All new Analytics in VQ Conference Manager

VQ Conference Manager's Analytics platform has been redesigned, making it faster and more intuitive for administrators to monitor usage and troubleshoot proactively.

An all-new overview dashboard provides a real-time service summary, and timeline views of key insights, complete with opportunities to drill down into more granular data.

Overview dashboard

Provides a real-time summary of how your UC system is performing:
• see how many calls are currently taking place
• the total number of in-call participants, and
• whether any call bridges are offline

Plus a wealth of information about how your service is being used, including:
• the split between video and audio calls
• the types of device participants are using
• usage by tenant
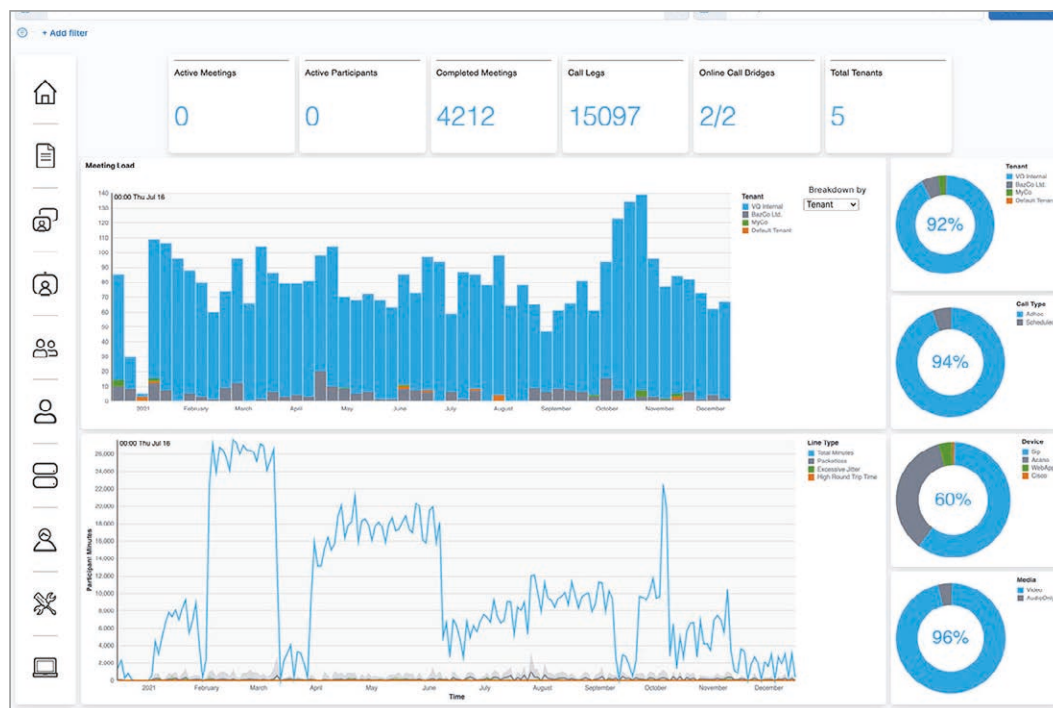
Timeline views of your key data

Provide an at-a-glance overview of key historical data, covering the four central pillars of your service:
• meetings
• participants/endpoints
• tenants
• call bridges

Drill down into each timeline to explore more granular views, as well as the data underpinning the visualization. This enables administrators to quickly gain insights around:
• when meetings have taken place
• different tenants' usage patterns
• participants' in-call experiences
• and more
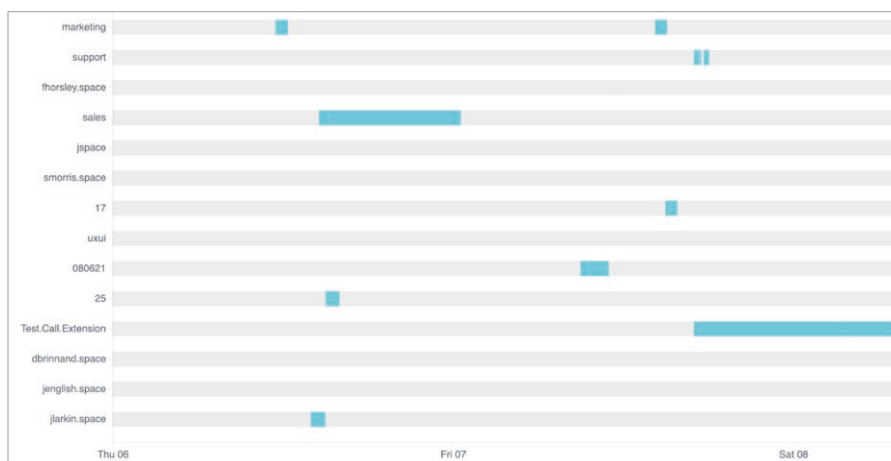
Documentation

There's comprehensive documentation on the available data and how to use it. Administrators can access this from within the VQ Conference Manager Analytics platform.
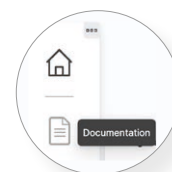
Legacy dashboards still available

The Kibana dashboards available in VQ Conference Manager up to version 3.8 are still available, for administrators who wish to continue using them.

Integration and Automation

Integrate with tools customers already using and proactively alert operations teams to potential issues:
• Watcher functionality**; set conditions on data values, run scripts and perform actions (send email, post Slack message). For example, automatic Slack update if a CMS node goes offline with links to dashboards with data/visualizations for the 10 minutes leading up to the CMS node-offline event
• SQL Connector; access Elastic data via a SQL data connector and ideal for integration with customer's existing Business Intelligence or reporting applications.**

** The Elastic Stack Enterprise subscription is licensed on a per Elastic Data node basis, (up to a maximum of 32gb per Elastic Data node). The license covers one Elastic Data node. In future versions of VQCM where, for example, the VQCM system forms a 3 node High Availability Cluster with 3 Elastic Data nodes, customers wishing to subscribe to the Enterprise license will need to purchase three Enterprise licenses, one for each Elastic Data node in their VQCM Cluster.
Functionality enabled by the additional license includes: exporting data as csv or pdf, Watchers and SQL data connector.