

VOSS Insights

Release Overview

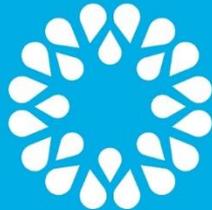
Dashboard version 23.3

Arbitrator version 23.3

DS9 NetFlow version 23.3

December 2023

VOSS
DIGITAL WORKPLACE
MANAGEMENT



Commercial in Confidence

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HIGHLIGHTS



- Dashboard Gui Improvements
- New Microsoft Collection & Storage
- New Microsoft Dashboards
- Insights License Audit
- Avaya Aura 10 RTCP Alert Support
- Digital Experience Monitoring Capability
- Oracle CDR Ingestion and Visualization



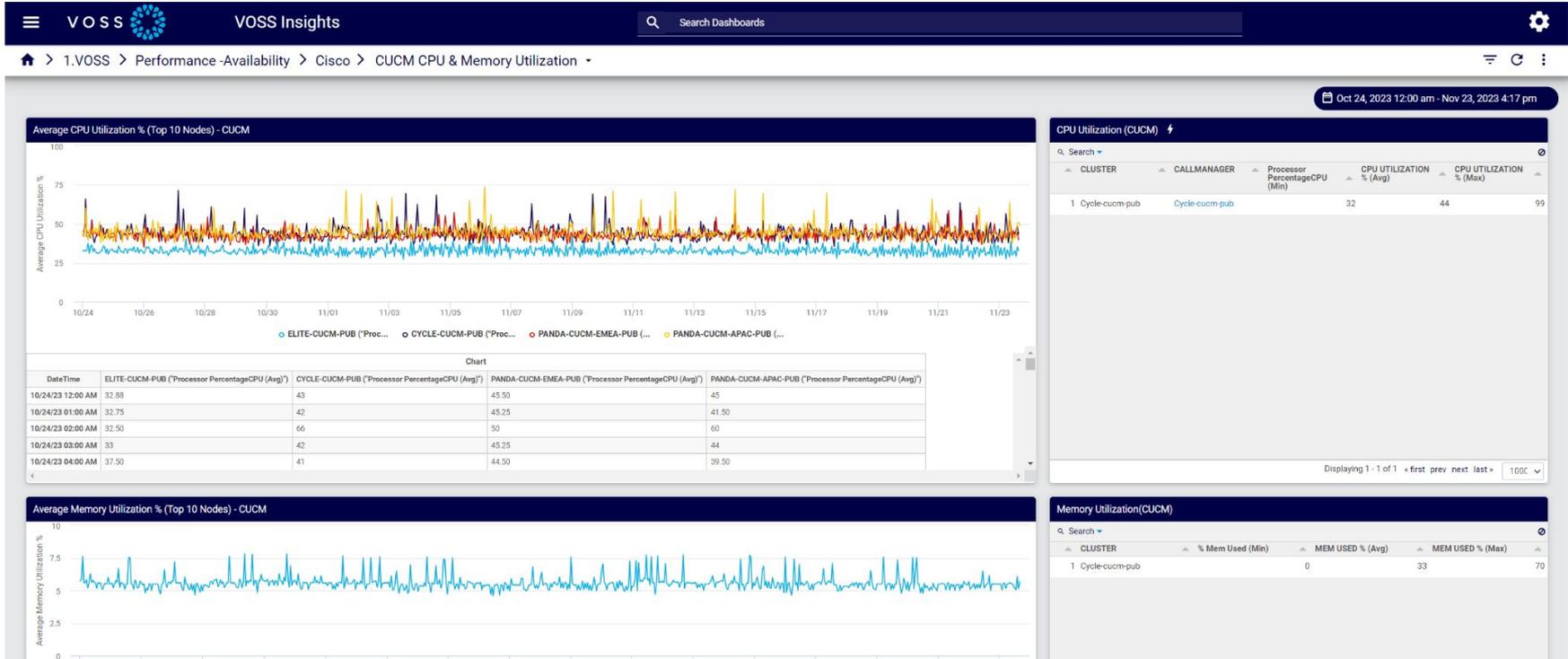
Dashboard





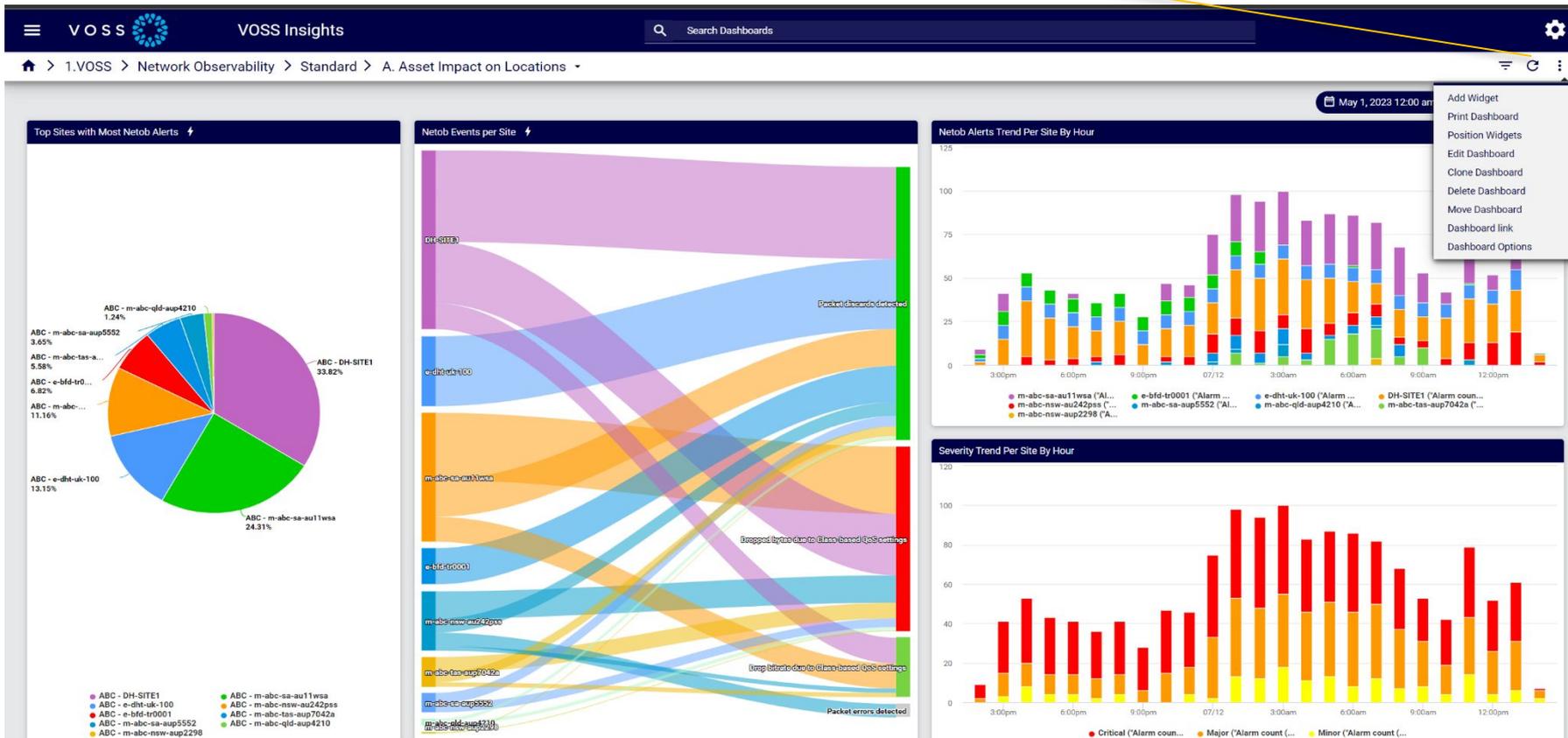
Dashboard GUI Improvements

The dashboard has undergone some modernisation to bring the look and feel up to date. This is a precursor step to fully ingesting the dashboard into the single portal for both Insights and Automate.



Dashboard GUI Improvements

New Icons for Filter - Refresh and Menu Drop down



Dashboard GUI Improvements



Search for Dashboards at the top level

The screenshot displays the VOSS Insights dashboard interface. At the top, there is a dark blue header with the VOSS logo on the left, the text "VOSS Insights" in the center, and a search bar on the right containing the text "Microsoft". Below the header, a breadcrumb trail shows the navigation path: "Reference V2 > AlertsV2 > All Alerts Overview". On the left side, a dark blue sidebar contains a hierarchical tree view of dashboard categories. Two red arrows originate from the search bar: one points to the "Microsoft" folder in the sidebar, and the other points to the "Endpoint ISP Impact on Performance" folder. The main content area features a "FILTER BY CUSTOMER [Last 7 Days]" section with a search input field. Below this, there are two panels: "ALERTS OVER TIME BY CUSTOMER" and "ALERTS BY SEVERITY".



Microsoft Dashboard Improvements

As we have now re-designed the database structure for Microsoft Teams, this has enabled a re-design of the dashboards to add greater visibility.

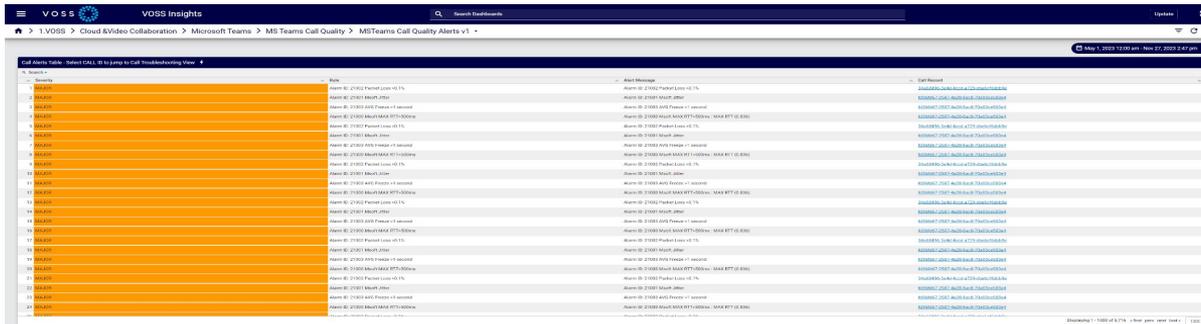
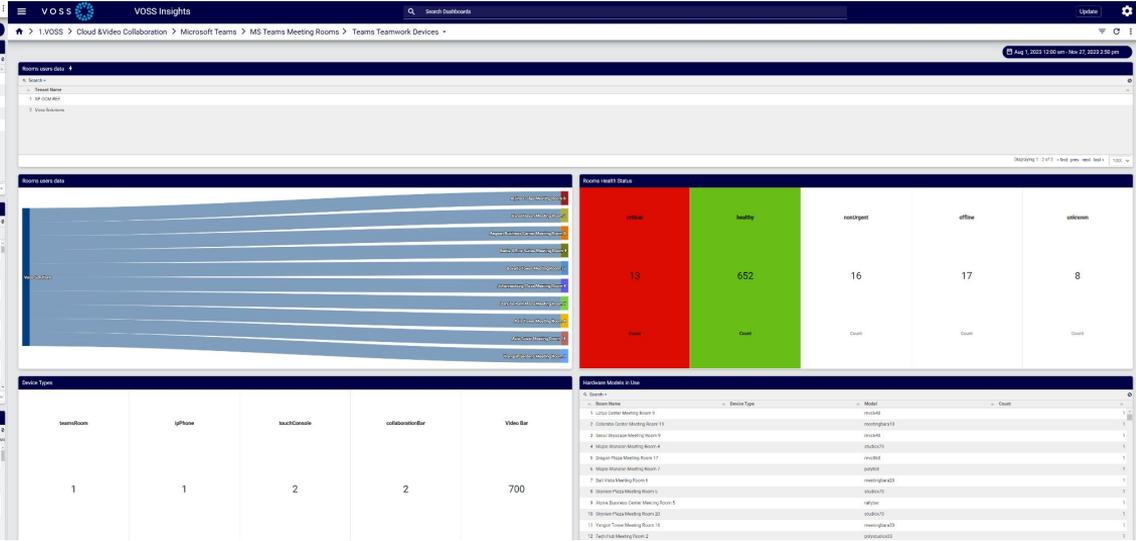
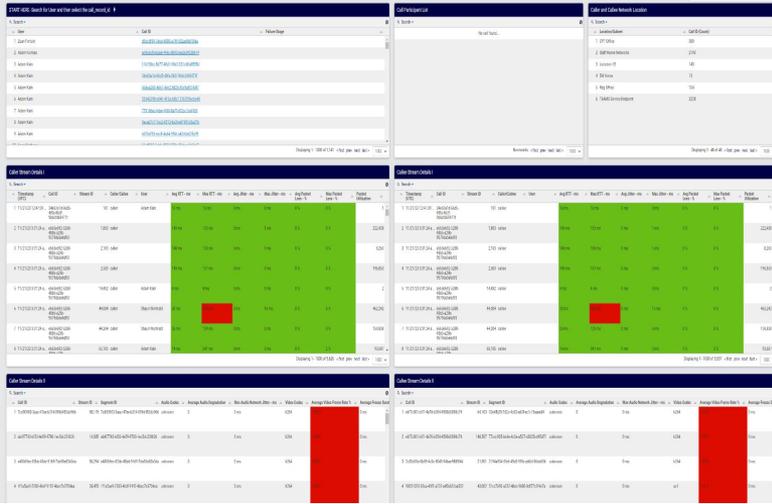




Microsoft Dashboard Improvements

There are now both Technical and Executive level persona dashboards included.

1 VOSS > Cloud & Video Collaboration > Microsoft Teams > MS Teams Call Quality > MSTEams Call Troubleshooting



Digital Experience Monitoring



DEM - Digital Experience Monitoring - is the ability to test (Front Door Testing) connectivity to web based systems - e.g. Microsoft Teams

This will give you metrics in relation to the following:

1. Overall Round Trip Times to the application
2. The amount of hops taken
3. Best and worst Latency's
4. The Connection path shown hop by hop

With the introduction of DEM we also now have the ability to raise alerts / alarms when any of the DEM collected metrics are out of the permitted thresholds.

* DEM - Digital Experience Monitoring

Digital Experience Monitoring



A. System Trace Status II clone

Average Hop Latency Per DEM Agent (ms...)

Average Hop Jitter Per DEM Agent (msec)

Average Hop Loss Per DEM Agent (%)

Average Hop Latency Per Destination (ms...)

Average Hop Jitter Per Destination (msec)

Top 10 ASN with highest average latency

Top 10 ASN with highest average jitter

B. System Trace Details II (clone)

Connection Path

Hop Details

Hop	IP Address	Latency (msec)	Jitter (msec)	Loss (%)	
1	172.28.1.3	10.21	0.13	0.00	
2	67.210.224.172	9.47	0.91	0.00	
3	67.210.224.172	14.98	0.09	0.00	
4	67.210.224.172	6.4	2.65	0.00	
5	67.210.224.172	13	14.13	0.00	
6	67.210.224.172	11	3.23	0.07	0.00
7	67.210.224.172	18	10.29	0.04	33.33
8	67.210.224.172	11	3.22	0.10	0.00
9	67.210.224.172	13	9.50	0.07	0.00
10	67.210.224.172	6.4	2.65	0.00	0.00
11	67.210.224.172	13	8.92	0.08	0.00

Connectivity Test Results

Timestamp	DEM Agent Hostname	Destination	Protocol	TOS	Path	Number of Hops	Latency	Jitter	Loss	Success
3 11/16/23 9:30:13 pm	demarb-87	graph.microsoft.com	top	Best Effort		64 Bytes	20	10.21 msec	0.13 msec	0.00%
4 11/16/23 9:30:17 pm	demarb-87	teams.microsoft.com	top	Best Effort		64 Bytes	23	9.47 msec	0.91 msec	0.00%
5 11/16/23 9:35:03 pm	demarb-87	graph.microsoft.com	top	Best Effort		64 Bytes	20	14.98 msec	0.09 msec	0.00%
6 11/16/23 9:35:05 pm	demarb-87	teams.microsoft.com	comp	Best Effort		64 Bytes	13	6.4 msec	2.65 msec	0.00%
7 11/16/23 9:35:15 pm	demarb-87	graph.microsoft.com	comp	Best Effort		64 Bytes	13	14.13 msec	0.00 msec	0.00%
8 11/16/23 9:35:19 pm	demarb-87	teams.microsoft.com	top	Best Effort		64 Bytes	11	3.23 msec	0.07 msec	0.00%
9 11/16/23 9:40:02 pm	demarb-87	graph.microsoft.com	top	Best Effort		64 Bytes	18	10.29 msec	0.04 msec	33.33%
9 11/16/23 9:40:03 pm	demarb-87	teams.microsoft.com	top	Best Effort		64 Bytes	11	3.22 msec	0.10 msec	0.00%
10 11/16/23 9:40:15 pm	demarb-87	graph.microsoft.com	comp	Best Effort		64 Bytes	13	9.50 msec	0.07 msec	0.00%
12 11/16/23 9:45:15 pm	demarb-87	teams.microsoft.com	comp	Best Effort		64 Bytes	13	2.65 msec	0.00 msec	0.00%
13 11/16/23 9:45:01 pm	demarb-87	graph.microsoft.com	comp	Best Effort		64 Bytes	13	8.92 msec	0.08 msec	0.00%

ASN Average Loss (%)

ASN Average Latency (msec)

ASN Average Jitter (msec)

Hop Average Latency (msec)

Hop Average Jitter (msec)

Hop Average Loss (%)

Connection Path

Hop Details

Hop ID	Hop IP Address	ASN	Avg Latency	Worst Latency	Best Latency	Last Latency	Avg Jitter	Last Jitter	Max Jitter	Int Jitter	Packet Loss
1	172.28.1.3	as777	0.44 msec	0.49 msec	0.37 msec	0.46 msec	0 msec	0 msec	0 msec	0 msec	0 msec
2	67.210.224.172	as7819	1.53 msec	1.63 msec	1.01 msec	1.51 msec	0 msec	0 msec	0 msec	1 msec	0 msec
3	67.210.224.172	as7819	0.87 msec	0.91 msec	0.84 msec	0.85 msec	0 msec	0 msec	0 msec	0 msec	0 msec
4	67.210.228.6	as7819	1.64 msec	1.72 msec	1.56 msec	1.63 msec	0 msec	0 msec	0 msec	0 msec	0 msec
5	62.115.166.186	Bharti Airtel SMP	1.81 msec	2.18 msec	1.55 msec	1.70 msec	0 msec	0 msec	0 msec	1 msec	0 msec
6	62.115.166.186	Bharti Airtel SMP	2.77 msec	3.37 msec	2.24 msec	2.70 msec	1 msec	0 msec	0 msec	2 msec	0 msec
7	104.44.230.114	Microsoft Corp	0.00 msec	0.04 msec	0.04 msec	0.04 msec	0 msec	0 msec	0 msec	0 msec	0 msec

ASN Average Loss (%)

Digital Experience Monitoring



B. System Trace Details II (clone) admin

Connectivity Test Results

Timestamp (America/Chicago)	DEM Agent Hostname	Destination	Protocol	TOS	Psize	Number of Hops	Latency	Jitter	Loss	Success
3 11/16/23 9:30:13 pm	demarb-87	graph.microsoft.com	top	Best Effort		64 Bytes	20	10.71 msec	0.13 msec	0.00 %
4 11/16/23 9:30:17 pm	demarb-87	teams.microsoft.com	top	Best Effort		64 Bytes	13	9.47 msec	0.91 msec	0.00 %
5 11/16/23 9:35:03 pm	demarb-87	graph.microsoft.com	top	Best Effort		64 Bytes	20	14.66 msec	0.09 msec	0.00 %
6 11/16/23 9:35:05 pm	demarb-87	teams.microsoft.com	icmp	Best Effort		64 Bytes	13	2.65 msec	0.06 msec	0.00 %
7 11/16/23 9:35:15 pm	demarb-87	graph.microsoft.com	top	Best Effort		64 Bytes	13	14.13 msec	0.00 msec	0.00 %
8 11/16/23 9:35:19 pm	demarb-87	teams.microsoft.com	top	Best Effort		64 Bytes	11	3.23 msec	0.07 msec	0.00 %
9 11/16/23 9:40:02 pm	demarb-87	graph.microsoft.com	top	Best Effort		64 Bytes	18	10.69 msec	0.04 msec	33.33 %
10 11/16/23 9:40:03 pm	demarb-87	teams.microsoft.com	top	Best Effort		64 Bytes	11	3.22 msec	0.10 msec	0.00 %
11 11/16/23 9:40:15 pm	demarb-87	graph.microsoft.com	icmp	Best Effort		64 Bytes	13	9.50 msec	0.07 msec	0.00 %
12 11/16/23 9:40:15 pm	demarb-87	teams.microsoft.com	icmp	Best Effort		64 Bytes	13	2.59 msec	0.03 msec	0.00 %
13 11/16/23 9:45:01 pm	demarb-87	graph.microsoft.com	icmp	Best Effort		64 Bytes	13	8.92 msec	0.08 msec	0.00 %

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Hop Average Latency (msec)

Hop Average Jitter (msec)

Hop Average Loss (%)

Connection Path

demarb-87 - graph.microsoft.com

Hop Details

Hop ID	Hop IP Address	ASN	Avg Latency	Worst Latency	Best Latency	Last Latency	Avg Jitter	Last Jitter	Max Jitter	Int Jitter	Packet Loss
1	172.28.1.3	as777	0.44 msec	0.49 msec	0.37 msec	0.46 msec	0 msec	0 msec	0 msec	0 msec	0 msec
2	67.210.225.114	as7819	1.23 msec	1.45 msec	1.01 msec	1.01 msec	0 msec	0 msec	0 msec	0 msec	0 msec
3	67.210.224.172	as7819	0.87 msec	0.91 msec	0.84 msec	0.85 msec	0 msec	0 msec	0 msec	0 msec	0 msec
4	67.210.228.6	as7819	1.64 msec	1.72 msec	1.55 msec	1.63 msec	0 msec	0 msec	0 msec	0 msec	0 msec
5	62.115.166.186	Bharti Airtel SMP	1.81 msec	2.18 msec	1.55 msec	1.70 msec	0 msec	0 msec	0 msec	1 msec	0 msec
6	62.115.42.63	Bharti Airtel SMP	2.77 msec	3.37 msec	2.24 msec	2.90 msec	1 msec	2 msec	2 msec	2 msec	0 msec
7	104.44.230.116	Microsoft Corp	0.97 msec	1.16 msec	0.84 msec	0.93 msec	0 msec	0 msec	0 msec	0 msec	0 msec

ASN Average Loss (%)

C. Web Service Status II (clone) admin

Concept / MyRights / MyTeams (WP) / MyTeams Performance / Technical - Detailed / C. Front Door Testing / Synthetic Transactions (clone) Days remaining 289

System Trace Status I (clone) | System Trace Details I (clone) | Web Service Status I (clone) | DEM Response Incidents I (clone)

Global Filters (3 applied) Data as of: Sat, Nov 17, 2023 6:19 am - Nov 17, 2023 6:48 am Load time

WEB Performance Test Cases

demarb-87

30

tolerance (Count)

WEB Performance Test Case Trend

demarb-87 | tolerance ...

Top Response Codes (Top 10)

200 447

Most Recent Web Performance Tests

Timestamp (America/Chicago)	DEM Agent Hostname	Task Name	URL	Remote IP	Method	HTTP Version	Error Message	Response Code
1 11/17/23 6:45:59 am	demarb-87	Test Service graph.microsoft.com	https://graph.microsoft.com	20.190.157.97	GET	1.1		400
2 11/17/23 6:45:57 am	demarb-87	Test Service login.microsoftonline.com	https://login.microsoftonline.com	40.126.29.5	GET	1.1		200
3 11/17/23 6:45:53 am	demarb-87	Test Service outlook.office.com	https://outlook.office.com	40.126.29.5	GET	1.1		200
4 11/17/23 6:45:57 am	demarb-87	Test Service outlook.office365.com	https://outlook.office365.com	40.126.29.5	GET	1.1		200
5 11/17/23 6:45:59 am	demarb-87	Test Service teams.microsoft.com	https://teams.microsoft.com	52.123.128.14	GET	1.1		200

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Top Error Messages (Top 10)

EmpGroup

DEM Agents & Response Codes

URLs & Response Codes

URLs & Average Response Times



Arbitrator



License Audit Capability



License files are generated on the Arbitrator

The screenshot displays the Voss web interface. At the top, a dark blue navigation bar contains the Voss logo and a series of icons. Below this is a light gray breadcrumb trail: "ARCHIVE MANAGEMENT" > "Configuration Management" > "Log Management". A secondary navigation bar lists various configuration options: "API Config", "Archive", "Cisco SDL", "Collect", "Data User", "GeoData", "Import", "LDAP", "License", "Probe", "Proxy", "SNMP", "Syslog", and "Tunnel". The "License" option is highlighted with a red box. On the right side of this bar, "Save" and "Delete" buttons are visible.

The main content area features a blue header with the word "License". Below it, a yellow banner states: "Changes have been made to this configuration item".

The configuration page is titled "License" and includes the following sections:

- License**: A descriptive paragraph explaining the screen's purpose for managing licensing with Voss and providing instructions on firewall and proxy settings.
- enabled**: A dropdown menu currently set to "false". Below it, a note reads: "Opt-in/Enable the automatic sharing of the license file."
- organization id**: A text input field. Below it, a note reads: "The Voss organization id associated with this device."
- environment type**: A dropdown menu currently set to "production". Below it, a note reads: "The Voss account id (organisation id) associated with this device."
- description**: A text input field. Below it, a note reads: "A description of this device."
- Fetch License File**: A section containing a "Fetch License File" button and a note: "Fetch the latest generated license file. Can also be reached via <https://i-IPv3/license/latest.csv>".

Ability to enable /disable data processing for DEM/Cisco/Oracle etc.



ARCHIVE MANAGEMENT

Configuration Management

Log Management

API Config Archive Cisco SDL **Collect** Data User GeoData Import LDAP License Probe Proxy SNMP Syslog Tunnel

Save Delete

Control

Avaya Datastore

Cisco

Cisco Remote Copy

Oracle Microsoft Operator Connect

Vdf

Voss Analytics

Changes have been made to this configuration item

Control

This screen allows the file processing mechanism to be suspended. The system will still receive files, but the file contents will not be processed until re-enabled.

DEM

enabled

Enable/Disable Digital Experience Monitoring processing.

Cisco UCM

enabled

Enable/Disable Cisco Unified Call Manager processing.

Cisco ME

enabled

Enable/Disable Cisco ME processing.

Oracle SBC

enabled

Enable/Disable Oracle Session Border Controller processing.

Pexip

enabled

Enable/Disable Pexip processing.

NGIN

disabled

Enable/Disable NGIN-XML processing.