

VQ Conference Manager Analytics Course

A hands-on Certification for operating the analytics functionality within VQ Conference Manager. This course concentrates on your ability to manage data, create reports and diagnose potential system issues. This suits those who are looking to interpret and report on their data.

It will provide users with the skills to take control of their data, interpret the built-in dashboards released from 3.9.x and create your own visualisations & dashboards.

By the end you will have the confidence needed to utilise the Elastic & Kibana interface within VQ Conference Manager. You will have a chance to prove this in tasks set out across the duration of the training course.

What you'll learn

Day 1: Overview of Elastic & Kibana within VQCM, discover data structures, index patterns and utilise the Elastic & Kibana UI.

Day 2: Interpret & use the built-in analytics in 3.9.0, maximise the usage of these dashboards and then build your own dashboards & visualisations.

Day 3: Setting up automatic emailing for reports & thresholds, monitoring your stack, enabling Expressway & CMS monitoring and key Elastic & Kibana settings.

Course outline

Kibana & Elastic Overview

- Integration with VQCM
- Functionality

VQCM Data

- Use Discover
- Index patterns
- Relevant fields in the data
- Managing Searches

VQCM Dashboards Using & Interpreting

- Legacy dashboards
- Find and interpret a call
- Find and interpret a participant
- System health checks
- Exporting PDF reports
- Exporting CSV reports

Maximising Usage of Dashboards

- KQL filtering
- DSL filtering
- Time filtering

Custom Dashboards & Visualisations

- Use Lens
 - Date histograms
 - Tables
 - Metrics
 - Usage patterns
 - And more...
- Use markdown
- Create drilldowns
- Setup filtering controls
- Capabilities of Vega
- Manage your saved objects

Watchers

- Configure a SMTP with Elastic
- Setup auto-emailed threshold alerts
- Setup auto-emailed PDF reports
- Monitoring Watchers

CMS & Expressway Monitoring

- Setup data ingest
- Interpret the data

Advanced Settings

Stack Monitoring

Best for

- Technical Staff
- VQ Resale Partners
- Anyone looking to investigate & report on their data.

Prerequisites

- Knowledge of data structures, analytics and command-line interface are beneficial but not essential.

Certification

- VQ Conference Manager Analytics Certification.

Duration

- 3 days

Location

- Initially, this class will be held via video conference. Students are furnished with live servers and endpoint equipment connectivity to configure and validate the skills gained in this training.

Instructor

- Scott Waschler, VQ, Acano and Cisco certified instructor with three decades of communications industry experience.

Training Dates

2023

- 22-24 August 9am – 5pm Central Time USA
- 14-16 November 9am – 5pm Central Time Europe