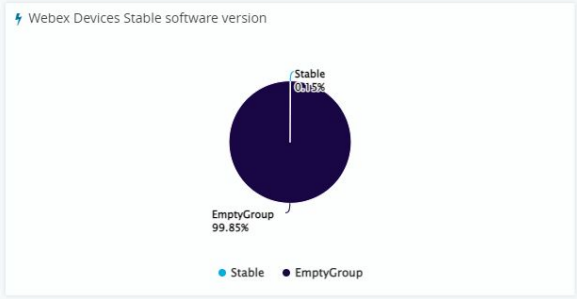
Devices

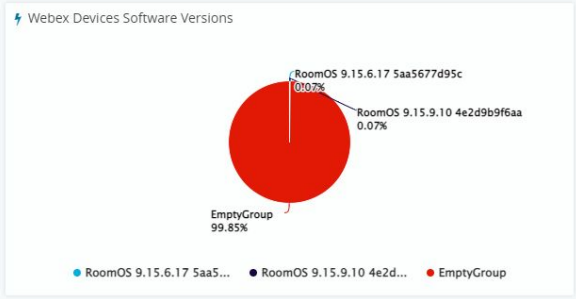

Webex Devices By Type
Cisco Webex DX80
0.15%
EmptyGroup
99.85%
Cisco Webex DX80
EmptyGroup


Webex Devices Connection Status
disconnected
0.15%
EmptyGroup
99.85%
disconnected
EmptyGroup

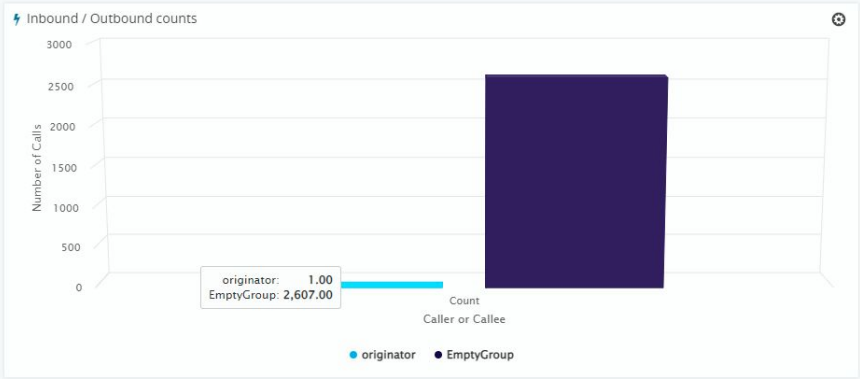

Webex Devices Interface Type
LAN
0.15%
EmptyGroup
99.85%
LAN
EmptyGroup

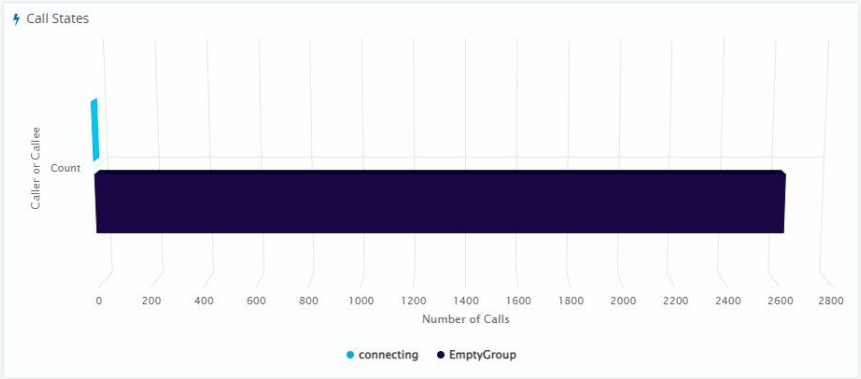

Webex Devices created trend
1500
1000
500
0
Number Created
01/04
Date Created
2021
0

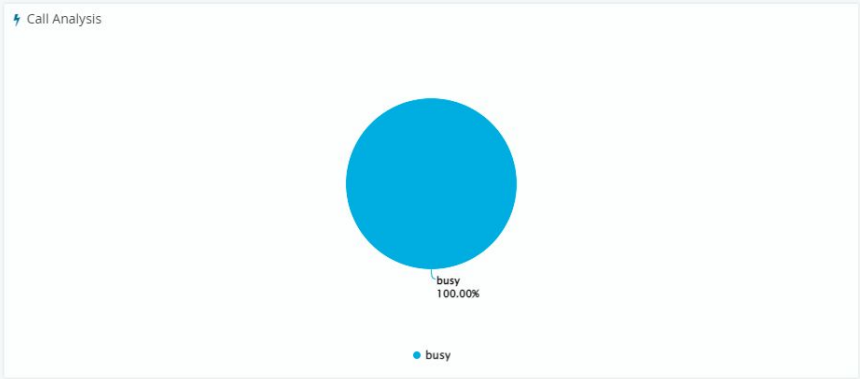

Webex Devices Stable software version
Stable
0.15%
EmptyGroup
99.85%
Stable
EmptyGroup

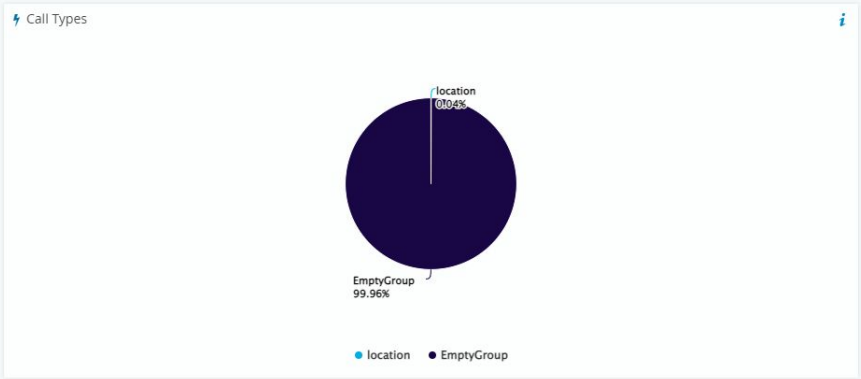

Webex Devices Software Versions
RoomOS 9.15.6.17 5aa5677d95c
0.07%
RoomOS 9.15.9.10 4e2d9b9f6aa
0.07%
EmptyGroup
99.85%
RoomOS 9.15.6.17 5aa5...
RoomOS 9.15.9.10 4e2d...
EmptyGroup

Webex Calling

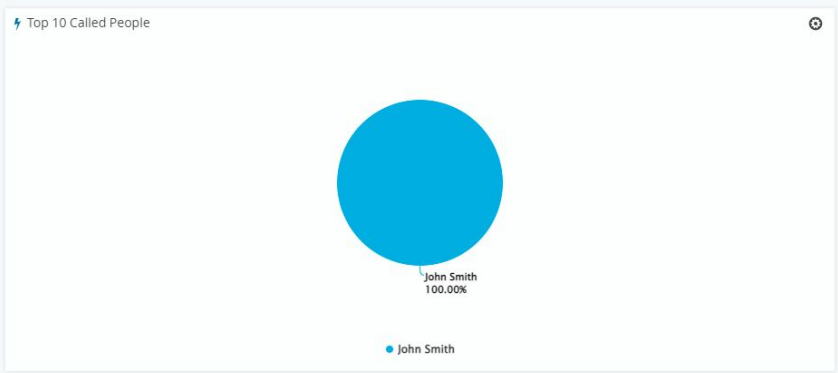


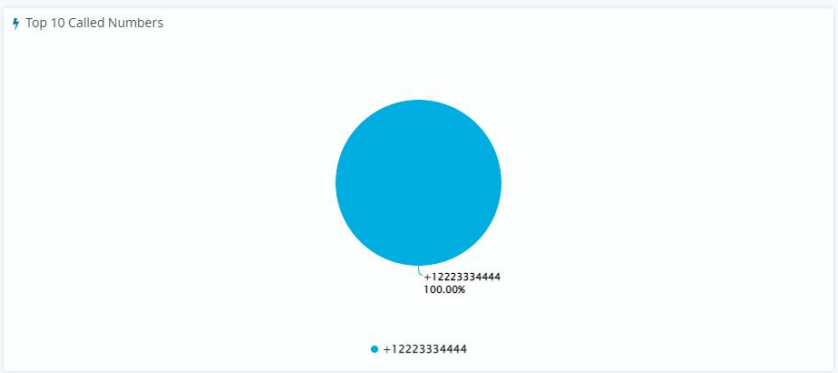


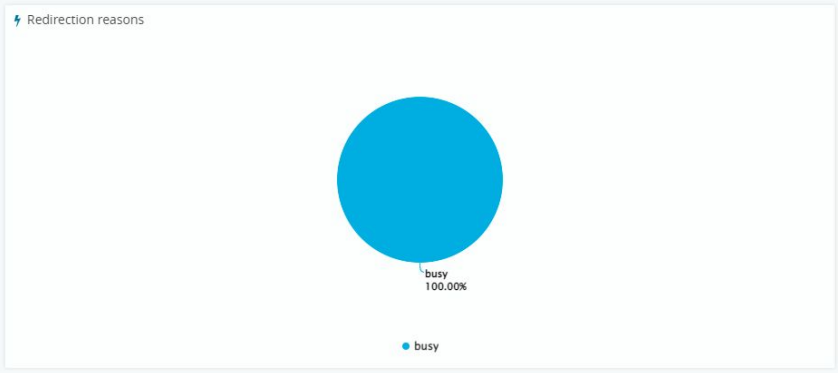


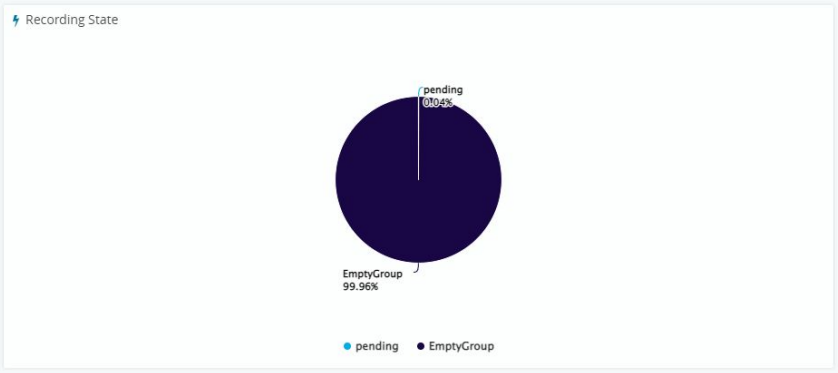


Webex Calling (Cont)

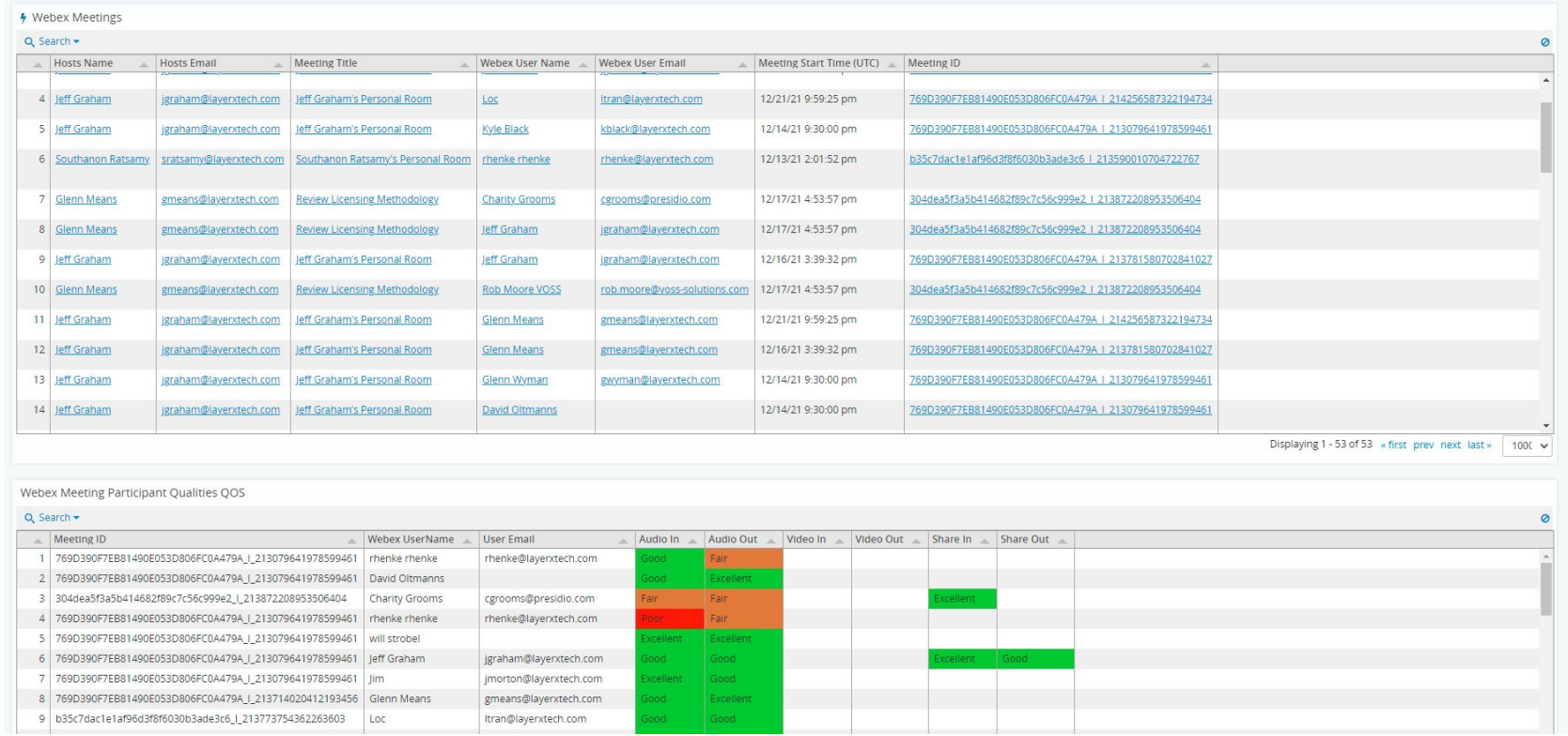








Webex Meeting Participant Summary



Webex Meetings

Search

	Hosts Name	Hosts Email	Meeting Title	Webex User Name	Webex User Email	Meeting Start Time (UTC)	Meeting ID
4	Jeff Graham	jgraham@layerxtech.com	Jeff Graham's Personal Room	Loc	ltran@layerxtech.com	12/21/21 9:59:25 pm	769D390F7EB81490E053D806FC0A479A_I_214256587322194734
5	Jeff Graham	jgraham@layerxtech.com	Jeff Graham's Personal Room	Kyle Black	kblack@layerxtech.com	12/14/21 9:30:00 pm	769D390F7EB81490E053D806FC0A479A_I_213079641978599461
6	Southanon Ratsamy	sratsamy@layerxtech.com	Southanon Ratsamy's Personal Room	rhenke rhenke	rhenke@layerxtech.com	12/13/21 2:01:52 pm	b35c7dac1e1af96d3f8f6030b3ade3c6_I_213590010704722767
7	Glenn Means	gmeans@layerxtech.com	Review Licensing Methodology	Charity Grooms	cgrooms@presidio.com	12/17/21 4:53:57 pm	304dea5f3a5b414682f89c7c56c999e2_I_213872208953506404
8	Glenn Means	gmeans@layerxtech.com	Review Licensing Methodology	Jeff Graham	jgraham@layerxtech.com	12/17/21 4:53:57 pm	304dea5f3a5b414682f89c7c56c999e2_I_213872208953506404
9	Jeff Graham	jgraham@layerxtech.com	Jeff Graham's Personal Room	Jeff Graham	jgraham@layerxtech.com	12/16/21 3:39:32 pm	769D390F7EB81490E053D806FC0A479A_I_213781580702841027
10	Glenn Means	gmeans@layerxtech.com	Review Licensing Methodology	Rob Moore VOSS	rob.moore@voss-solutions.com	12/17/21 4:53:57 pm	304dea5f3a5b414682f89c7c56c999e2_I_213872208953506404
11	Jeff Graham	jgraham@layerxtech.com	Jeff Graham's Personal Room	Glenn Means	gmeans@layerxtech.com	12/21/21 9:59:25 pm	769D390F7EB81490E053D806FC0A479A_I_214256587322194734
12	Jeff Graham	jgraham@layerxtech.com	Jeff Graham's Personal Room	Glenn Means	gmeans@layerxtech.com	12/16/21 3:39:32 pm	769D390F7EB81490E053D806FC0A479A_I_213781580702841027
13	Jeff Graham	jgraham@layerxtech.com	Jeff Graham's Personal Room	Glenn Wyman	gwyman@layerxtech.com	12/14/21 9:30:00 pm	769D390F7EB81490E053D806FC0A479A_I_213079641978599461
14	Jeff Graham	jgraham@layerxtech.com	Jeff Graham's Personal Room	David Oltmanns		12/14/21 9:30:00 pm	769D390F7EB81490E053D806FC0A479A_I_213079641978599461

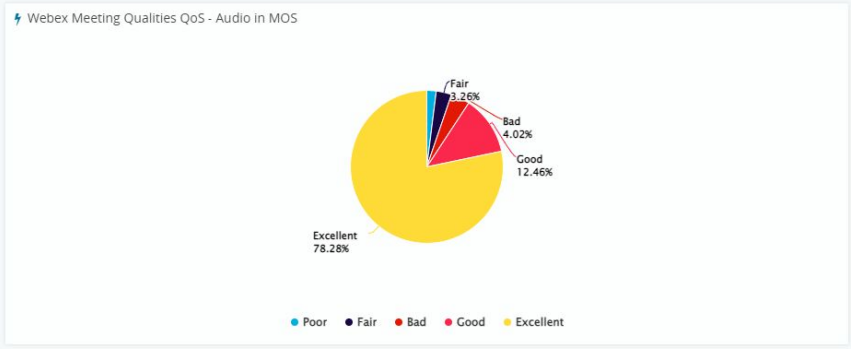
Displaying 1 - 53 of 53 « first prev next last »

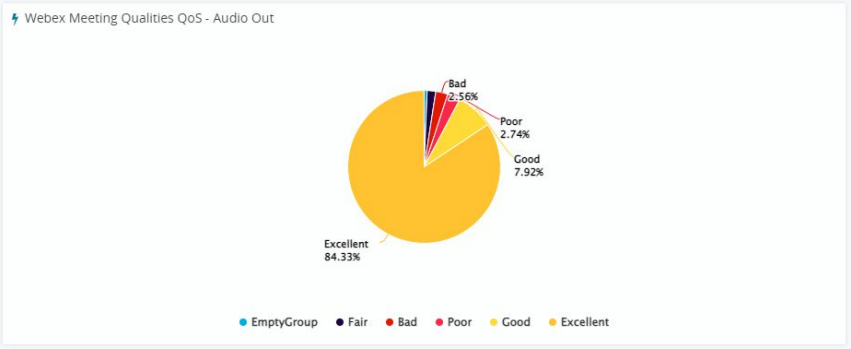
Webex Meeting Participant Qualities QOS

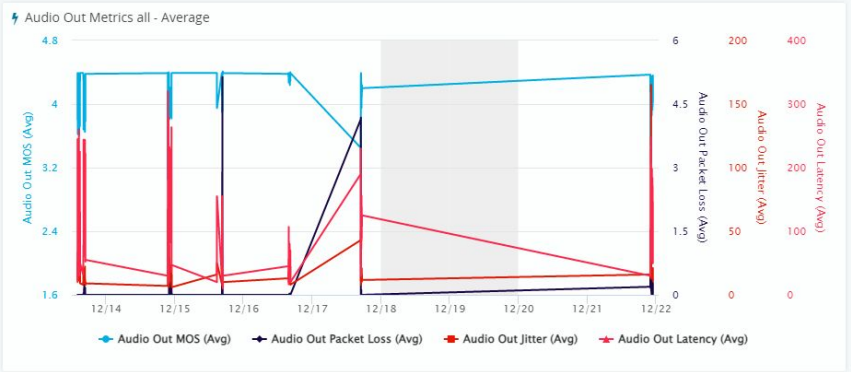
Search

	Meeting ID	Webex UserName	User Email	Audio In	Audio Out	Video In	Video Out	Share In	Share Out
1	769D390F7EB81490E053D806FC0A479A_I_213079641978599461	rhenke rhenke	rhenke@layerxtech.com	Good	Fair				
2	769D390F7EB81490E053D806FC0A479A_I_213079641978599461	David Oltmanns		Good	Excellent				
3	304dea5f3a5b414682f89c7c56c999e2_I_213872208953506404	Charity Grooms	cgrooms@presidio.com	Fair	Fair			Excellent	
4	769D390F7EB81490E053D806FC0A479A_I_213079641978599461	rhenke rhenke	rhenke@layerxtech.com	Poor	Fair				
5	769D390F7EB81490E053D806FC0A479A_I_213079641978599461	will strobel		Excellent	Excellent				
6	769D390F7EB81490E053D806FC0A479A_I_213079641978599461	Jeff Graham	jgraham@layerxtech.com	Good	Good			Excellent	Good
7	769D390F7EB81490E053D806FC0A479A_I_213079641978599461	Jim	jmorton@layerxtech.com	Excellent	Good				
8	769D390F7EB81490E053D806FC0A479A_I_213714020412193456	Glenn Means	gmeans@layerxtech.com	Good	Excellent				
9	b35c7dac1e1af96d3f8f6030b3ade3c6_I_213773754362263603	Loc	ltran@layerxtech.com	Good	Good				

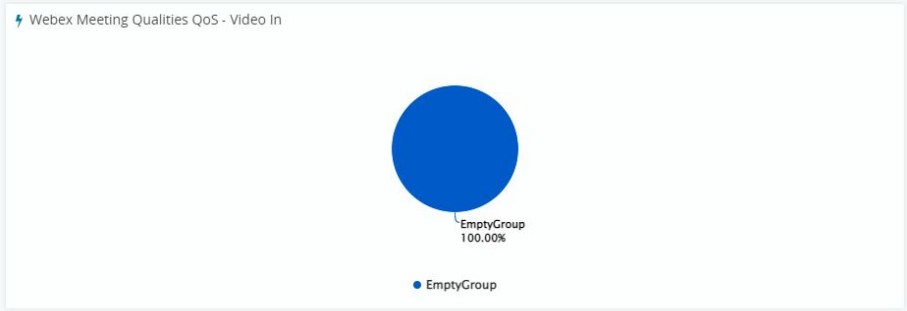
Meetings Quality - Audio

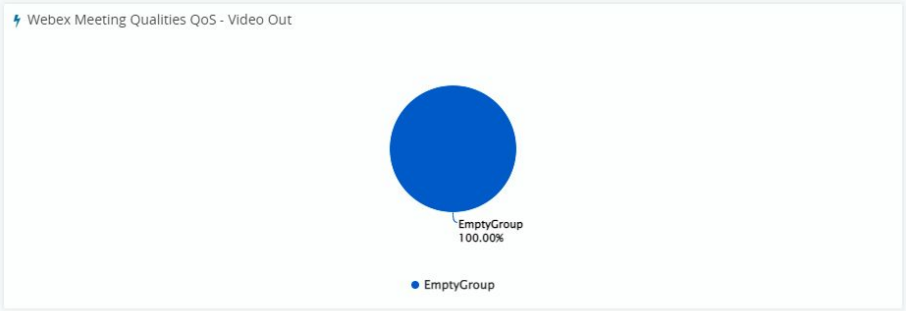


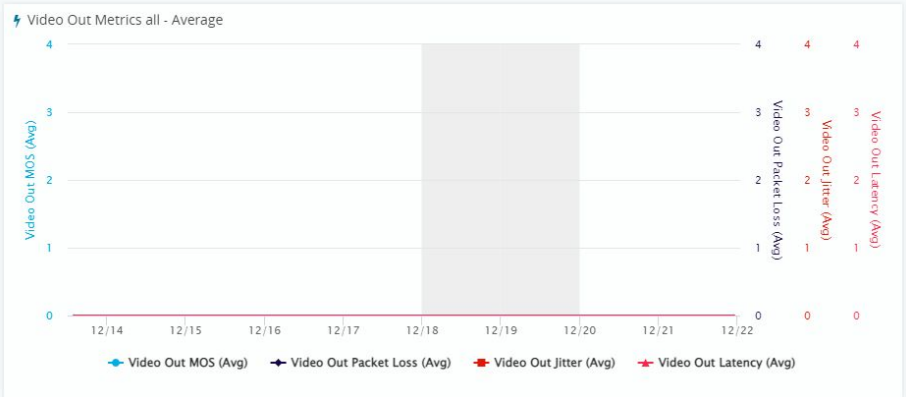




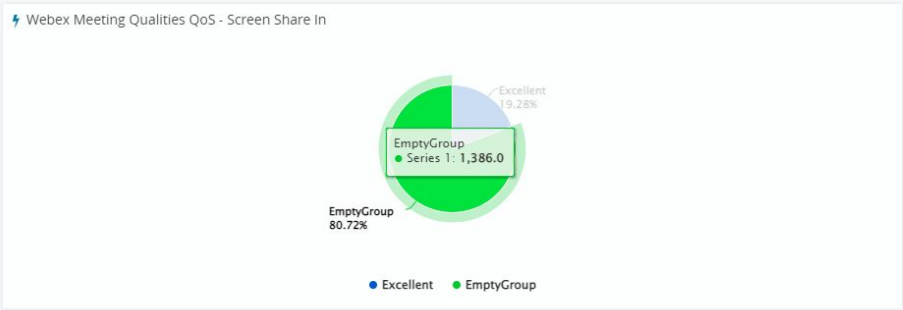
Meetings Quality - Video

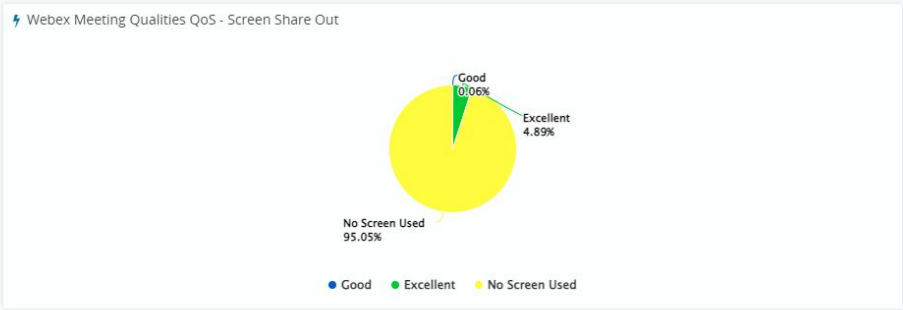


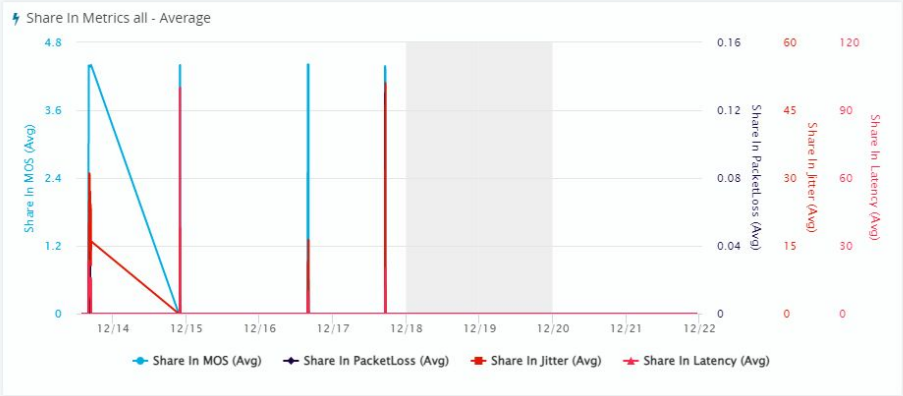




Webex Quality – Screen Share

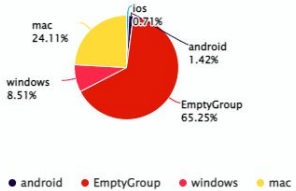




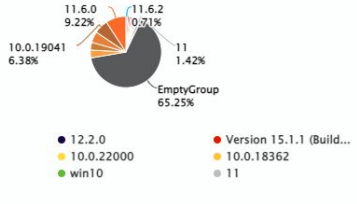


Webex Insights

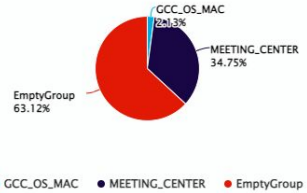
Webex Meetings - OS Type



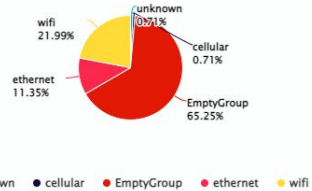
Webex Meetings - OS Version



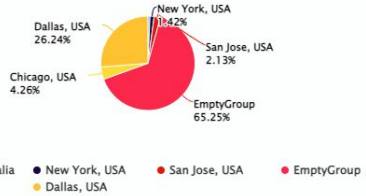
Webex Meetings - Webex Client Type



Webex Meetings - Network Type



Webex Meetings - Region User connecting to %



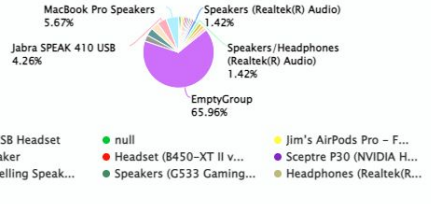
Webex Meeting QOS Public / Private IP Address Information

Search

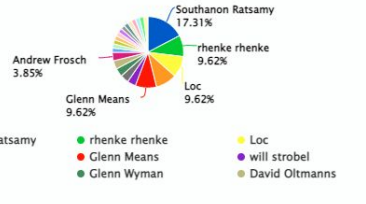
	meeting_publicIP	meeting_localIP
1	76.251.32.120	192.168.192.176
2	192.168.2.48	192.168.2.48
3	10.240.49.8	192.168.86.32
4	216.0.156.4	10.174.0.48
5	47.217.172.176	192.168.0.0
6	216.0.156.4	10.174.6.64

Displaying 1 - 25 of 25 « first prev next last »

Webex Meetings - Speakers Used



Webex Meetings - Number of Meetings for users

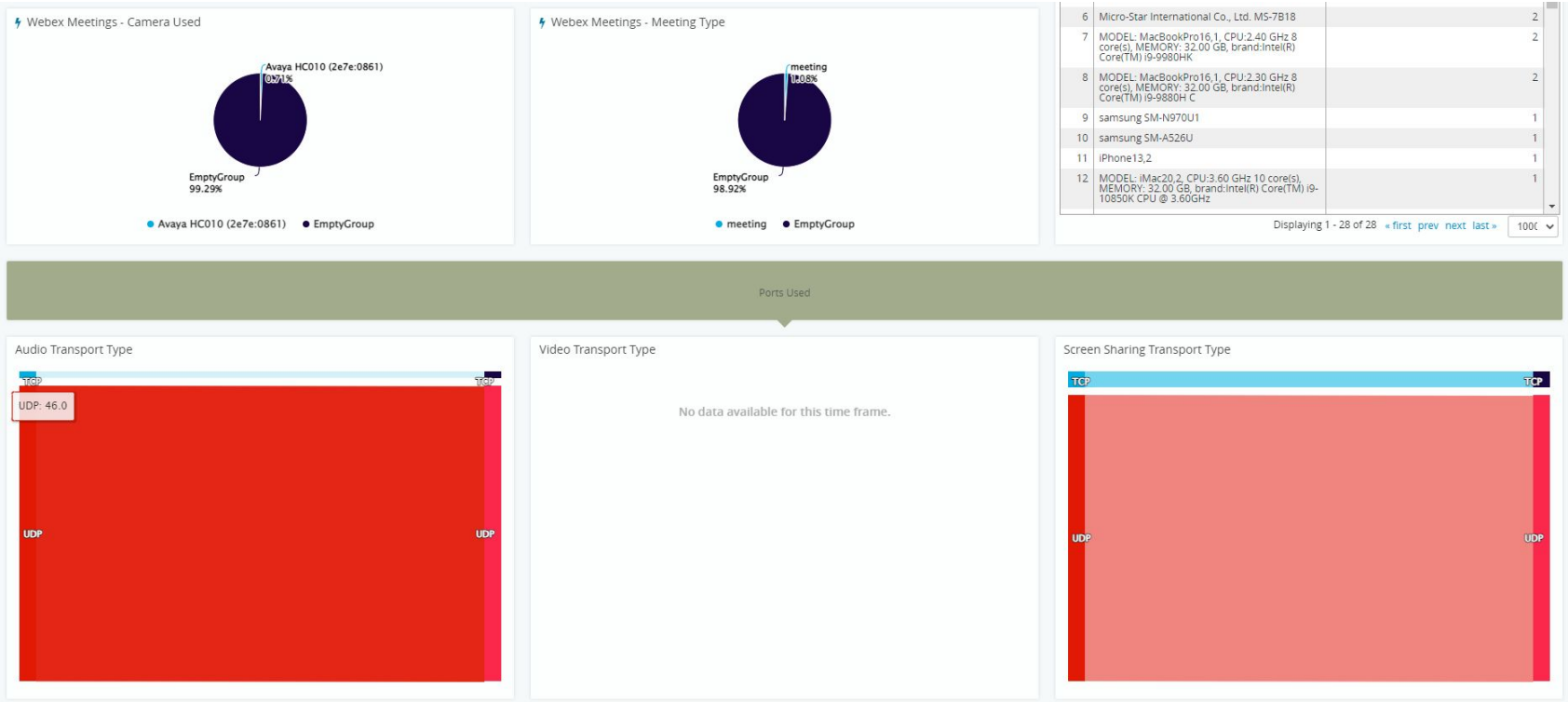


Webex Meetings - Hardware Used

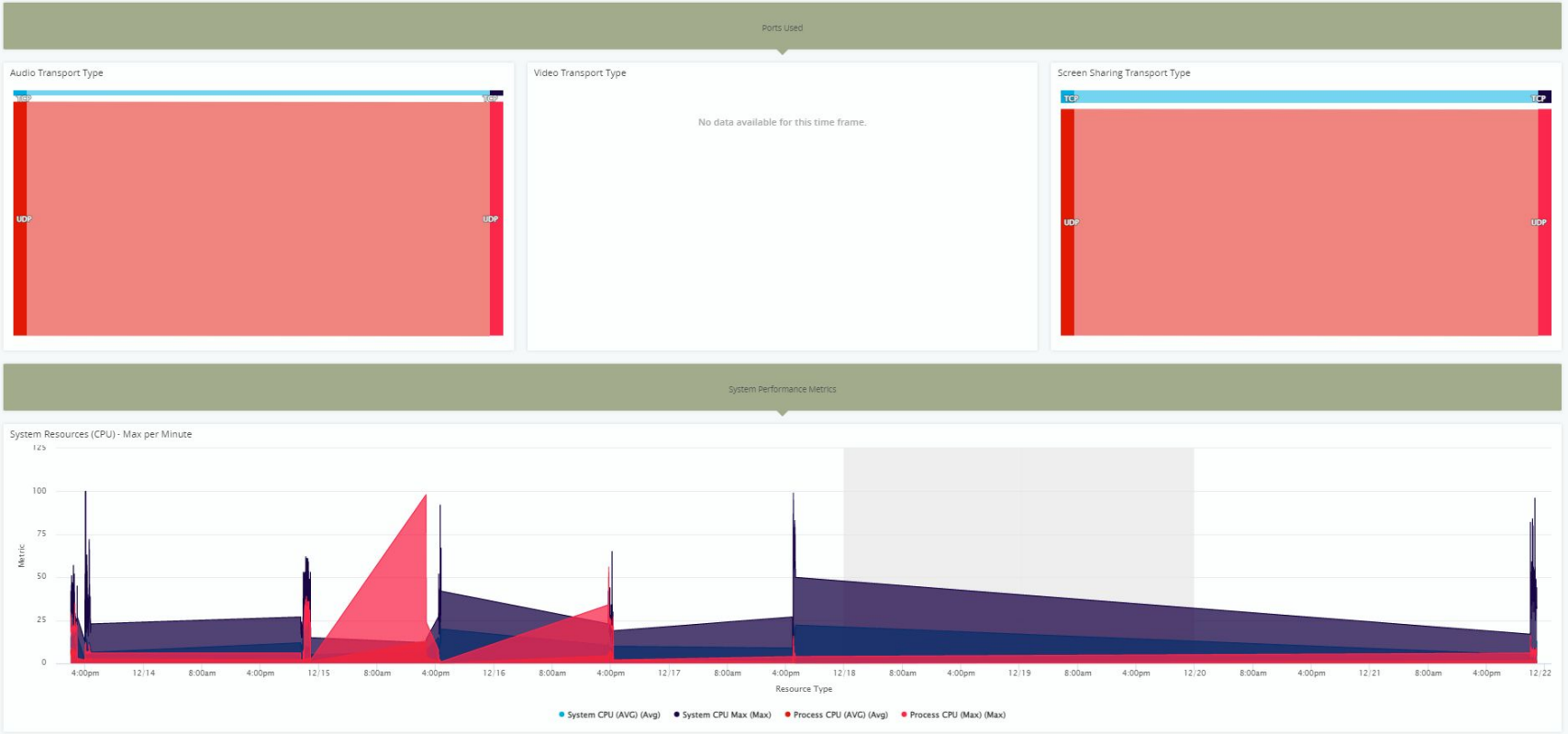
Search

	hardwareType	Count
1		93
2	MODEL: MacBookPro15,1, CPU:2.60 GHz 6 core(s), MEMORY: 16.00 GB, brand:Intel(R) Core(TM) i7-8850H C	9
3	MODEL: iMac20,2, CPU:3.60 GHz 10 core(s), MEMORY: 32.00 GB, brand:Intel(R) Core(TM) i9-10850K CPU @	6
4	MODEL: MacBookPro15,1, CPU:2.90 GHz 6 core(s), MEMORY: 32.00 GB, brand:Intel(R) Core(TM) i9-8950HK	4
5	MODEL: MacBookPro14,3, CPU:2.90 GHz 4 core(s), MEMORY: 16.00 GB, brand:Intel(R) Core(TM) i7-7820HQ	4

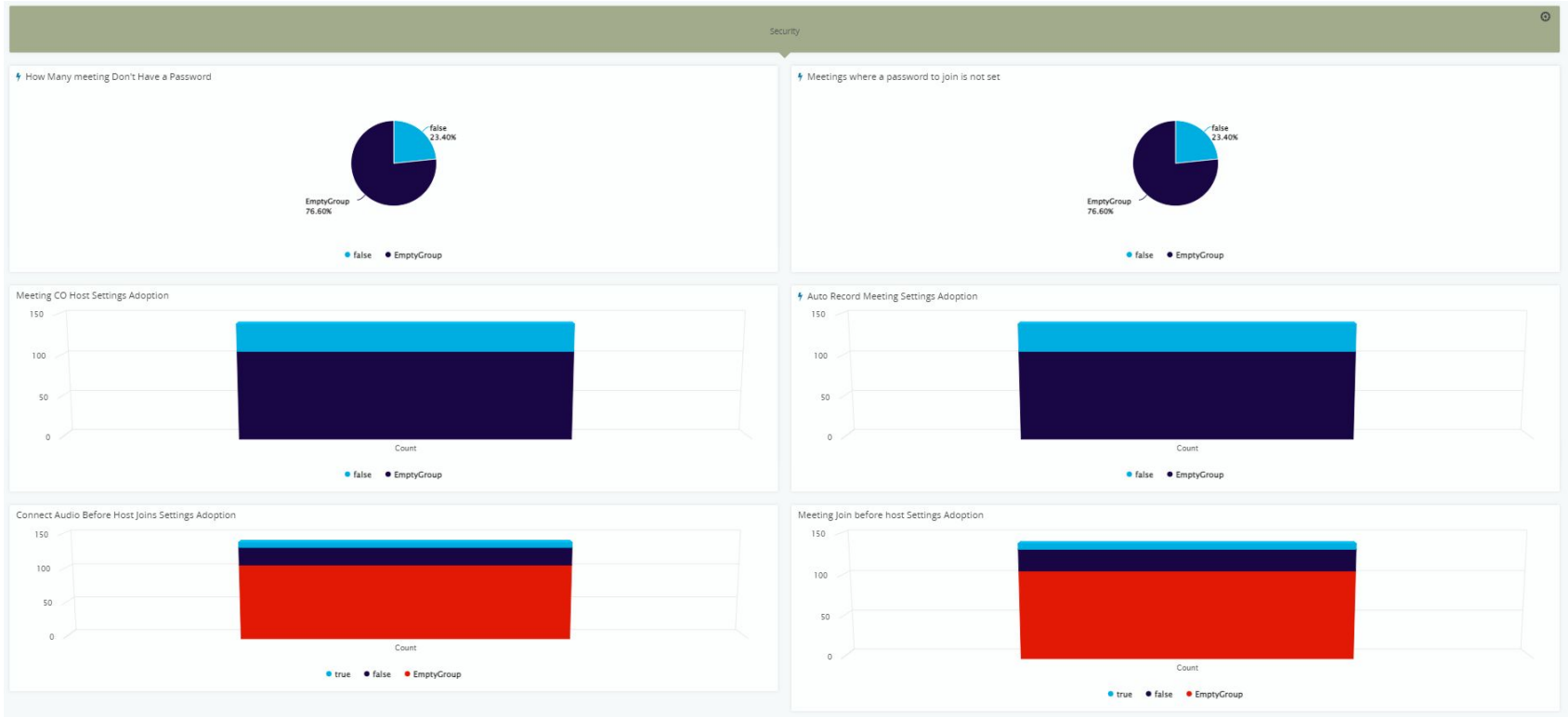
Webex Insights (Cont)



Webex Security



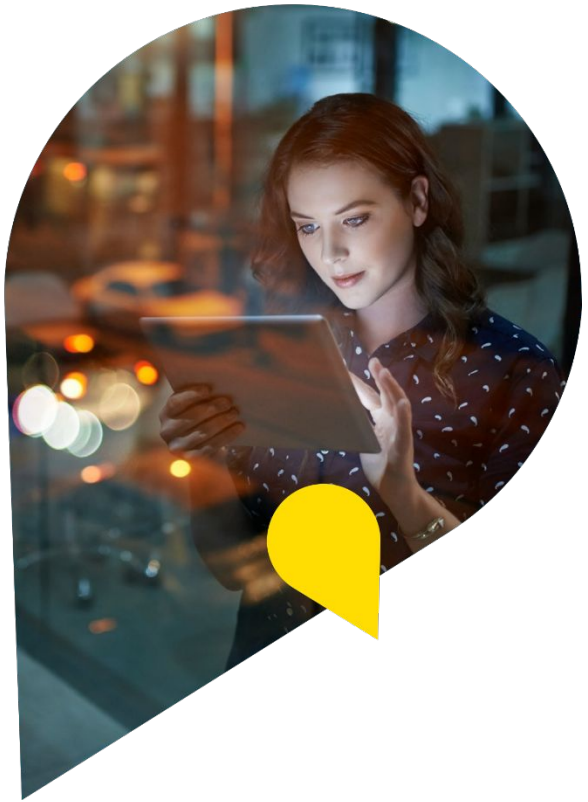
Webex Security (Cont)



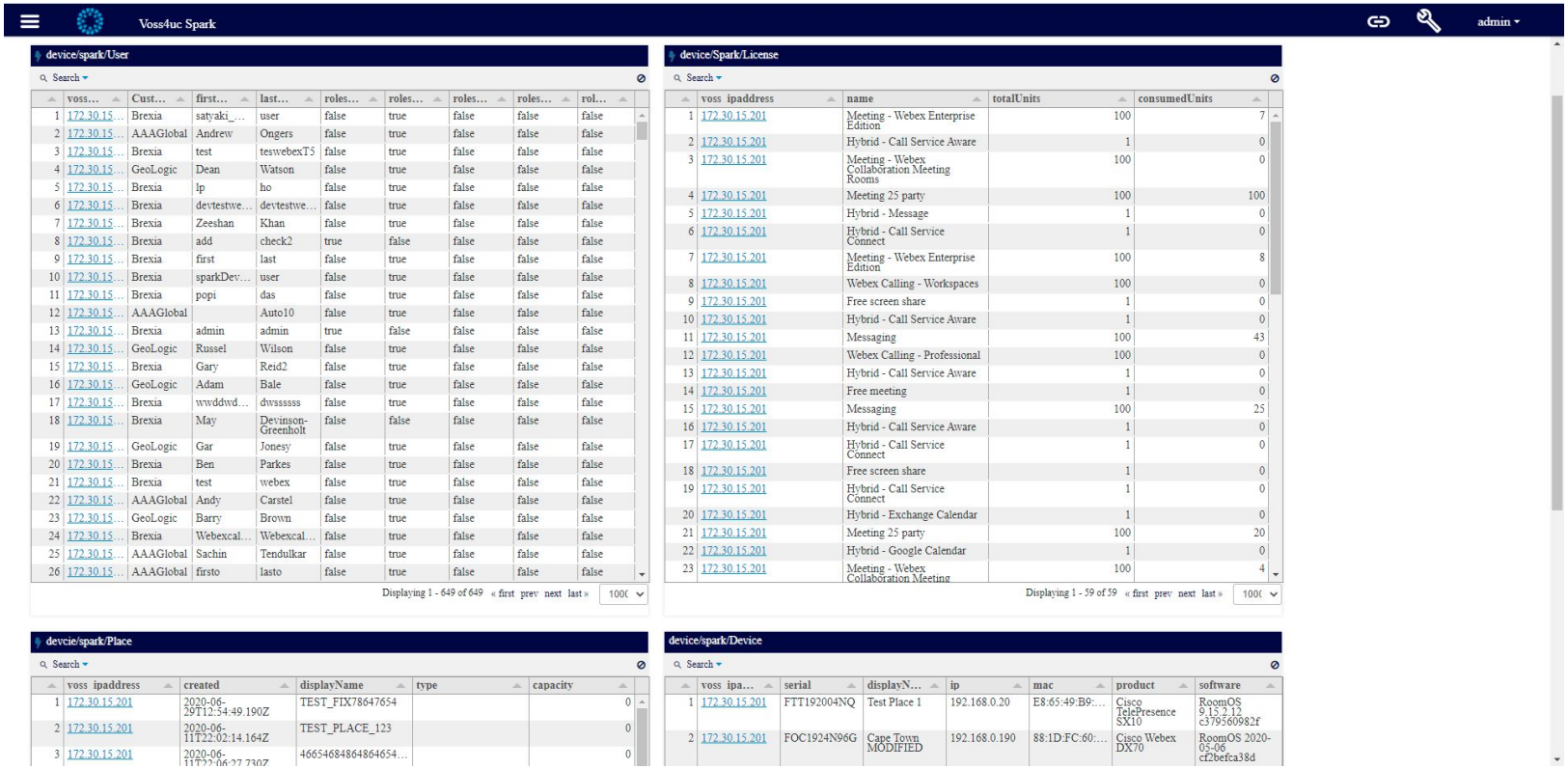
VOSS Automate Reports

New Reports and data points

MS Teams AD users
MS Teams Call Queues
MS Team Auto Attendant
MS Teams Rate My Call
CUCM Voice Gateways report
Webex Users reports



Webex VOSS Automate Reporting

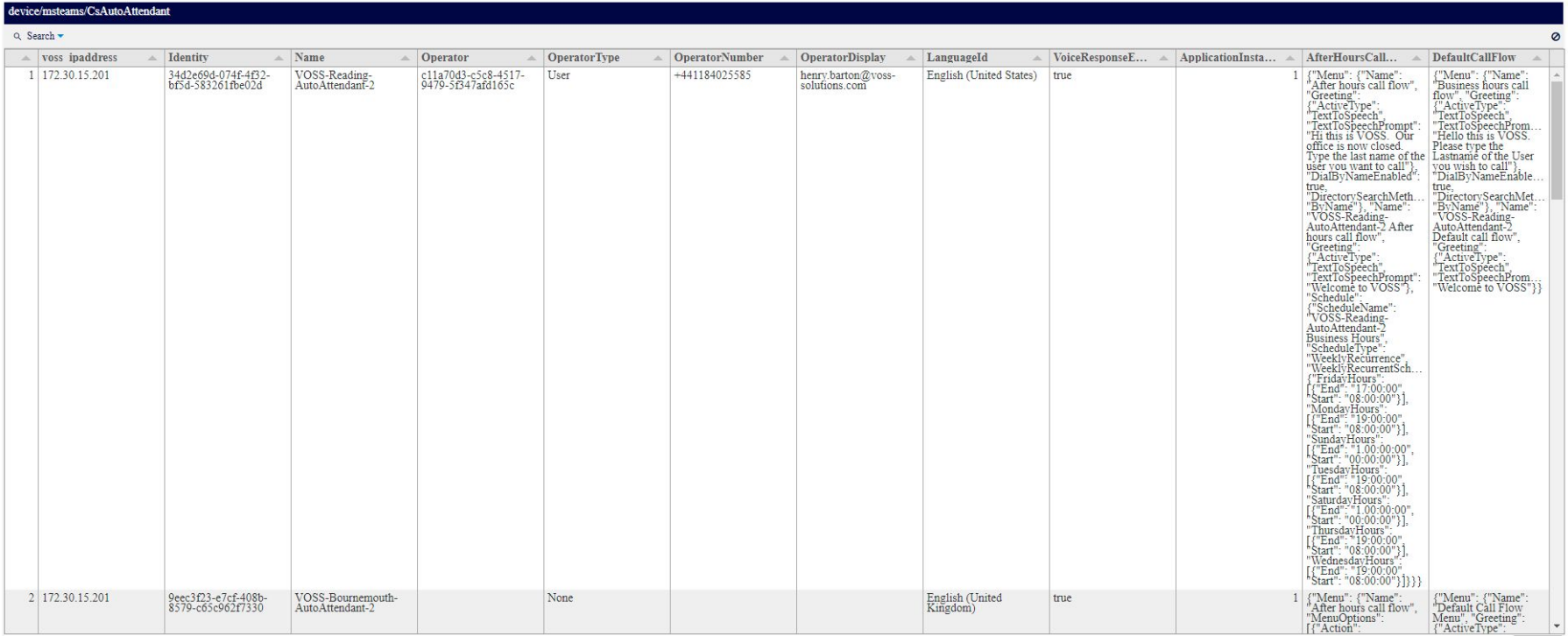


MS Teams Users VOSS Automate Reporting

	Provider	Customer	FirstName	LastName	UserPrincipalName	Office	PhoneNumber	Licenses[].SkuId	Licenses[].AccountSk…	Count
26	CS-P	VOSS	Dan	Payne	dan.payne@voss-solutions.com	Cape Town	+1 469 206 0441	710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
27	CS-P	VOSS	Daniel	Browne	daniel.browne@voss-solutions.com	Cape Town		710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
28	CS-P	VOSS	Dan	Payne	dan.payne@voss-solutions.com	Cape Town	+1 469 206 0441	e43b5b99-8dfb-405f-9987-dc307f34bcbd	MCOEV	1
29	CS-P	VOSS			VOSS-RDG-AA2@voss-solutions.com			440eaaa8-b3e0-484b-a8be-62870b9ba70a	PHONESYSTEM_VIRTU…	1
30	CS-P	VOSS	Richard	Ablitt	richard.ablitt@voss-solutions.com		+44 118 402 1196	f30db892-07e9-47e9-837c-80727f46fd3d	FLOW_FREE	1
31	CS-P	VOSS	Gerry	Pearson	gerry.pearson@voss-solutions.com	Richardson	+12143132115	6fd2c87f-b296-42f0-b197-1e91e994b900	ENTERPRISEPACK	1
32	CS-P	VOSS	Nazeer	Rahiman	nazeer.rahiman@VossSoluti…			a403ebcc-fae0-4ca2-8c8c-7a907fd6c235	POWER_BI_STANDARD	1
33	CS-P	VOSS	Bill	Dellara	bill.dellara@voss-solutions.com	Richardson	+1 214 313 2160	a403ebcc-fae0-4ca2-8c8c-7a907fd6c235	POWER_BI_STANDARD	1
34	CS-P	VOSS	Rob	Wilson	rob.wilson@voss-solutions.com	Reading	+44 118 402 5579	c7df2760-2c81-4ef7-b578-5b5392b571df	ENTERPRISEPREMIUM	1
35	CS-P	VOSS	Mark	Oosthuizen	mark.oosthuizen@voss-solutions.com	Cape Town	+27 84 908 0512	710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
36	CS-P	VOSS			VOSS-RDG-CQ4@voss-solutions.com			440eaaa8-b3e0-484b-a8be-62870b9ba70a	PHONESYSTEM_VIRTU…	1
37	CS-P	VOSS	Tanya	Linford	tanya.linford@voss-solutions.com	Reading	+44 118 402 5572	6fd2c87f-b296-42f0-b197-1e91e994b900	ENTERPRISEPACK	1
38	CS-P	VOSS	Paul	Brasher	paul.brasher@voss-solutions.com	Mississippi USA	+1 601 706 4831	710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
39	CS-P	VOSS	Jamie	Litherland	jamie.litherland@voss-solutions.com		+44 118 402 1195	710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
40	CS-P	VOSS	Bob	Williams	bob.williams@voss-solutions.com	Richardson		710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
41	CS-P	VOSS	Kurt	Plaatjes	kurt.plaatjes@voss-solutions.com	Cape Town		710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
42	CS-P	VOSS	Clark	Kent	clark.kent@VossSolutionsO…		+441184025589	e43b5b99-8dfb-405f-9987-dc307f34bcbd	MCOEV	1
43	CS-P	VOSS	test	unlicensed	test-unlicensed@voss-solutions.com			710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
44	CS-P	VOSS			VOSS-BNM-CQ2@voss-solutions.com			440eaaa8-b3e0-484b-a8be-62870b9ba70a	PHONESYSTEM_VIRTU…	1
45	CS-P	VOSS	Rob	Moore	rob.moore@voss-solutions.com	US Texas	+1 972 813 1536	710779e8-3d4a-4c88-adb9-386c958d1fdf	TEAMS_EXPLORATORY	1
46	CS-P	VOSS	Mike	Frayne	mike.frayne@voss-solutions.com	US Texas	+1 404 625 3644 (US cell)	6fd2c87f-b296-42f0-b197-1e91e994b900	ENTERPRISEPACK	1

Displaying 1 - 103 of 103 « first prev next last »

MS Teams AutoAttendant VOSS Automate Reporting



device/msteams/CsAutoAttendant

Search

	voss_ipaddress	Identity	Name	Operator	OperatorType	OperatorNumber	OperatorDisplay	LanguageId	VoiceResponseE…	ApplicationInsta…	AfterHoursCall…	DefaultCallFlow
1	172.30.15.201	34d2e69d-074f-4f32-bf5d-583261fbe02d	VOSS-Reading-AutoAttendant-2	c11a70d3-c5c8-4517-9479-5f347afd165c	User	+441184025585	henry.barton@voss-solutions.com	English (United States)	true	1	{"Menu": {"Name": "After hours call flow", "Greeting": {"ActiveType": "TextToSpeech", "TextToSpeechPrompt": "Hi this is VOSS. Our office is now closed. Type the last name of the user you want to call"}, "DialByNameEnabled": true, "DirectorySearchMeth… "ByName"}, "Name": "VOSS-Reading-AutoAttendant-2 After hours call flow", "Greeting": {"ActiveType": "TextToSpeech", "TextToSpeechPrompt": "Welcome to VOSS"}, "Schedule": {"ScheduleName": "VOSS-Reading-AutoAttendant-2 Business Hours", "ScheduleType": "WeeklyRecurrence", "WeeklyRecurrentSch… {"FridayHours": [{"End": "17:00:00" "Start": "08:00:00"}], "MondayHours": [{"End": "19:00:00" "Start": "08:00:00"}], "SundayHours": [{"End": "1.00:00:00", "Start": "00:00:00"}], "TuesdayHours": [{"End": "19:00:00" "Start": "08:00:00"}], "SaturdayHours": [{"End": "1.00:00:00", "Start": "00:00:00"}], "ThursdayHours": [{"End": "19:00:00" "Start": "08:00:00"}], "WednesdayHours": [{"End": "19:00:00" "Start": "08:00:00"}]}}}	{"Menu": {"Name": "Business hours call flow", "Greeting": {"ActiveType": "TextToSpeech", "TextToSpeechProm… "Hello this is VOSS. Please type the Lastname of the User you wish to call"}, "DialByNameEnable… true, "DirectorySearchMet… "ByName"}, "Name": "VOSS-Reading-AutoAttendant-2 Default call flow", "Greeting": {"ActiveType": "TextToSpeech", "TextToSpeechProm… "Welcome to VOSS"}}
2	172.30.15.201	9eec3f23-e7cf-408b-8579-c65c962f7330	VOSS-Bournemouth-AutoAttendant-2		None			English (United Kingdom)	true	1	{"Menu": {"Name": "After hours call flow", "MenuOptions": [{"Action":	{"Menu": {"Name": "Default Call Flow Menu", "Greeting": {"ActiveType":

MS Teams Call Queue VOSS Automate Reporting

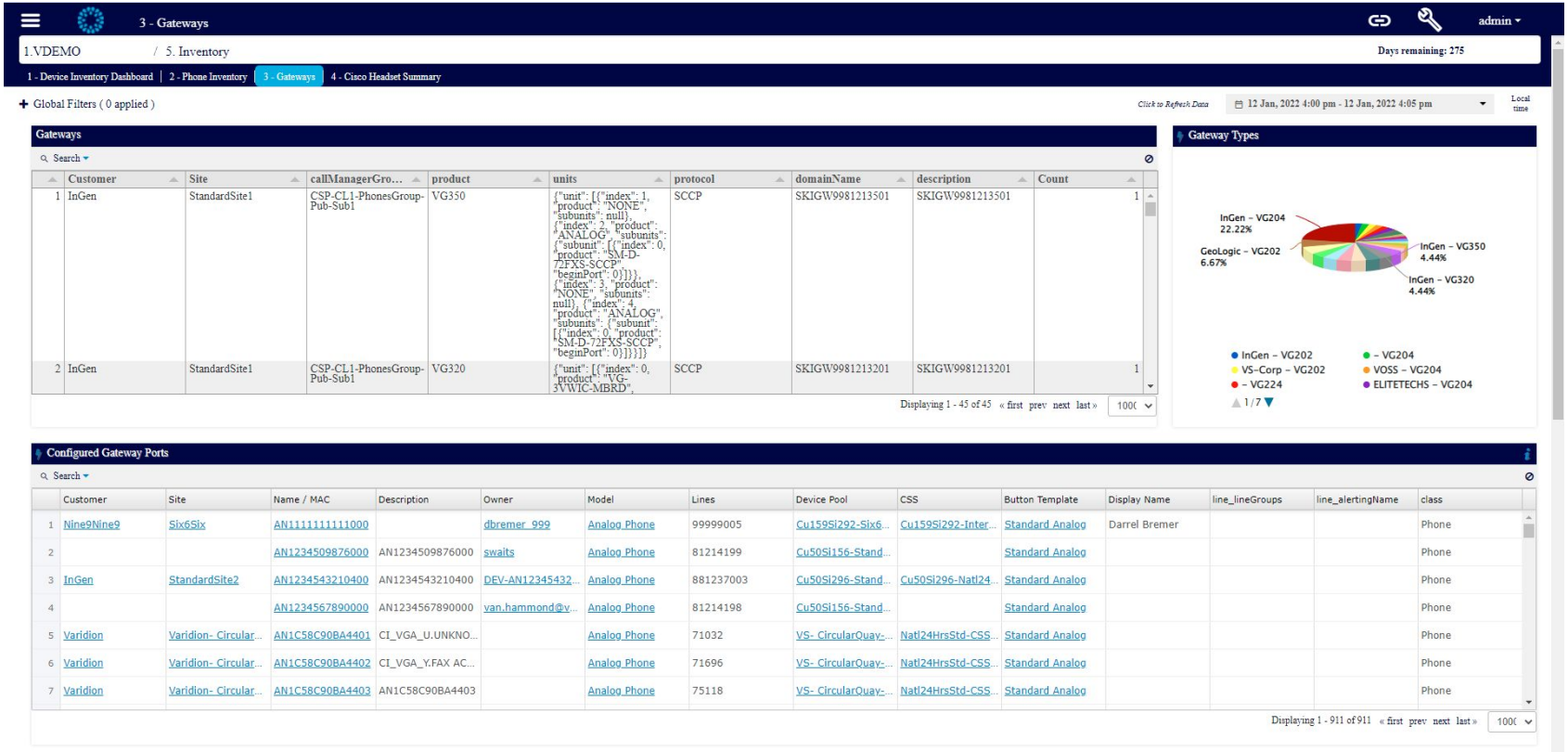
device/msteams/CsCallQueue

Search

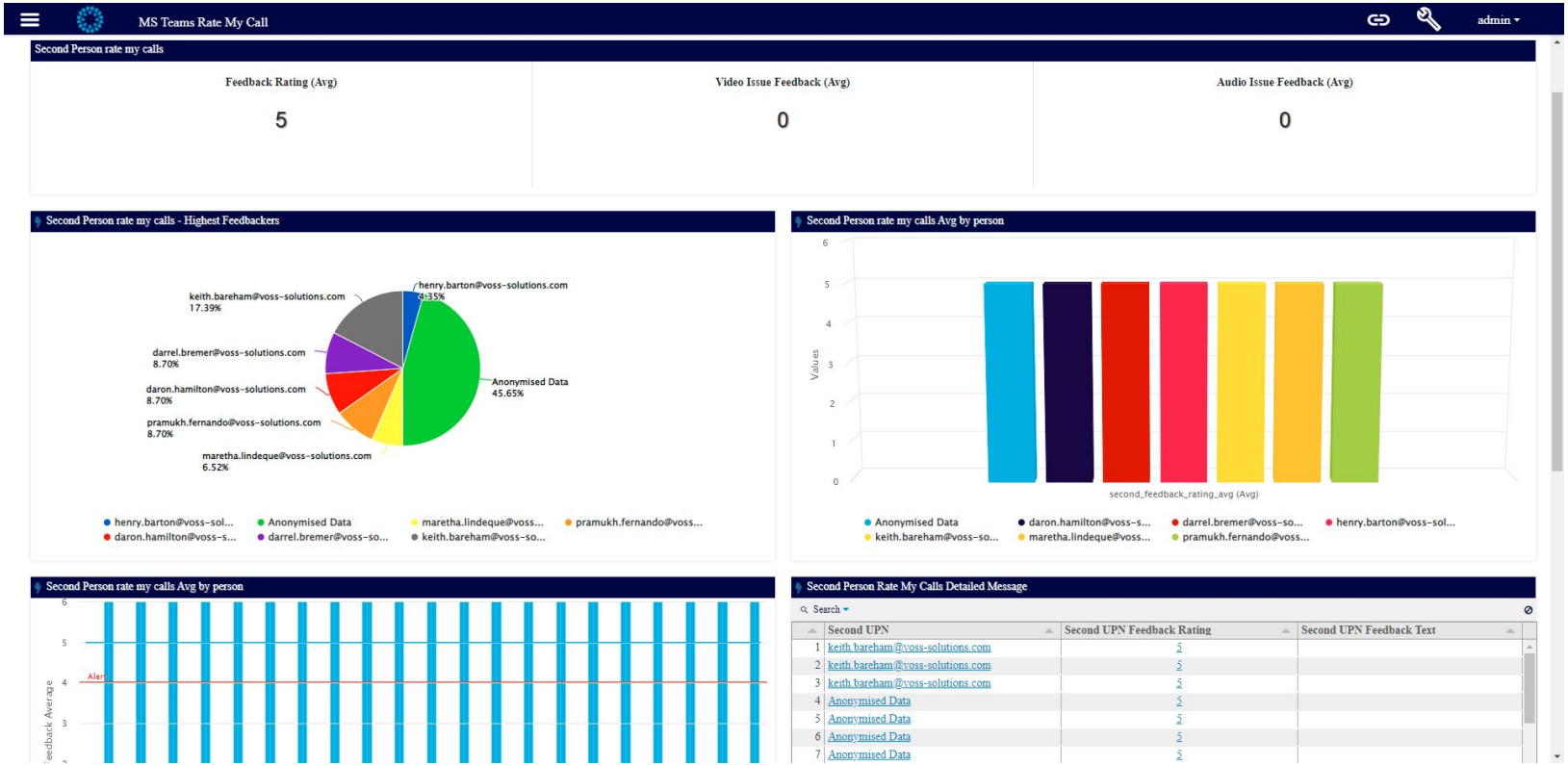
	voss_ipaddress	Name	FirstApplicat…	FirstApplicat…	AllowOptOut	RoutingMethod	TimeoutAction	UseDefaultM…	AgentAlertTi…	ApplicationI…	OverflowThr…	TimeoutThre…	ApplicationI…	UsersCount
1	172.30.15.201	VOSS-Reading-Sales-CQ1	VOSS-RDG-CQ1@voss-solutions.com	tel:+441184028005	true	Serial	Forward	false	30	1	50	300	["VOSS-RDG-CQ1@voss-solutions.com"]	8
2	172.30.15.201	VOSS-Bournemouth-ProductDevelopm… CQ2	VOSS-BNM-CQ2@voss-solutions.com	tel:+441202656606	true	Attendant	Forward	true	30	1	40	300	["VOSS-BNM-CQ2@voss-solutions.com"]	3
3	172.30.15.201	VOSS-Reading-GlobalServices-CQ2	VOSS-RDG-CQ2@voss-solutions.com	tel:+441184028006	true	Attendant	Forward	false	30	1	25	195	["VOSS-RDG-CQ2@voss-solutions.com"]	4
4	172.30.15.201	VOSS-Reading-CustomerSupport-CQ4	VOSS-RDG-CQ4@voss-solutions.com	tel:+441184028008	true	LongestIdle	Forward	true	30	1	40	300	["VOSS-RDG-CQ4@voss-solutions.com"]	3
5	172.30.15.201	VOSS-Bournemouth-AssuranceOps-CQ3			true	RoundRobin	Disconnect	true	30	0	50	300		3
6	172.30.15.201	VOSS-Bournemouth-AI-Engineering-CQ1	VOSS-BNM-CQ1@voss-solutions.com	tel:+441202656605	true	LongestIdle	Forward	true	30	1	40	300	["VOSS-BNM-CQ1@voss-solutions.com"]	3
7	172.30.15.201	VOSS-Reading-MigrationOps-CQ3	VOSS-RDG-CQ3@voss-solutions.com	tel:+441184028007	true	RoundRobin	Forward	true	30	1	25	180	["VOSS-RDG-CQ3@voss-solutions.com"]	4
8	172.30.15.201	VOSS-Reading-ITSupport-CQ5	VOSS-RDG-CQ5@voss-solutions.com	tel:+441184028009	true	Serial	Disconnect	true	30	1	40	300	["VOSS-RDG-CQ5@voss-solutions.com"]	4

Displaying 1 - 8 of 8 « first prev next last » 100(

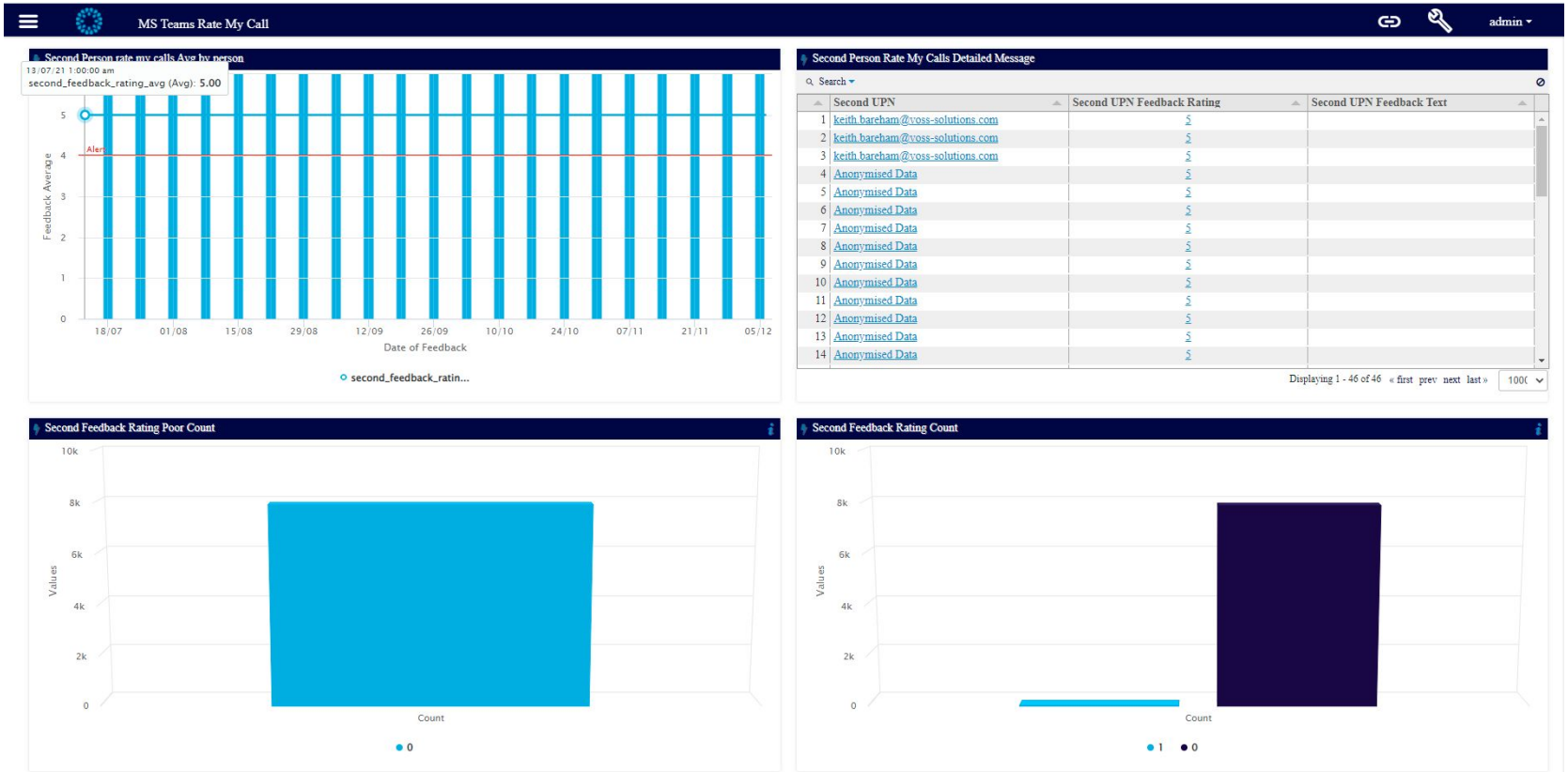
Gateway Reporting



MS Teams Rate My Call



MS Teams Rate My Call (Cont)

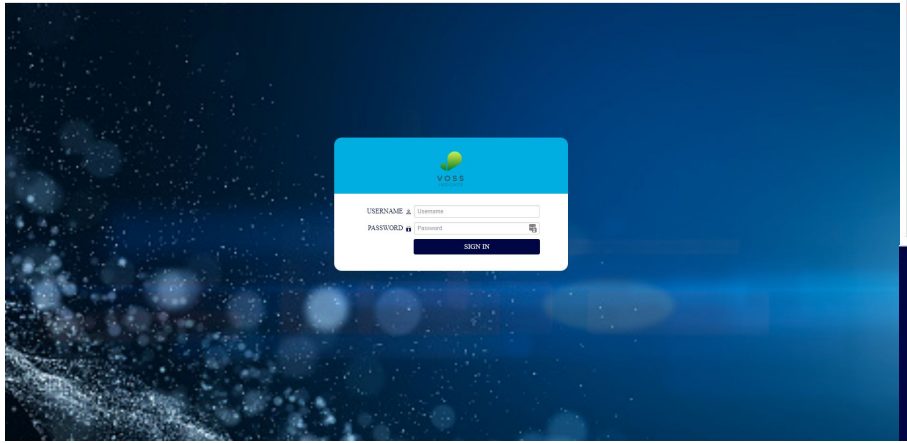


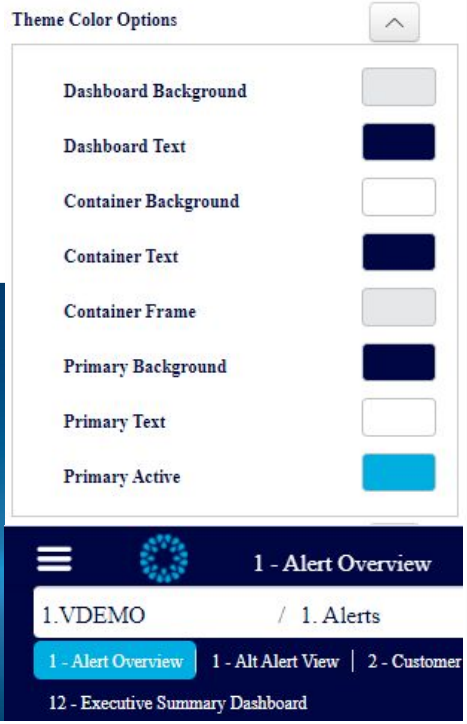
Theming and Branding

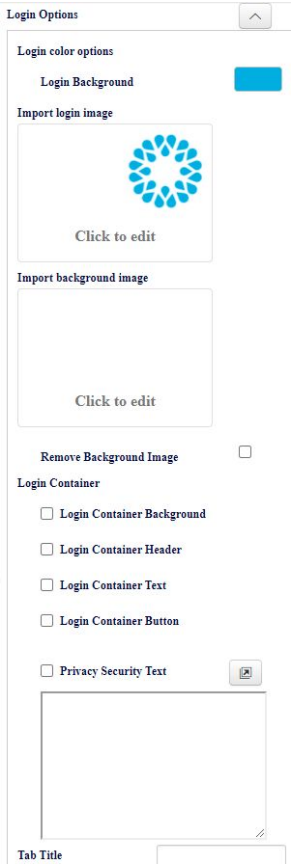
VOSS rebranding after acquiring Layerx
Logos

Additional Theming Options

- VOSS branding
- VOSS color pallette
- Privacy security text
- Login background image
- Create separate favicon logo to menu
- Login box (match VOSS Automate)
- Dashboard highlight box



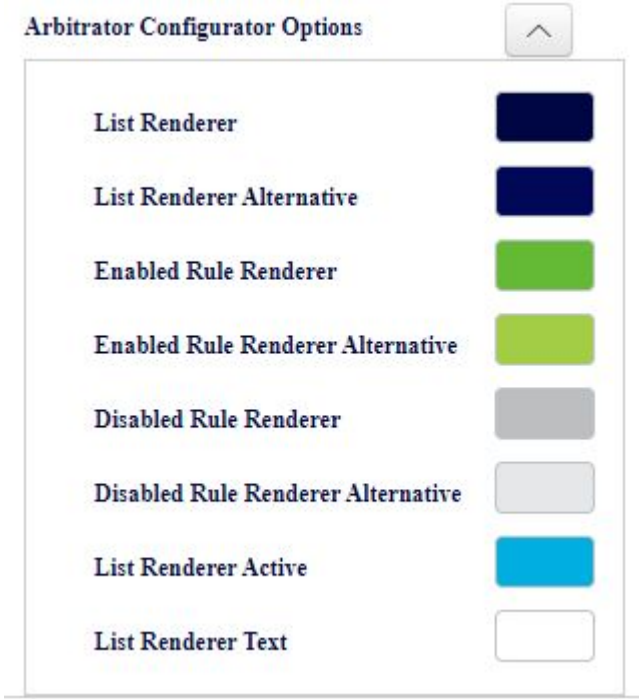




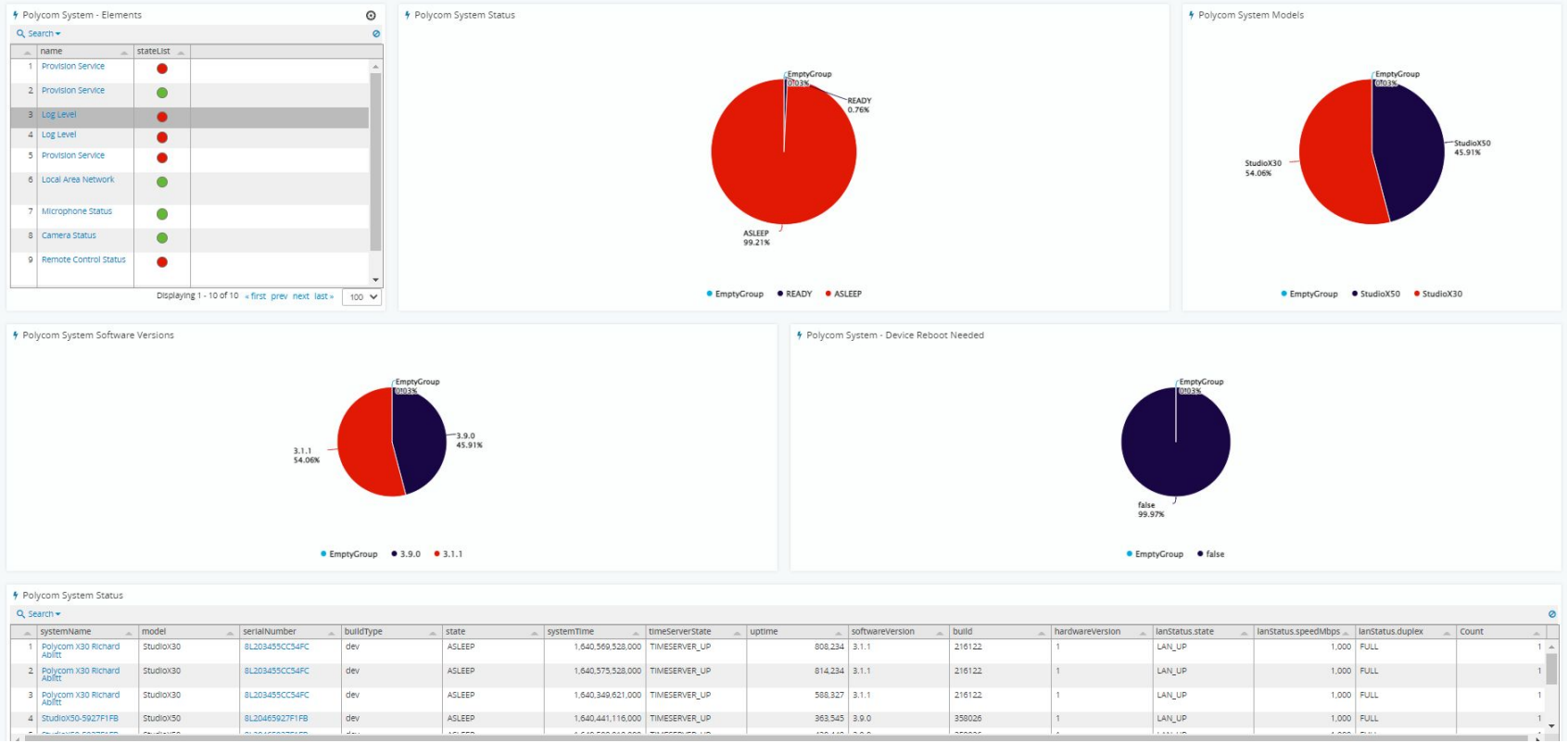
Arbitrator

VOSS

Theme Management Options



Polycom API Support (Beta) – Device Status



Polycom Device Status (Beta)

Polycom Device Status Overview (Beta)