

# RealAccess Analytics

## What's new in RealAccess 2.3

Arnaud Le Devehat | Director Solution Management Cloud Analytics



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or

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### Welcome

Information at your fingertips to unleash the potential of your collaboration solution

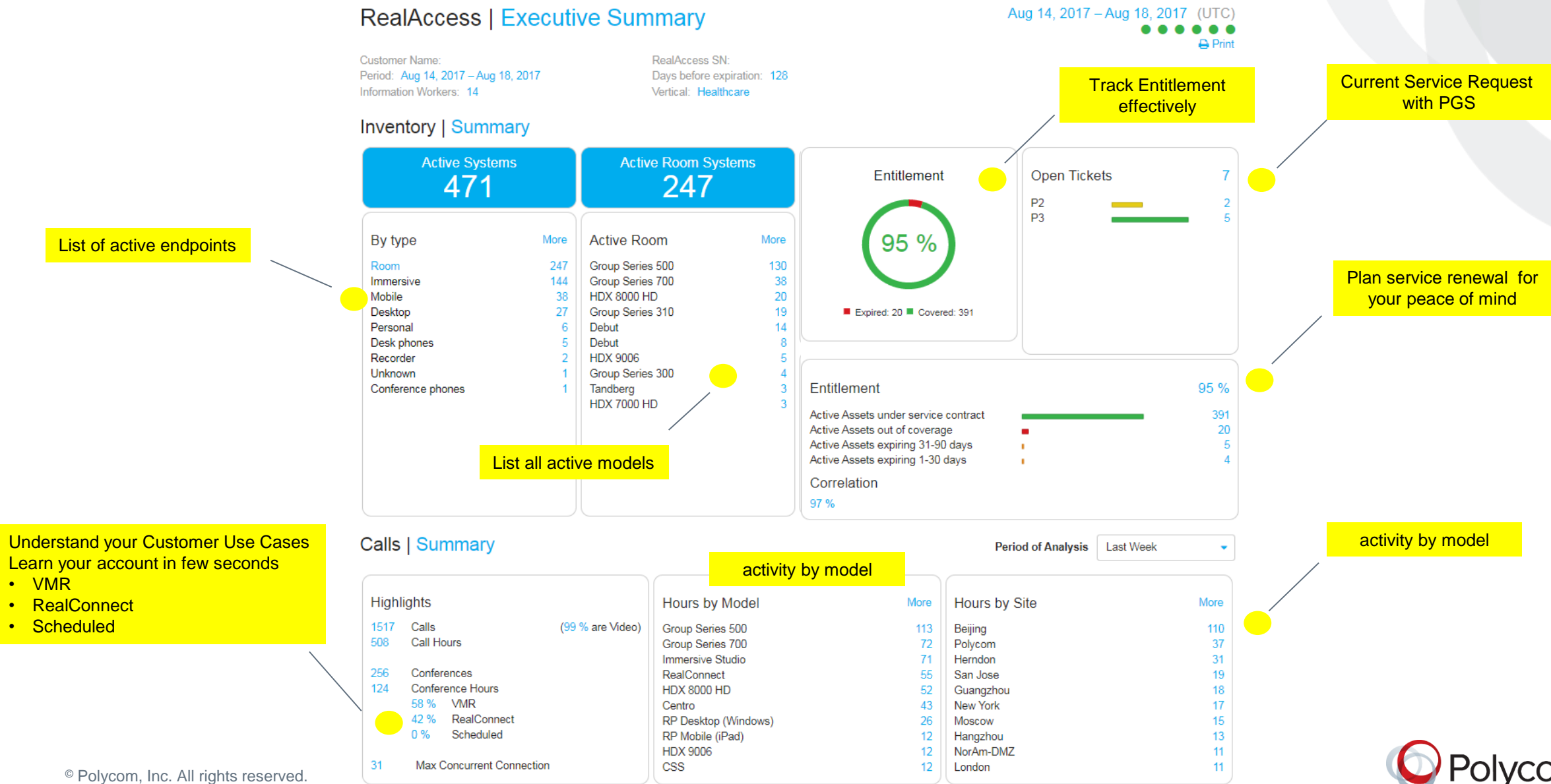
[ASSET MANAGEMENT](#)

[ANALYTICS](#)

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# Executive Summary report – part 1

An **active** asset is an endpoint that is managed by the Polycom platform and has placed or received a call in the last 30 days.

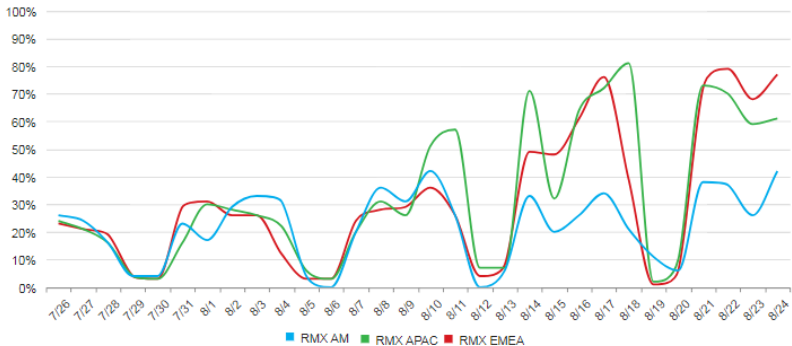


# Executive Summary report – part 2

## Capacity Planning

### Capacity | MCU

#### Capacity Utilization



#### Hours of Video

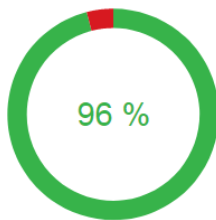
	2017-16	2016-15	
Aug	12,961	14,938	↓
Jul	14,909	11,280	↑
Jun	17,217	16,393	↑
May	19,226	15,950	↑
Apr	16,361	15,195	↑
Mar	18,505	7,400	↑
Feb	16,562	12,948	↑
Jan	15,819	7,400	↑
Dec	12,948	12,948	↑
Nov	17,494	7,400	↑
Oct	15,805	12,948	↑
Sep	17,285	12,961	↑

## Measure and Drive Adoption

## Deliver greater experience As you improve success rate

### Errors | Success Rate

#### Success Rate



■ 16054 Calls ■ 675 Calls

#### per site

##### Success Rate per Site

[More](#)

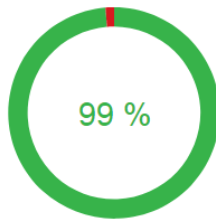
Amsterdam	94 %
Andover	100 %
Auckland	100 %
Austin	100 %
Bangalore	100 %
Beijing	100 %
Beijing (DMZ)	100 %
canberra	82 %
chengdu	90 %
EMEA-DMZ	100 %

#### per room

##### Rooms with Errors

Hangzhou QTJ	14
Sydney IS_3_1	12
San Jose IS_3_1	8
Carl-Polson-GroupSeries	6
New York IS Flex_3_1	5
Austin IS_3_1	4
Maya G501	4
Andover OTX	3
shenyang shengjing	3
Sydney IS_3_2	3

#### Network Score



■ Calls with No Pack Loss: 5784  
■ Calls with Network Errors: 76

## Track packet loss and bring your customer experience at the pinnacle.

# RealAccess Analytics

## Reports Overview | RealAccess 2.3

Arnaud Le Devehat | Director Solution Management Cloud Analytics



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# Executive Summary report – part 1

An **active** asset is an endpoint that is managed by the Polycom platform and has placed or received a call in the last 30 days.

## RealAccess | Executive Summary

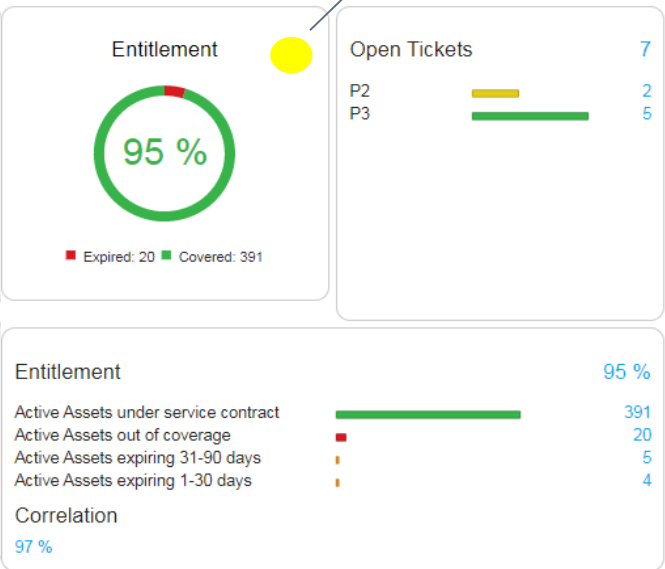
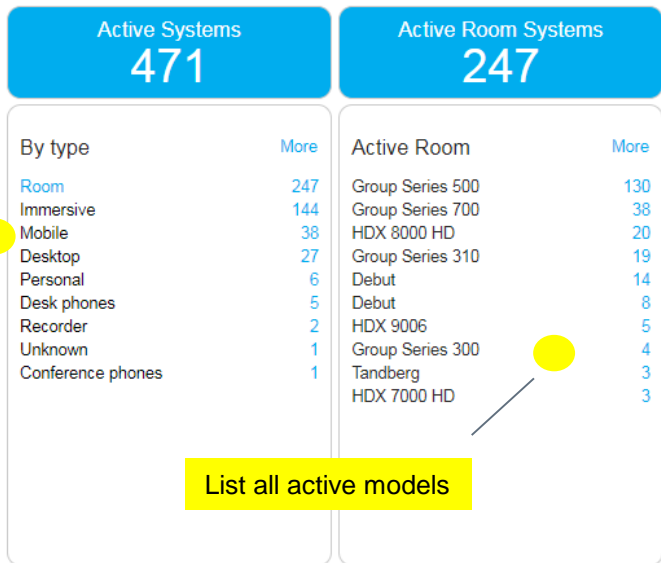
Aug 14, 2017 – Aug 18, 2017 (UTC)



Customer Name:  
Period: Aug 14, 2017 – Aug 18, 2017  
Information Workers: 14

RealAccess SN:  
Days before expiration: 128  
Vertical: Healthcare

### Inventory | Summary



Track Entitlement effectively

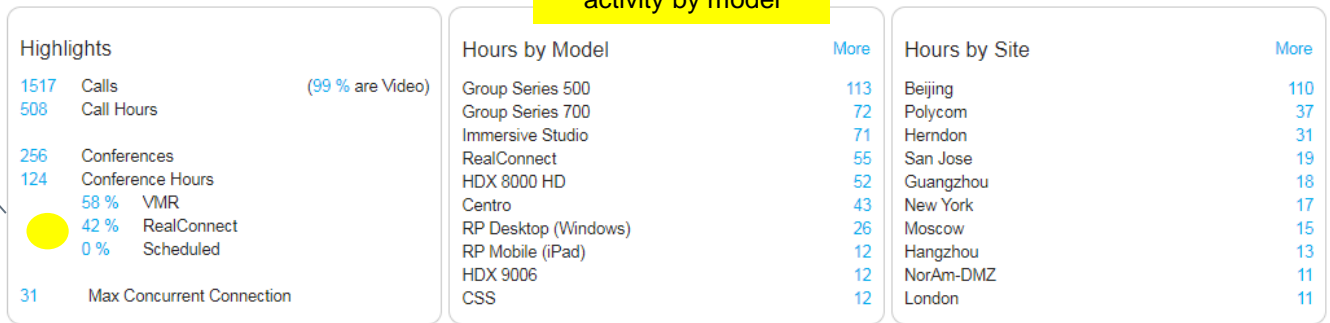
Current Service Request with PGS

Plan service renewal for your customers peace of mind

List of active endpoints

List all active models

### Calls | Summary



activity by model

activity by model

Understand your Customer Use Cases  
Learn your account in few seconds

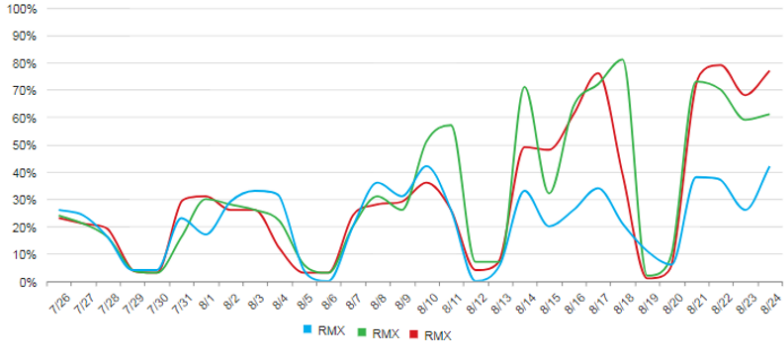
- VMR
- RealConnect
- Scheduled

# Executive Summary report – part 2

Capacity Planning

### Capacity | MCU

#### Capacity Utilization

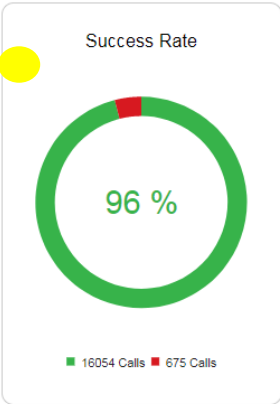


Hours of Video		
	2017-16	2016-15
Aug	12,961	14,938
Jul	14,909	11,280
Jun	17,217	16,393
May	19,226	15,950
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Nov	17,494	7,400
Oct	15,805	12,948
Sep	17,285	12,961

Measure and Drive Adoption

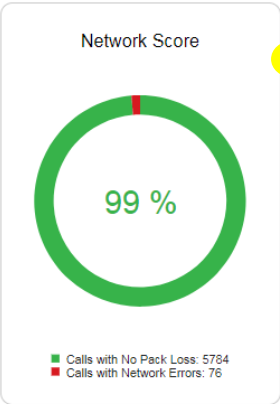
Deliver greater experience  
As you improve success rate

### Errors | Success Rate



per site	
Success Rate per Site	
Amsterdam	94 %
Andover	100 %
Auckland	100 %
Austin	100 %
Bangalore	100 %
Beijing	100 %
Beijing (DMZ)	100 %
canberra	82 %
chengdu	90 %
EMEA-DMZ	100 %

per room	
Rooms with Errors	
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Maya G501	4
Andover OTX	3
shenyang shengjing	3
Sydney IS_3_2	3



Track packet loss and  
bring your customer experience at the pinnacle.

# Asset Management, per site

Assets ▾

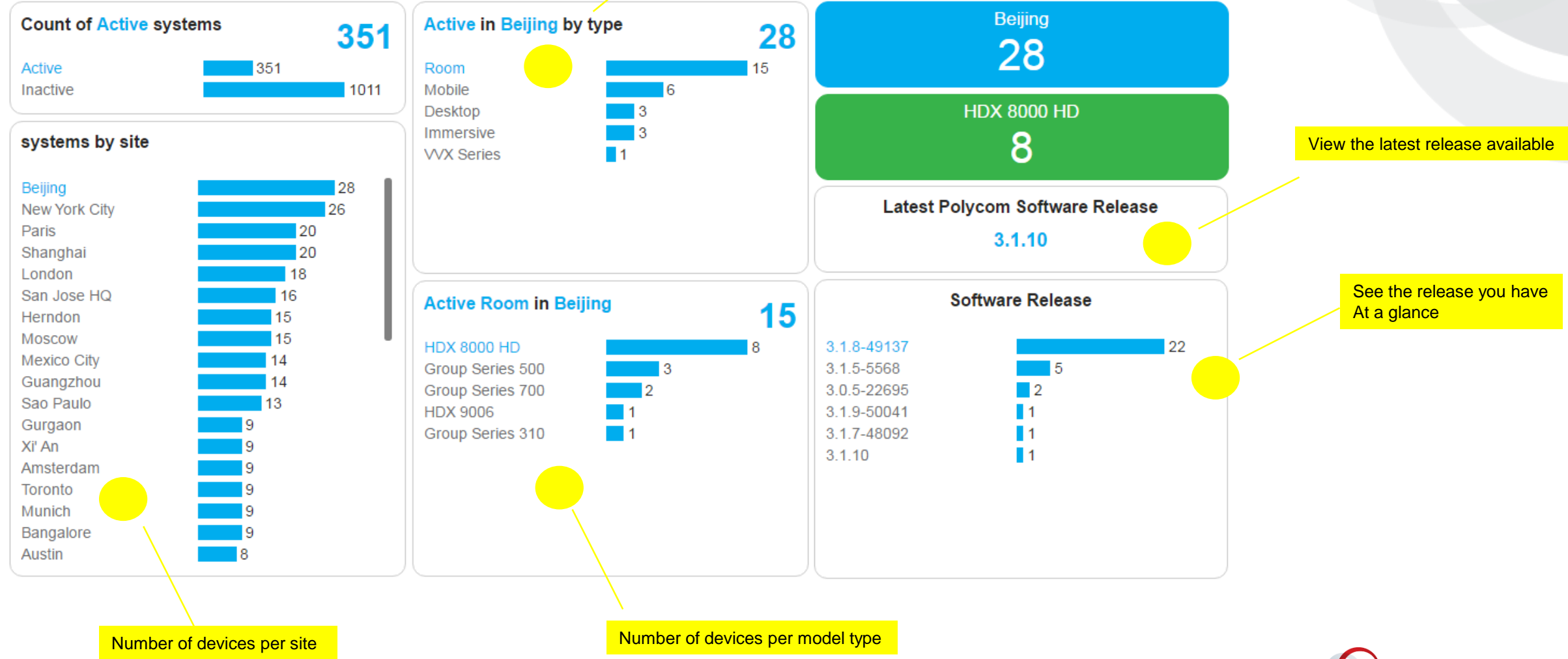
Site

Models

List

An **active** asset is an endpoint that is managed by the Polycom platform and has placed or received a call in the last 30 days.

## Assets | Site View



Number of devices per system type

View the latest release available

See the release you have At a glance

Number of devices per site

Number of devices per model type



## Assets ▼

Site

## Models

List



arnaud.ledevehat@demo.polycom.com ▼

Organize Active & Inactive Assets  
Inactive : has not placed a call in the last 60 days

Times in Pacific Standard Time

367

367

61

218

Number of devices per system type

## 218

98

66

18



13

12

11

11

1

1

### Number of devices per model type

9

## 3.1.9-50041

6



## 1

1

1

1

1

\_\_\_\_\_

8





# Asset Management – List View

An **active** asset is an endpoint that is managed by the Polycom platform and has placed or received a call in the last 30 days.

**Export Your inventory to Excel**  
[Accelerate Asset Management Activities](#)

Assets ▾

Site

Models

List

Assets | List View

Count  
1362

Active Filters

Edit Columns ▾

Clear All Filters

Export

Customize your grid  
Add additional parameters as necessary

Edit Columns ▾

- ☐ T1523 Alias
- ☒ E164
- ☐ IP
- ☐ ISDN
- ☐ GKIP
- ☐ SIP Server
- ☐ Managed Mode
- ☐ SIPURI

Edit Columns

Export to Excel

Site	System Name	Type	Model	Owner	SN	Last Call Date	E164
San Jose HQ		Mobile	RP Mobile (iPhone)	San Jose iPhone2	FF139	3/10/2015	8408863
San Jose HQ		Desktop	RP Desktop (Windows)	james gamble	FEC6A		80646
London		Mobile	RP Mobile (iPad)	Daniel Pena	FEA0C	3/31/2015	860218
Munich		Desktop	RP Desktop (Windows)	Munich OS3	FE15F		862719
Jinan		Mobile	RP Mobile (iPhone)	Ning Xin	FD8C	1/6/2016	8624913
Guangzhou		Mobile	RP Mobile (Android)	Guangzhou OS2	FD684		8611236
Guangzhou		Mobile	RP Mobile (iPad)	Guangzhou OS2	FD0F	5/5/2015	8611231
Internet/VPN		Mobile	RP Mobile (iPad)	Chengdu OS1	FCDC	6/18/2015	028333
Beijing		Desktop	RP Desktop (Windows)	beijing OS12	FC15C	11/13/2015	8627491
Paris		Desktop	RP Desktop (Windows)	Paris OS Room Three	FB774	1/30/2015	860978

# Endpoint Monitoring – Map View

Assets | Map View

Assets

Site

Model

List

Map

Locations

Fullscreen

Reset Zoom

Click on endpoint to open the endpoint dashboard

100 %

Site

New York

Systems

New York Times Square

New York Greenwich

New York Holland

New York Studio 700

New York Grand Central

New York Wall Street

New York Lobby Centro

New York Lincoln

New York Liberty Centro

New York Central Park

New York Campbell

More

Name

New York Campbell

Site

New York

Type

Room

Model

Group Series 700

Release

6.0.1

System Type

On-line

Select all

Conference phones

Desk phones

Immersive

Personal

Room

On-line

All

Off-line

On-line

On-Call

Filter by System Type

Filter by status

status from RPRM

Click on site to see endpoint details

Click on endpoint to open the endpoint dashboard

RealAccess displays all hardware endpoints registered to RPRM

Endpoints Status are refreshed every 15 minutes

Note : RPRM 9.x is required for this feature.

RPRM 10.1 is required for environment with more than 1000 devices.

Polycom

# Utilization – Conference Utilization

Conferences ▾

Summary

Overview

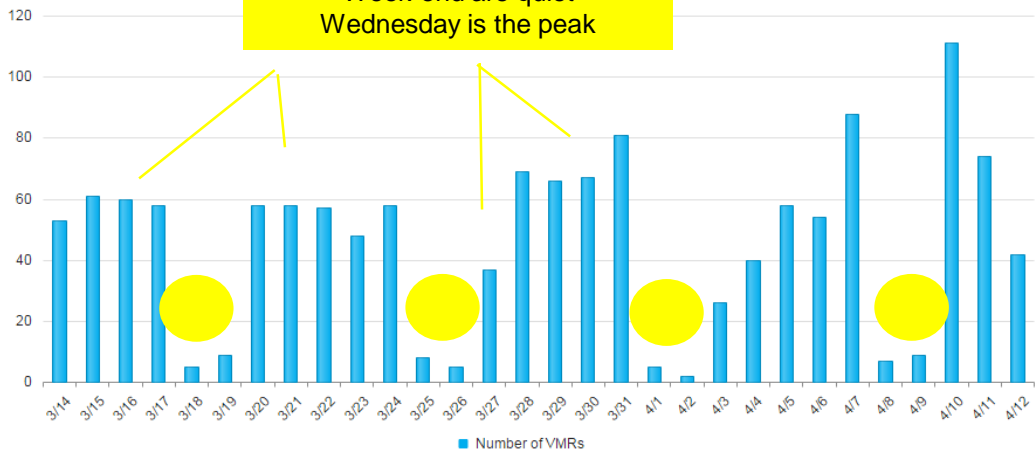
Meeting Summary

Times in UTC

## Conference | Utilization

Understand Virtual Meeting Rooms Utilization

Number of VMRs



Mar 14, 2017 – Apr 12, 2017

Period of Analysis

Last 30 Days ▾

Select

Number of VMRs ▾

Filters

Conference Type ▾

Analyze historical data

Measure VMR, Minutes or Participants

Select

Number of VMRs ▾

Number of VMRs

Minutes in VMRs

Participants in VMRs

List View (Dates in UTC)

Start Time	Type	User ID	Room ID	Minutes	Participants ▾	Maximum Resources	Conference Name
2017-03-30 07:57:09	VMR	Your data here	56861020	12	21	video: 142 voice: 0	56861020 (Beijing ITP Filmstrip) 860
2017-03-31 09:43:26	VMR		56861030	6	19	video: 134 voice: 0	56861030 (Beijing ITP Continuous Pre
2017-03-31 09:34:00	VMR		56861020	10	18	video: 132 voice: 0	56861020 (Beijing ITP Filmstrip) 863
2017-03-24 07:18:58	VMR		56861020	116	17	video: 92 voice: 0	56861020 (Beijing ITP Filmstrip) 854
2017-04-10 08:31:22	VMR		56861020	89	17	video: 93 voice: 0	56861020 (Beijing ITP Filmstrip) 869
2017-04-10 13:18:29	RealConnect		directlync-10450	8	16	video: 71 voice: 0	10450 ( ) 3031
2017-04-11 13:27:56	RealConnect		directlync-10450	59	16	video: 71 voice: 0	10450 ( ) 3126
2017-03-22 14:20:05	VMR		56861120	43	16	video: 66 voice: 0	56861120 (London ITP Filmstrip) 56
2017-03-31 08:07:46	VMR		56861030	16	16	video: 100 voice: 0	56861030 (Beijing ITP Continuous Pre
2017-03-17 12:43:19	RealConnect		directlync-10450	13	16	video: 71 voice: 0	10450 ( ) 5468
2017-03-31 09:48:22	VMR	Your data here	56861020	4	16	video: 116 voice: 0	56861020 (Beijing ITP Filmstrip) 863
2017-03-31 12:37:35	RealConnect		directlync-10450	17	15	video: 68 voice: 0	10450 ( ) 5020

Edit Columns ▾

Export

Export to Excel

Measure RealConnect Usage & Adoption

Filters

Conference Type ▾

☒ Select all

☒ VMR

☒ Scheduled

☒ RealConnect

☒ LYNC\_CAA

Click on any conference to see detailed activity in a particular VMR or RealConnect conference

Count Participants per Meeting

Measure Meetings duration

# Deep dive to any conference at a participant level

Conferences ▾

Summary

Overview

Meeting Summary

Enter Room ID  
Or userID to display VMR activity.

List of meetings in that conference

Expand to see list of participants  
and conference profile

Number of Conference in the VMR

Total Duration of activity

Period of Analysis

VMR or RealConnect

Count of participants in each meeting

List of participants in the meeting  
with disconnection cause to facilitate troubleshooting

Visualize conference profile to understand when people  
joined and when people left.

Conference | Dashboard

Room Id: 56861020

User Id: MYPOLYCOM|Bei.56861020

Room Id  
56861020

User Id  
MYPOLYCOM|Bei.56861020

Conferences  
55

Duration (Hours)  
51  
Average 0  
Max 6

Participants  
454  
Average 8  
Max 21

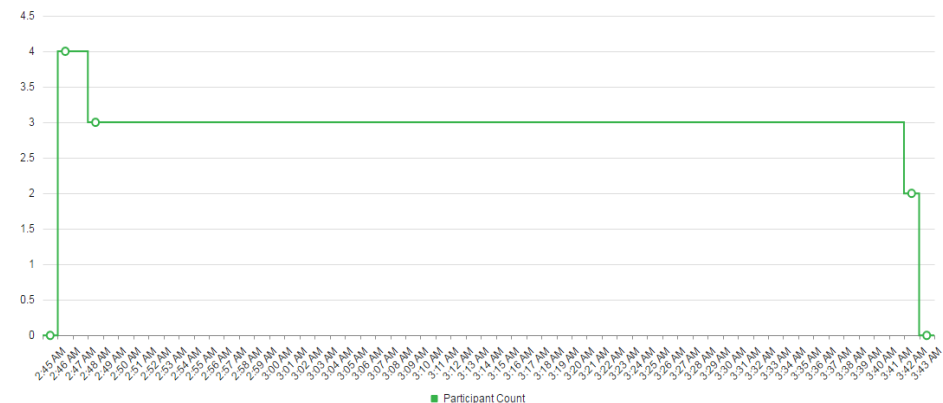
Period of Analysis  
Last 30 Days  
Filters  
VMR  
All Calls

	Start	Conference Name	Minutes	Participants	Type	Max Resources
+	2017-03-30 07:57:09	56861020 (Beijing ITP Filmstrip) 8601,56861020 (Beijing ITP Filmstrip) 8601	12	21	VMR	142 : 0
+	2017-03-31 09:34:00	56861020 (Beijing ITP Filmstrip) 8635,56861020 (Beijing ITP Filmstrip) 8635	10	18	VMR	132 : 0
+	2017-04-10 08:31:22	56861020 (Beijing ITP Filmstrip) 8695,56861020 (Beijing ITP Filmstrip) 8695	89	17	VMR	93 : 0
+	2017-03-24 07:18:58	56861020 (Beijing ITP Filmstrip) 8545,56861020 (Beijing ITP Filmstrip) 8545	116	17	VMR	92 : 0
+	2017-03-31 09:48:22	56861020 (Beijing ITP Filmstrip) 8637,56861020 (Beijing ITP Filmstrip) 8637	4	16	VMR	116 : 0
+	2017-03-29 08:51:50	56861020 (Beijing ITP Filmstrip) 8582,56861020 (Beijing ITP Filmstrip) 8582	82	15	VMR	96 : 0
+	2017-03-29 02:13:51	56861020 (Beijing ITP Filmstrip) 8569,56861020 (Beijing ITP Filmstrip) 8569	67	15	VMR	85 : 0
+	2017-03-23 03:37:38	56861020 (Beijing ITP Filmstrip) 8530,56861020 (Beijing ITP Filmstrip) 8530	54	15	VMR	72 : 0
+	2017-04-05 00:31:50	56861020 (Beijing ITP Filmstrip) 8645,56861020 (Beijing ITP Filmstrip) 8645	154	14	VMR	82 : 0
+	2017-03-30 08:11:54	56861020 (Beijing ITP Filmstrip) 8602,56861020 (Beijing ITP Filmstrip) 8602	9	14	VMR	66 : 0

Participant List

Time	Minutes	System Name	Owner Name	Source	Model	Data Rate	Disconnection
2:46 AM	56	Beijing IS_3_1	Beijing IS	H323_ID: Beijing-IS_3_1 DIALED_DIGIT...	Immersive Studio	4096	far end disconnect
2:46 AM	56	Beijing IS_3_3	Beijing IS	H323_ID: Beijing-IS_3_3 DIALED_DIGIT...	Immersive Studio	4096	far end disconnect
2:46 AM	56	Beijing IS_3_2	Beijing IS	H323_ID: Beijing-IS_3_2 DIALED_DIGIT...	Immersive Studio	4096	far end disconnect
2:46 AM	2	Beijing.MTC.Centro		H323_ID: Beijing.MTC.Centro DIALED_D...	Centro	2048	Endpoint hung up

Conference Profile



# Conference Utilization –VMR + RealConnect

Conferences ▾

Summary

Overview

Meeting Summary

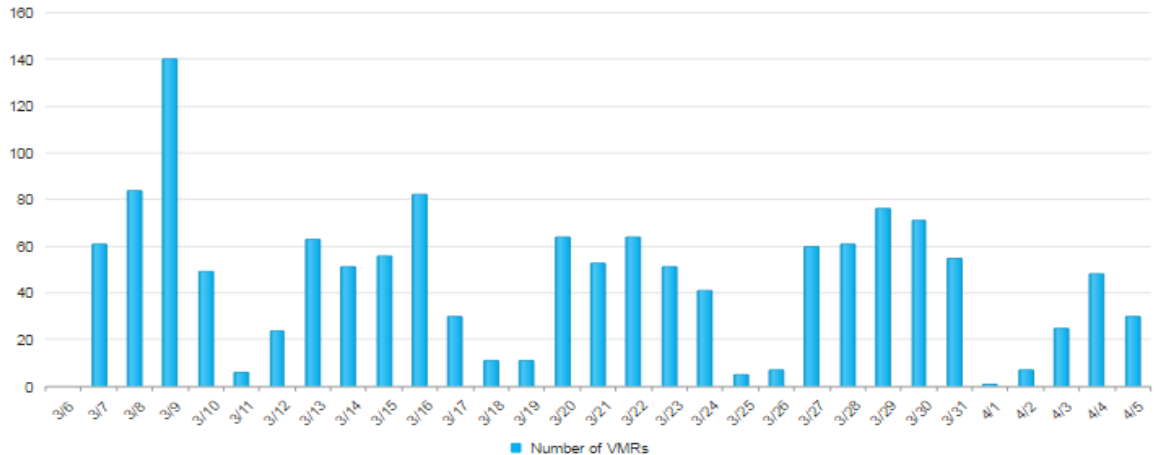
## Conference | Utilization

Understand Virtual Meeting Rooms Utilization

Times in Pacific Standard Time

Mar 7, 2017 – Apr 5, 2017

Number of VMRs



### Period of Analysis

Last 30 Days ▾

### Select

Number of VMRs ▾

### Filters

Conference Type ▾

### List View (Dates in Pacific Standard Time)

Edit Columns ▾

Export

Start Time ▲	Conference Type	User ID	Room ID	Duration (mins)	Participants	Maximum Resources	MCU Names	User Data A
2017-03-07 00:14:50	RealConnect		directlync-340127	6	2	video: 18 voice: 0		
2017-03-07 00:46:51	VMR	MYPOLYCOMBei.56881040	56881040	9	2	video: 4 voice: 0		
2017-03-07 00:50:44	Scheduled	MYPOLYCOMleec.david.zheng	43084180	4	1	video: 2 voice: 0		
2017-03-07 00:59:07	VMR	MYPOLYCOMBei.56881010	56881010	5	1	video: 0 voice: 0		
2017-03-07 01:00:02	VMR	MYPOLYCOMBei.56881040	56881040	21	3	video: 0 voice: 0		
2017-03-07 01:02:30	VMR	MYPOLYCOMBei.56881020	56881020	5	1	video: 0 voice: 0		
2017-03-07 01:03:33	VMR	MYPOLYCOMSha.56880910	56880910	347	6	video: 27 voice: 0		
2017-03-07 01:04:14	VMR	MYPOLYCOMBei.56881010	56881010	52	4	video: 8 voice: 0		

# RealAccess : From Calls Analytics to Meeting Analytics

Participants is the minimum number of participants as we don't count multiple participants in the same room, but just one.

**Number of Meetings**  
Number of VMR  
+  
Number of P2P ( between two endpoints)

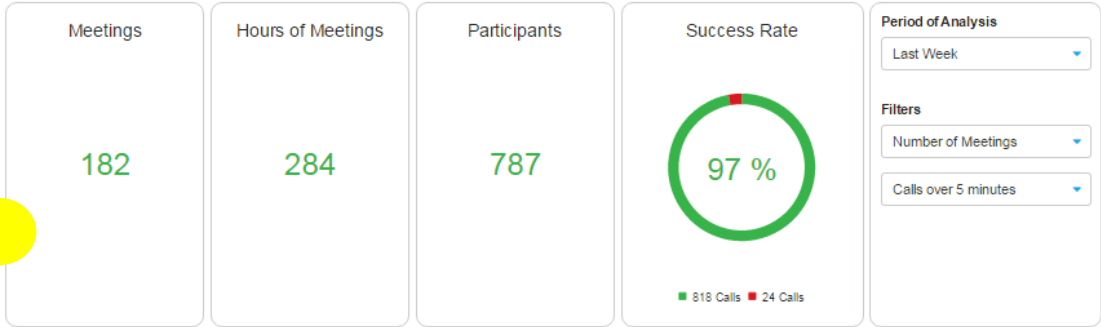
Average duration of meetings

Average number of participants per meeting

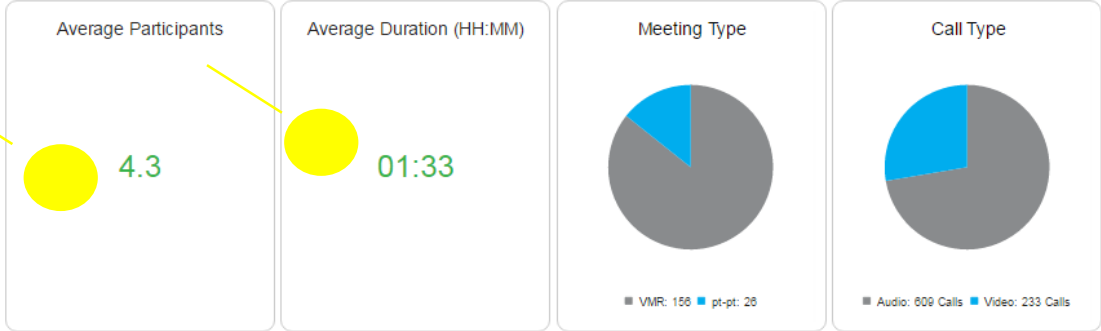
Hours of meetings per day

## Meetings | Executive Summary

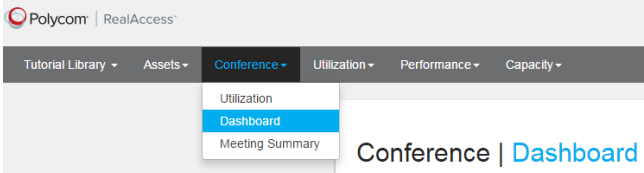
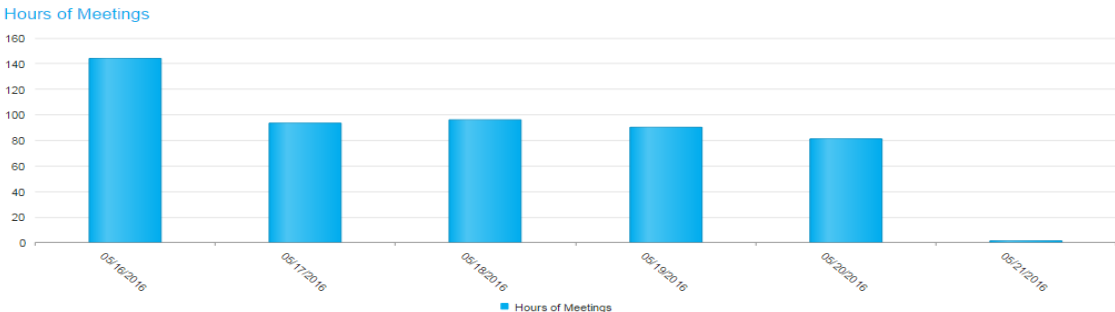
Times in UTC  
Aug 22, 2016 – Aug 26, 2016



## Meetings | Meeting Profile



## Utilization | Activity Profile



**CALLS**  
ANALYTICS



**Business**  
OUTCOMES

Understand Call Experience  
Video, Audio

# Utilization – Summary (part 1)

Calls ▾

Summary

Trends

Monthly

List View

Endpoint Dashboard

Number of Calls  
For the period of analysis

Calls

6,968

Average 7,507  
Max 26,843

Understand Ratio between  
Audio and Video Calls

Duration (Hours)

2,591

Average 1,984  
Max 25,226

Call Type



■ Video: 6,560 Calls  
■ Audio: 408 Calls

Fine Tune your period of Analysis

Meetings in VMR

1,659

Average 1,320  
Max 2,981

Period of Analysis

Yesterday ▾

Filters

Count ▾

All Calls ▾

Display Minutes or Count

Filter calls below 5 minutes

## Highlights | Top 10

Sites

VPN-NALA	828
RPAD NALA	737
RPAD EMEA	478
San Jose	341
RPAD APAC	213
VPN-APAC	174
Westminster	171
VPN-EMEA	170
Austin	134
Andover	116

Top Rooms

Patrick	116
Stephe	96
Group	32
Group	20
Sam K	16
Danny	15
BillyGS	14
Peter-I	14
Mirko-	12
Conf.S	11

Your  
data  
here

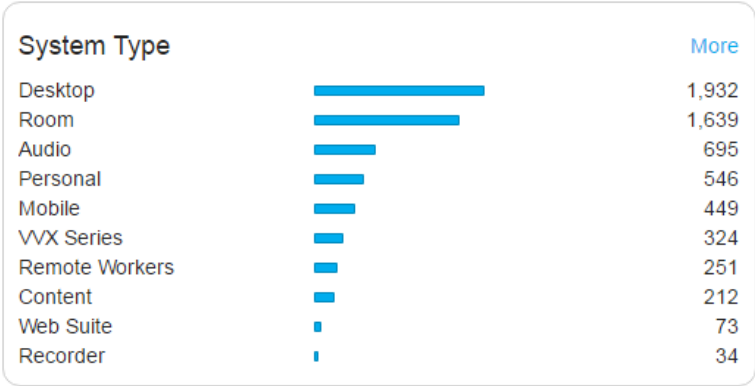
Locate preferred rooms

Understand Utilization per site

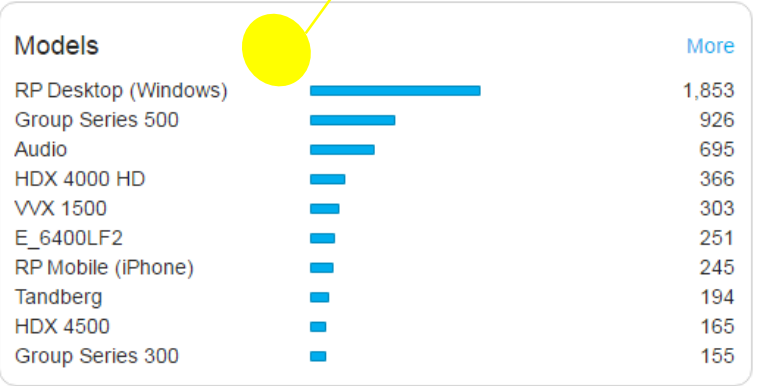


# Utilization – Summary (part 2)

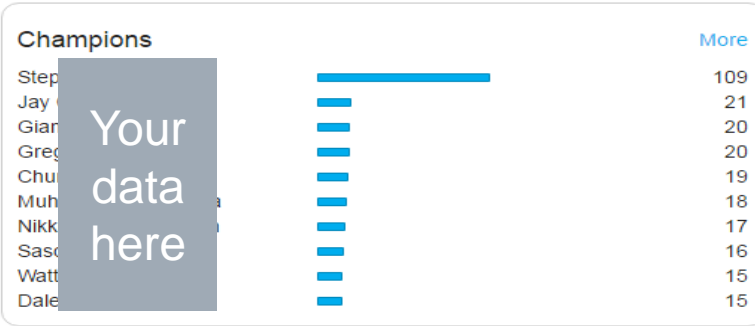
Most used system type



Understand most used models



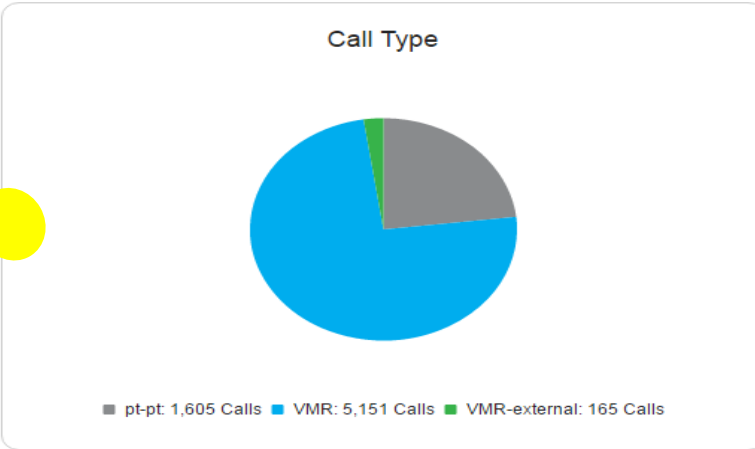
Meet your Champions !!



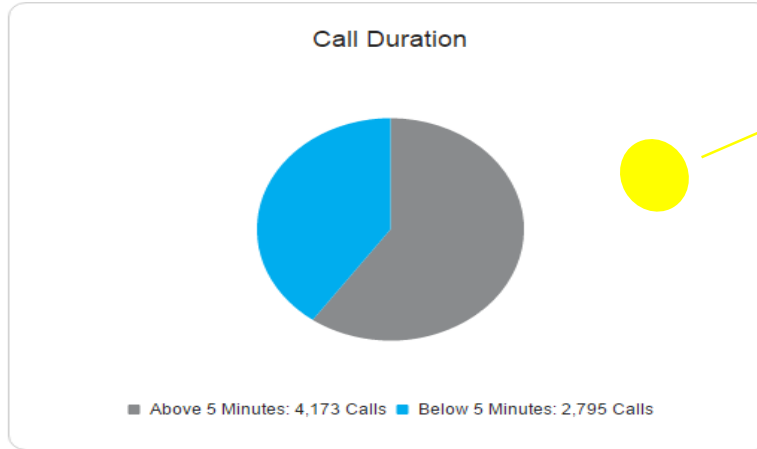
One click away from the endpoint Dashboard



Pt-to-Pt or VMR ?



Filter short calls

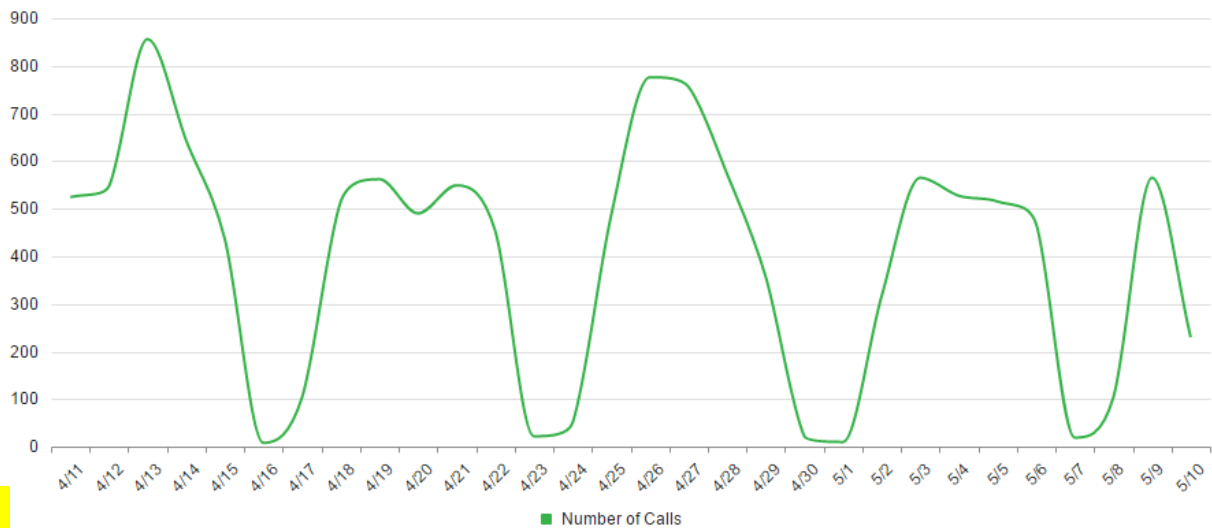


# Utilization - Trends

## Utilization | Trends

Understand your daily call activity

Number of Calls | Apr 11, 2016 - May 10, 2016



Analyze Trends  
Last Week  
Last Month  
Last Year ?

**Period of Analysis**  
Last 30 Days

**Filters**  
Call Type  
System Type  
Model

Filter per  
Call Type (pt-pt, VMR)  
System Type (immersive, room...mobile)  
or models for in-depth analysis

Show Audio or Video Calls

List View (Dates in Eastern Standard Time)

Call Type	Call Type Format	Start	Duration (sec)	Source	Destination
VMR	Video	2016-04-11 00:17:22	621	sip:3	sip:671294@polyco
VMR	Video	2016-04-11 00:17:31	918	sip:3	sip:671294@callser
pt-pt	Video	2016-04-11 00:17:36	913	sip:3	sip:seoulos1@polyc
pt-pt	Video	2016-04-11 00:17:54	51	sip:3	sip:seoulos1@polyc
pt-pt	Video	2016-04-11 00:18:45	844	sip:3	sip:seoulos1@polyc
pt-pt	Video	2016-04-11 00:48:43	19	H32	TRANSPORT_ID:17
VMR	Video	2016-04-11 00:49:10	818	H32	366666
VMR	Video	2016-04-11 00:49:12	825	Chir	MCU
VMR-external	Video	2016-04-11 00:50:59	47	h32	Unassigned
VMR-external	Video	2016-04-11 00:51:48	29	h32	Unassigned

Your data  
here

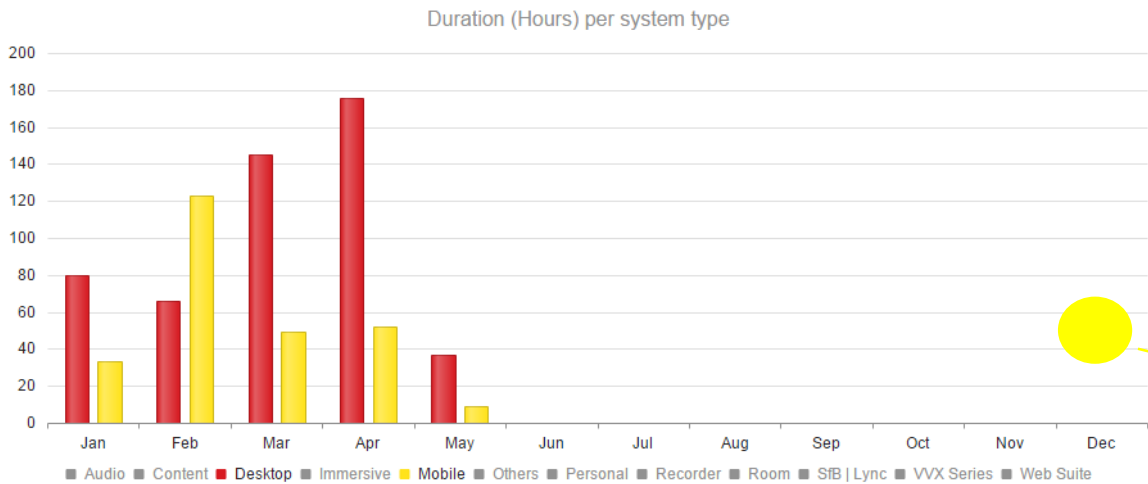
- ☒ Call Type
- ☒ Call Type Format
- ☐ Severity
- ☒ Start
- ☐ End
- ☒ Duration (sec)
- ☐ Bitrate
- ☐ Dial In

Export to Excel

Add more fields  
Customize Grid as necessary

# Utilization – Monthly Analysis

## Utilization | Monthly Duration | System Type



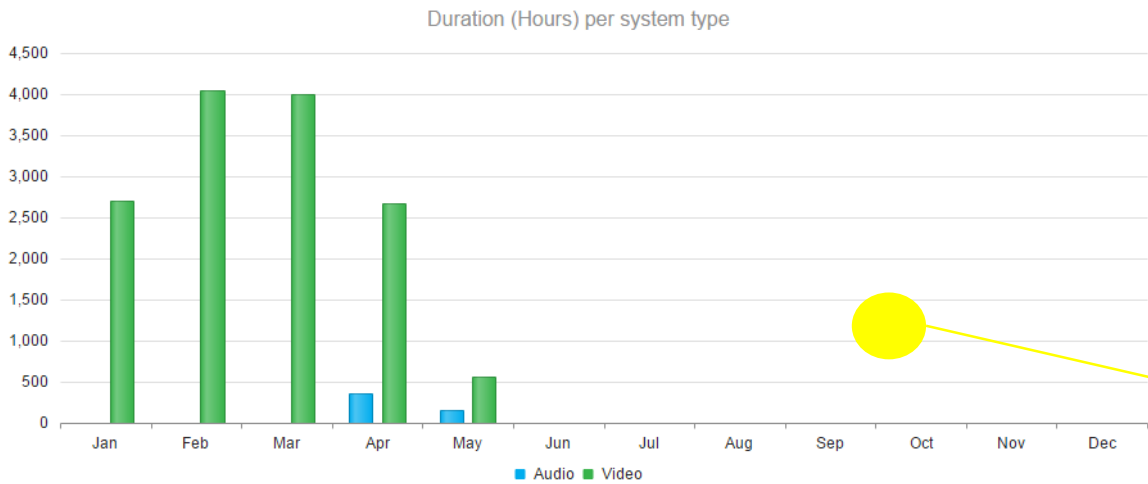
Export

Export to Excel

Filter per site

Understand Monthly duration (Hours) per system type  
Measure use cases adoption

## Utilization | Monthly Duration | Call Type



Export

Export to Excel

Understand Monthly duration  
For Audio and Video Calls

# Utilization – List View

- Calls ▾
- Summary
- Trends
- Monthly
- List View
- Endpoint Dashboard

## Utilization | List View

May 2, 2016 - May 6, 2016

Understand the utilization of devices registered to your resource manager inventory

Export

Export to Excel

System Name	Model Name	Site Friendly Name	Type Name	Total Len (HH:MM)	Avg Len (HH:MM)	Call Count	Percent ▾
Your data here	HDX 8000 HD	JHU	Room	21:49	01:21	16	55 %
	RealPresence Group 310	JHU	Room	18:01	03:36	5	46 %
	RealPresence Group 500	JHU	Room	15:08	01:15	12	38 %
	HDX 8000 HD	JHU	Room	11:19	05:39	2	29 %
	HDX 8000 HD	JHU	Room	11:16	01:15	9	28 %
	HDX 9006	JHU	Room	09:58	04:59	2	25 %

Period of Analysis

Last Week ▾

Filters

System Type ▾

Total utilization of the system

Average duration per system

Measure % Utilization  
100% is 8 hours per day  
5 days a week

# Utilization – Endpoint Dashboard

Calls ▾

Summary  
Trends  
Monthly  
List View

Endpoint Dashboard

Deep dive at the endpoint level

Understand  
Utilization  
Performance  
Trends  
At the call level

Click on Manage to take remote access  
Of the endpoints

Understand Utilization Trends  
for this particular system

Understand Disconnection Cause

Analyze every single call

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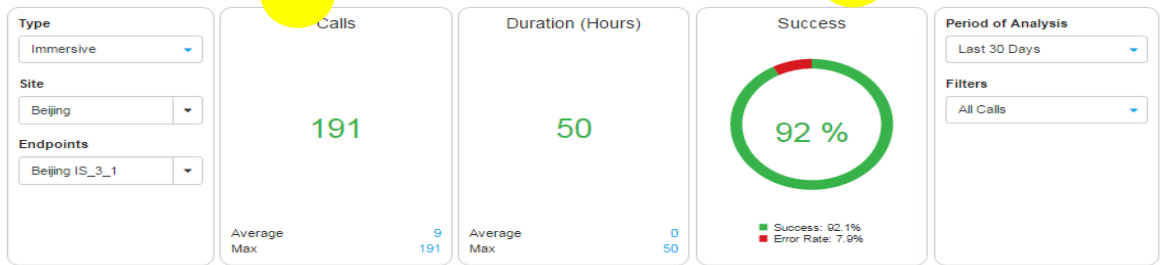
## Utilization | Endpoint Dashboard

Mar 7, 2017 - Apr 5, 2017

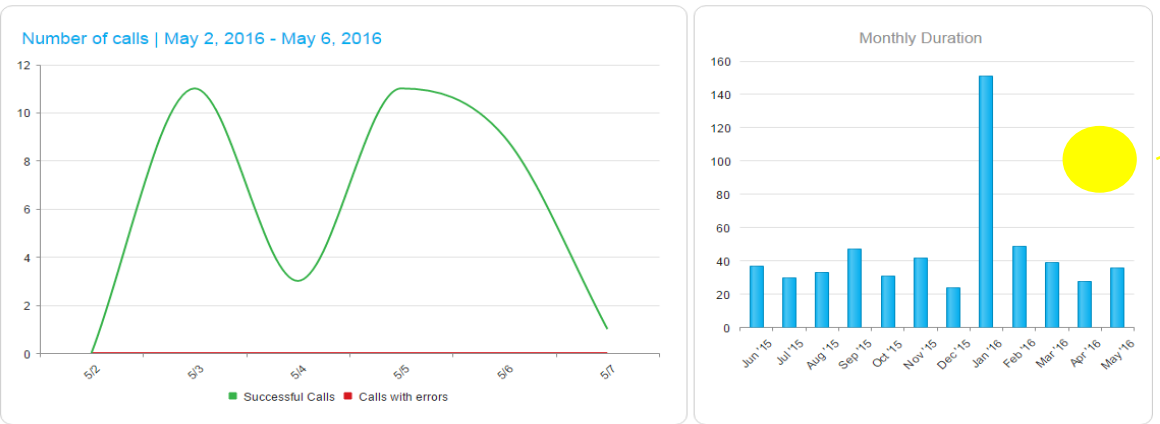
Model: RealPresence Immersive Studio  
Release: release - 6.1.0-310348 flex  
SN: 8213280F7DABCW  
Manage

System information

Success Rate  
(based on disconnection cause)



## Utilization | Summary



Understand Monthly Utilization for this  
particular system

## Performance | Summary



Export to Excel

List View (Dates in Eastern Standard Time)

Call Type	Start	Duration (sec)	Source	Origin Syst	Call Type	Severity	Start	End	Duration (sec)	Bitrate Id	Dial In	Service Class
VMR	2016-05-03 03:38:13	360	H323_ID: London UC G500	Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pt-pt	2016-05-03 03:48:40	456	H323_ID: London UC G500	Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pt-pt	2016-05-03 04:00:00	192	H323_ID: London UC G500	Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
pt-pt	2016-05-03 05:43:54	341	H323_ID: London UC G500	Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VMR	2016-05-03 05:50:59	34	H323_ID: London UC G500	Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VMR	2016-05-03 06:01:25	425	H323_ID: London UC G500	Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VMR	2016-05-03 08:14:56	1128	H323_ID: London UC G500	Room	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Add more details as necessary



# Performance - Summary

Performance ▾

Summary

Trends

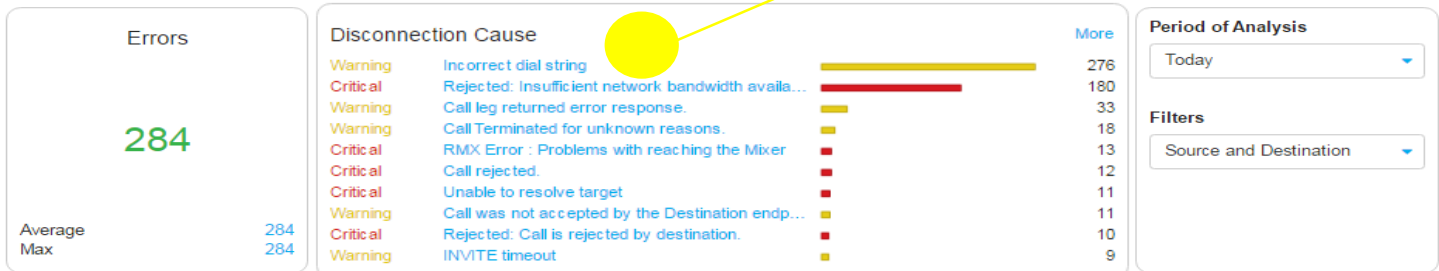
Network

## Prioritize Support Actions

[Improve User experience](#)

## Performance | Summary

Click on any error to open the Error Dashboard



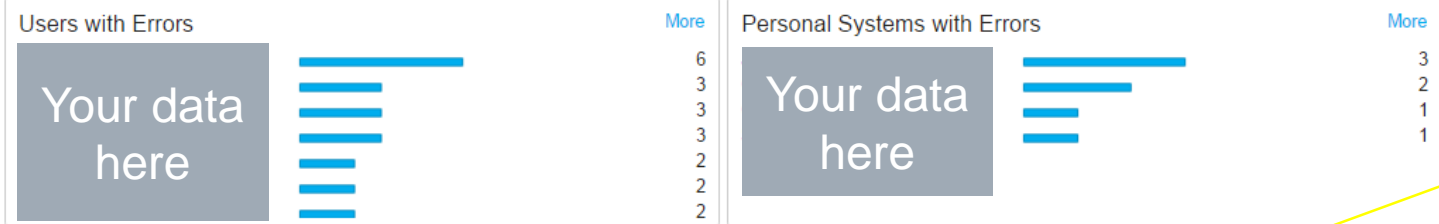
Understand disconnection cause

Locate issues per site



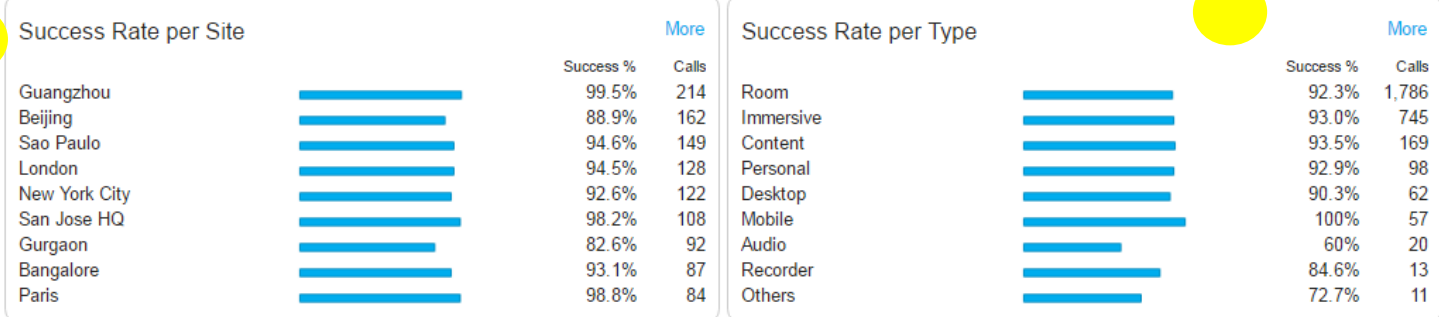
Locate rooms with errors

Identify users who need support



Measure success rate per system type

Measure Success Rate per Site (based on disconnection cause)



# Performance – Error Dashboard

Performance ▾

Summary

Trends

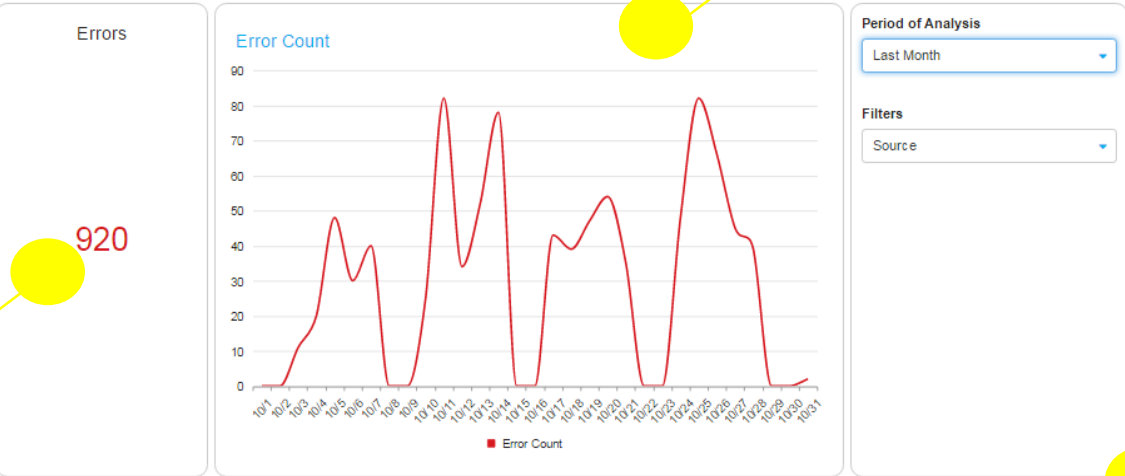
Network

**Accelerate  
Troubleshooting**  
Deep Dive into one particular error

## Performance | Error Dashboard

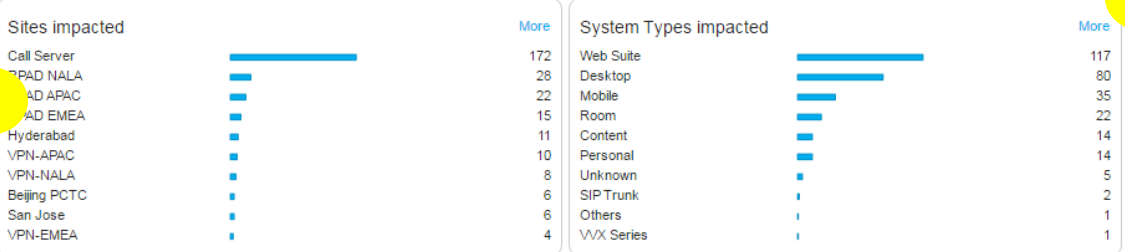
Error Message: **Rejected: Insufficient network bandwidth available.**  
Severity: 3  
Recommended Action:

Analyze trends for a specific error  
Identify peaks and resolutions



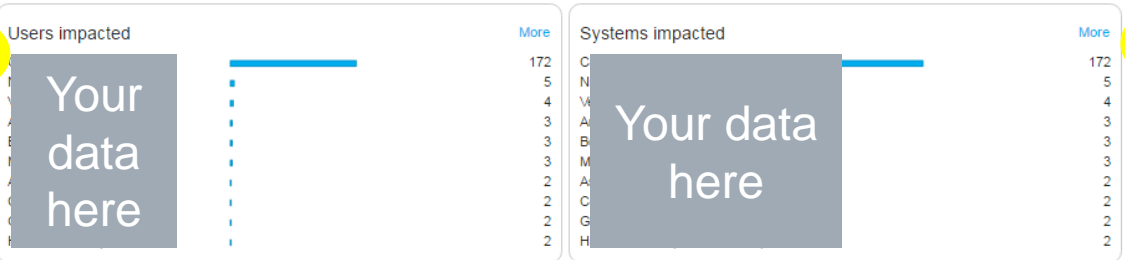
Number of times this error occurred over the period of analysis selected

Identify system types impacted by this error



Locate the sites impacted by this error

Identify systems impacted by this error



Identify users impacted by this error



# Performance - Trends

Performance ▾

Summary

Trends

Network

## Measure Progress

Measure effect of your support activities  
Troubleshoot issues at the call level

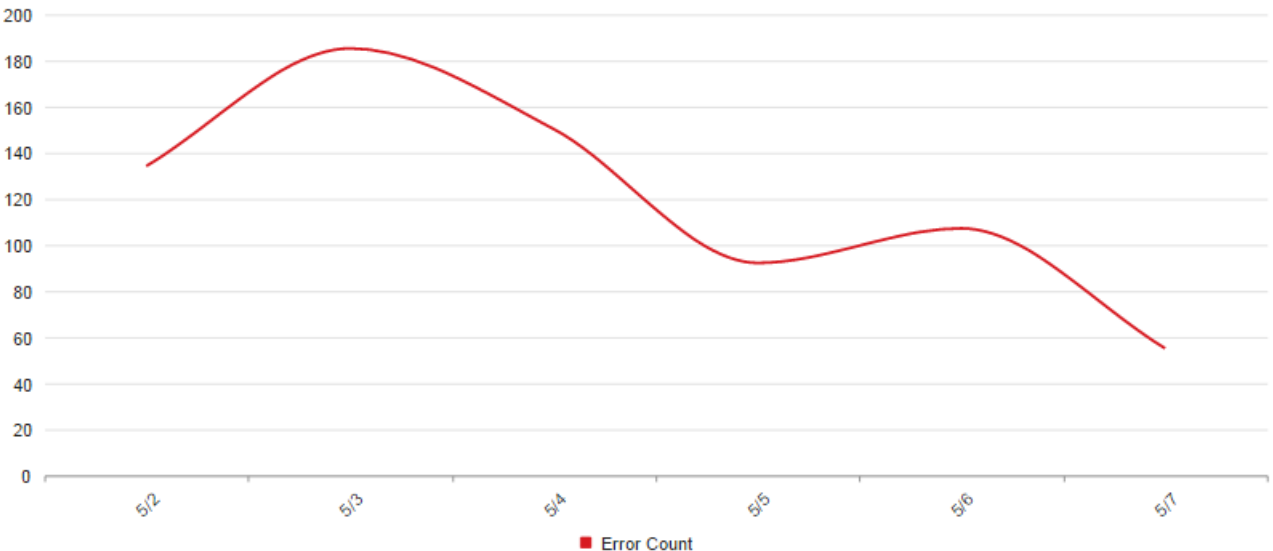


Improve overall user experience

## Performance | Trends

Understand and locate errors

Error Count | May 2, 2016 - May 6, 2016



### Period of Analysis

Last Week ▾

### Filters

Call Type ▾

System Type ▾

Model ▾

Add more details as necessary

Analyze every single call

List View (Dates in Eastern Standard Time)

Severity	Start ↕	Source	Origin System Type	Destination	Destination Signal Type
Critical	2016-05-02 01:03:29	Your data here	Desktop	Your data here	h323
Critical	2016-05-02 01:28:27		Room		h323
Critical	2016-05-02 01:30:54		Unassigned		SIP
Critical	2016-05-02 01:30:57		Unassigned		SIP
Critical	2016-05-02 01:31:00		Unassigned		SIP

Export to Excel

Edit Columns ▾

Export

Understand Severity of the errors

# Performance – Network – Part 1

Performance ▾

Summary

Trends

Network

## Locate Network Issue



Improve overall user experience

## Network | Summary

Network flags do not imply a specific network issue, but may indicate cause for investigation for the endpoints or locations indicated.  
We consider here only calls above 5 minutes

Normal: Packet Loss < 0.1%  
Warning: 0.1% < Packet Loss < 0.5%  
Critical: Packet Loss > 0.5%

May 2, 2016 - May 6, 2016

Network Flags: Warning, Critical

Active Filters

Clear Filters Show more

### System | Calls impacted by network

More

Your data here

### Network Score

72 %

■ Calls with No Pack Loss: 144  
■ Calls with Network Errors: 57

### Period of Analysis

Last Week

### Filters

Site

System Type

Network Flags

### Sites | Calls impacted by network

More

Your data here

### System Type | Calls impacted by network

More

System Type

Room

Personal

%

47.4%

50%

Calls

55

2

Measure your Network Performance

Apply filters

By Site  
By System Type  
By Severity

Capture Network Issue  
By System Type

Locate Systems impacted by  
Network issues

Locate Sites impacted by  
Network issues

# Performance – Network – Part 2

Performance ▾

Summary

Trends

Network

**Locate Network Issue**

Analyze Network at the call level



Improve overall user experience

System Source

Site

Jitter

Latency

Packet Loss  
RX and TX

Edit Columns ▾

Export

List View (Dates in Eastern Standard Time)

Name	Site	% PL RX	% PL TX	% PL	Remote System Name	Max Latency TX	Max Jitter RX
Your data here	Your data here	0.00	0.85	0.85	Your data here	1133	8
		0.76	1.19	1.19		99	5
		1.20	0.76	1.20		225	10
		2.58	1.18	2.58		67	18
		1.73	0.63	1.73		53	30
		0.12	0.00	0.12		99	46
		0.00	0.81	0.81		25	15
		0.00	0.20	0.20		243	7
		0.54	0.92	0.92		231	6
		0.92	0.55	0.92		677	15
		0.00	0.27	0.27		33	6
		0.01	0.22	0.22		54	11
		0.00	0.20	0.20		54	11
		0.00	0.20	0.20		26	11

◀ ◁ 1 ▷ ▶

1... items per page

1 - 14 of 14 items

Export to Excel

Add more details as necessary

- ☐ Video Protocol RX
- ☐ Video Format TX
- ☐ Video Format RX
- ☐ Precedence Level
- ☐ People Mins
- ☐ People Count Begin
- ☐ People Count Peak
- ☐ People Count End

Eagle Eye Producer Camera Count People in the room

# Capacity – RMX Utilization

Capacity ▾

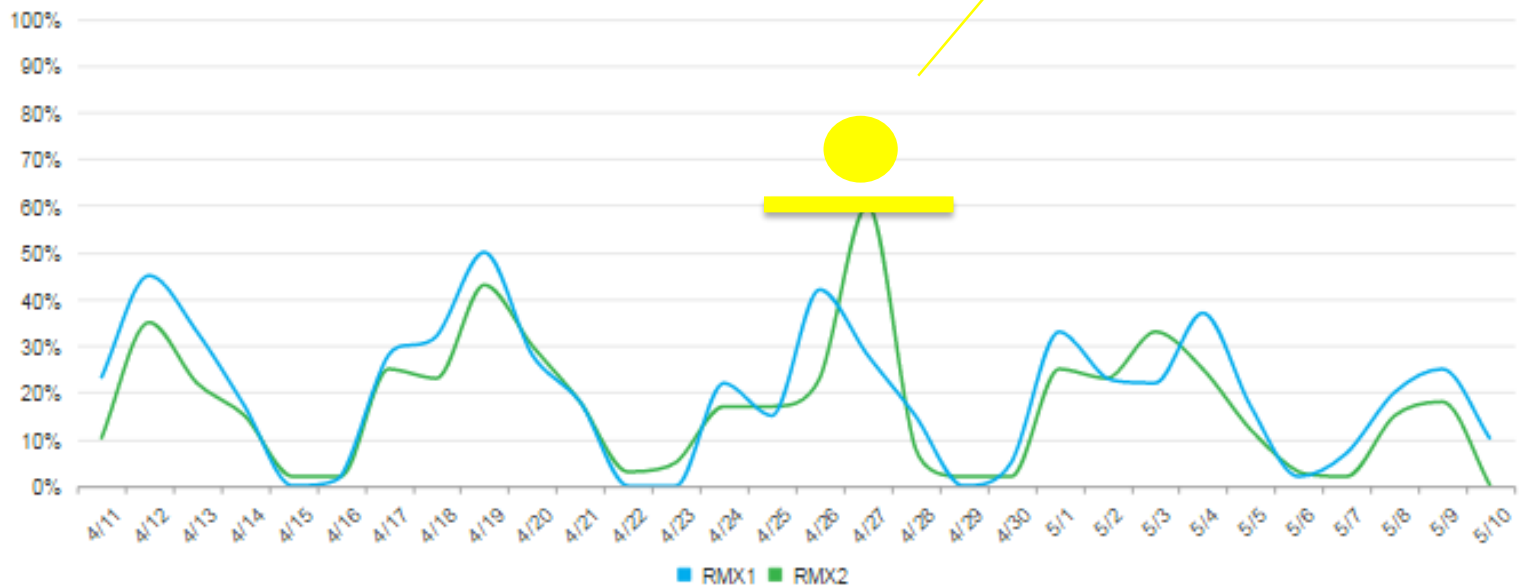
RMX Utilization

Concurrent Connections

## RMX Capacity | Daily Utilization

Understand your MCU peak utilization

Capacity Utilization | Apr 11, 2016 – May 10, 2016



Detect Peak

Receive email notification

Period of Analysis

Last 30 Days ▾

Resources

Capacity ▾

Utilization

Percent ▾

Measure  
Overall capacity usage  
Audio  
Video

Display  
%  
and  
Actual Ports Count

Optimize your MCU configuration  
and Audio/ Video port allocation  
based on metrics

## RMX Capacity | Summary

■ RMX1

Total HD Ports = 60 | Total Video Ports = 53 (HD) or 159 (CIF) | Audio Ports = 84

■ RMX2

Total HD Ports = 60 | Total Video Ports = 60 (HD) or 180 (CIF) | Audio Ports = 0

# Capacity – Concurrent Connections

Capacity ▾

RMX Utilization

Concurrent Connections

Measure Concurrent Connection



Optimize License Management

## Concurrent Connections | Summary

Apr 11, 2016 - May 10, 2016

Maximum Number of Concurrent Connections

50

Read Peak

Calls



Call Count

Period of Analysis

Last 30 Days ▾

Filters

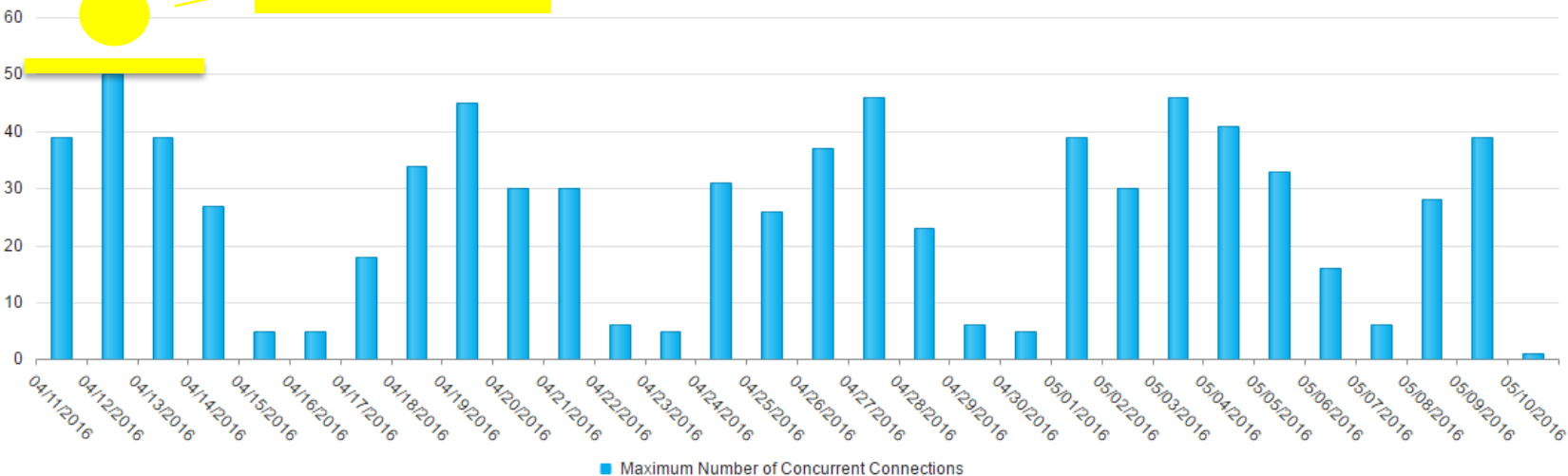
System Type ▾

Look at Historical Data

Read Trends

Detect Peak

Concurrent Connection Activity



# RealAccess Email Notification dashboard

Receive automatic email when key events are detected by RealAccess : no need to be connected, RealAccess works for you

Receive automatic email notifications when MCU ports are too high

## Setup | MCU Capacity

Receive an email when MCU Capacity exceeds a threshold you specify

Add Notification

Email	Audio Percent	Video Percent	MCUs	Commands
arnaud.ledevehat@polycom.com	50	50	RMX1	<a href="#">Edit</a> <a href="#">Delete</a>
arnaud.ledevehat@polycom.com	50	50	RMX2	<a href="#">Edit</a> <a href="#">Delete</a>

1

50 items per page

1 - 2 of 2 items

## Setup | Errors

Receive an email for specified errors containing a wildcard value in the message

Add Notification

Email	Wildcard	Commands
arnaud.ledevehat@polycom.com	Call leg returned*	<a href="#">Edit</a> <a href="#">Delete</a>
arnaud.ledevehat@polycom.com	VEQ "	<a href="#">Edit</a> <a href="#">Delete</a>
arnaud.ledevehat@polycom.com	*all rejected.	<a href="#">Edit</a> <a href="#">Delete</a>

1

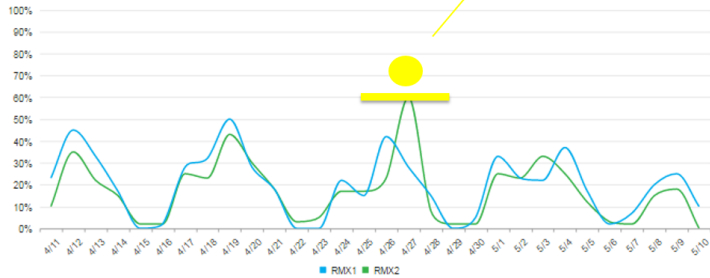
50 items per page

1 - 3 of 3 items

## RMX Capacity | Daily Utilization

Understand your MCU peak utilization

Capacity Utilization | Apr 11, 2016 – May 10, 2016



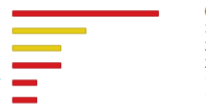
## Errors

14

Average  
Max

## Disconnection Cause

**Critical** Rejected: Call is rejected by destination.  
**Warning** Call leg returned error response.  
**Warning** SIP BYE without transaction  
**Fatal** VEQ '5616' not found  
**Critical** RMX Error : Problems with reaching the Mixer  
**Critical** VEQ not found














# Fine tune reports with Advanced Asset Configuration

Show or Hide any codecs to fine tune your business use cases

## Uses Cases

- Upgrade Immersive Rooms codecs type from room to Immersive
- Optimize Immersive Rooms reporting
  - Count utilization for codec #1 only
  - Count Errors for all codecs
- Hide specific systems calls
- Hide Test Systems calls
- Hide Non Polycom Asset from the Service Dashboard

System Name 	Type 	Model 	L2 System Type 	Count in Performance	Count in Utilization	Count in Entitlement	Command
<a href="#">Amsterdam OTX 300_3_1</a>	Room	HDX 8000 HD	Immersive	true	true	true	 Edit
<a href="#">Amsterdam OTX 300_3_2</a>	Room	HDX 8000 HD	Immersive	true	false	true	 Edit
<a href="#">Amsterdam OTX 300_3_3</a>	Room	HDX 8000 HD	Immersive	true	false	true	 Edit
<a href="#">Amsterdam Outside View</a>	Room	HDX 9006		true	true	true	 Edit
<a href="#">Amsterdam-GS300-Corneille</a>	Room	Group Series 500		true	true	true	 Edit
<a href="#">EB-BME-Traylor-TalbotLi</a>	Room	Tandberg		true	true	false	 Edit
<a href="#">Garland Hall, Room 16</a>	Room	Tandberg		true	true	false	 Edit

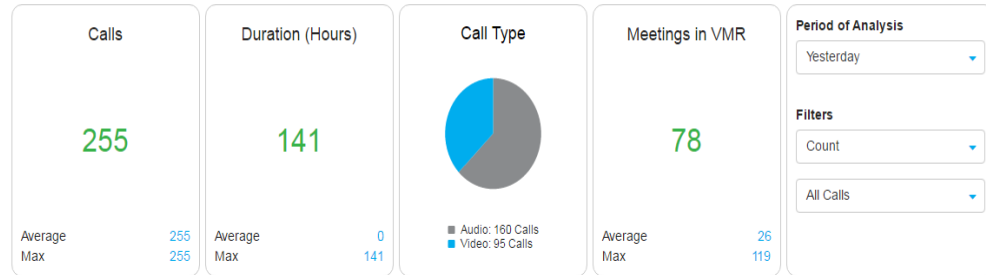


# Export RealAccess reports to pdf

Leveraging the Chrome Print option : save as pdf

Utilization | [Summary](#)

Aug 30, 2016 (UTC)  
Print

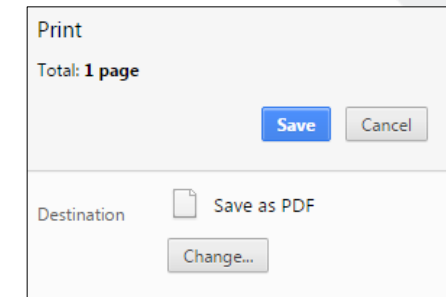


## Use Chrome Browser

On the report, Click on Print



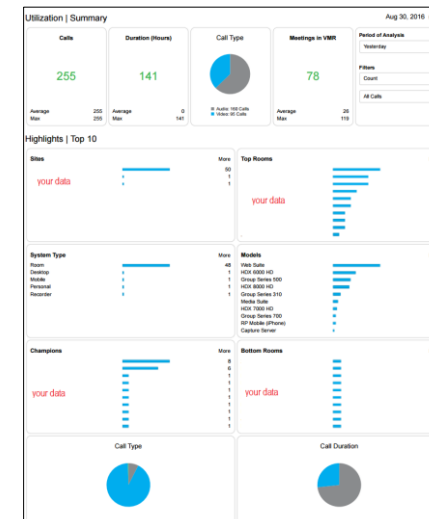
Select Save as PDF



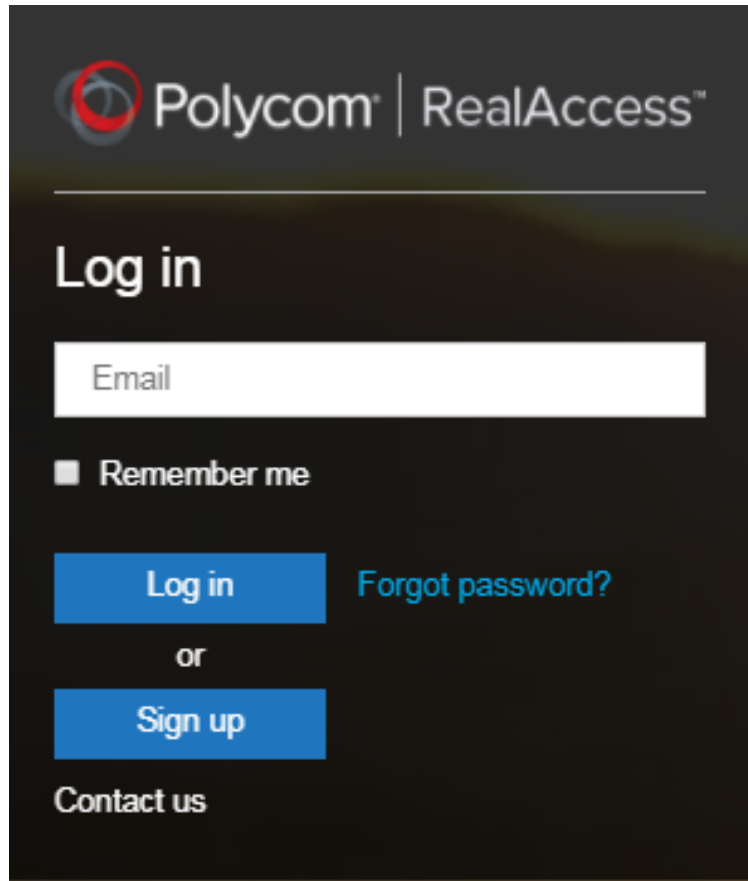
That's it : your PDF report is ready!

This Print to pdf Feature is available for the following reports

- Utilization | Summary
- Performance | Summary



# Sign Up today



The image shows a dark-themed login and sign-up interface for Polycom RealAccess. At the top left is the Polycom RealAccess logo. Below it, the text "Log in" is displayed. There is a white input field for "Email". Below the email field is a checkbox labeled "Remember me". To the right of the email field is a link "Forgot password?". Below these are two blue buttons: "Log in" and "Sign up". Below the "Sign up" button is a link "Contact us".

## Free 30 days Trial

[realaccess.polycom.com](https://realaccess.polycom.com)

- 1- Request Access
- 2- Deploy RealAccess Agent
- 3- Enjoy