

How to monitor UCX Suite Performance Counters

Applies to:

Cisco/Cross-Platform/Microsoft Teams UCX Suite, rel. 2020.Winter.1 and above

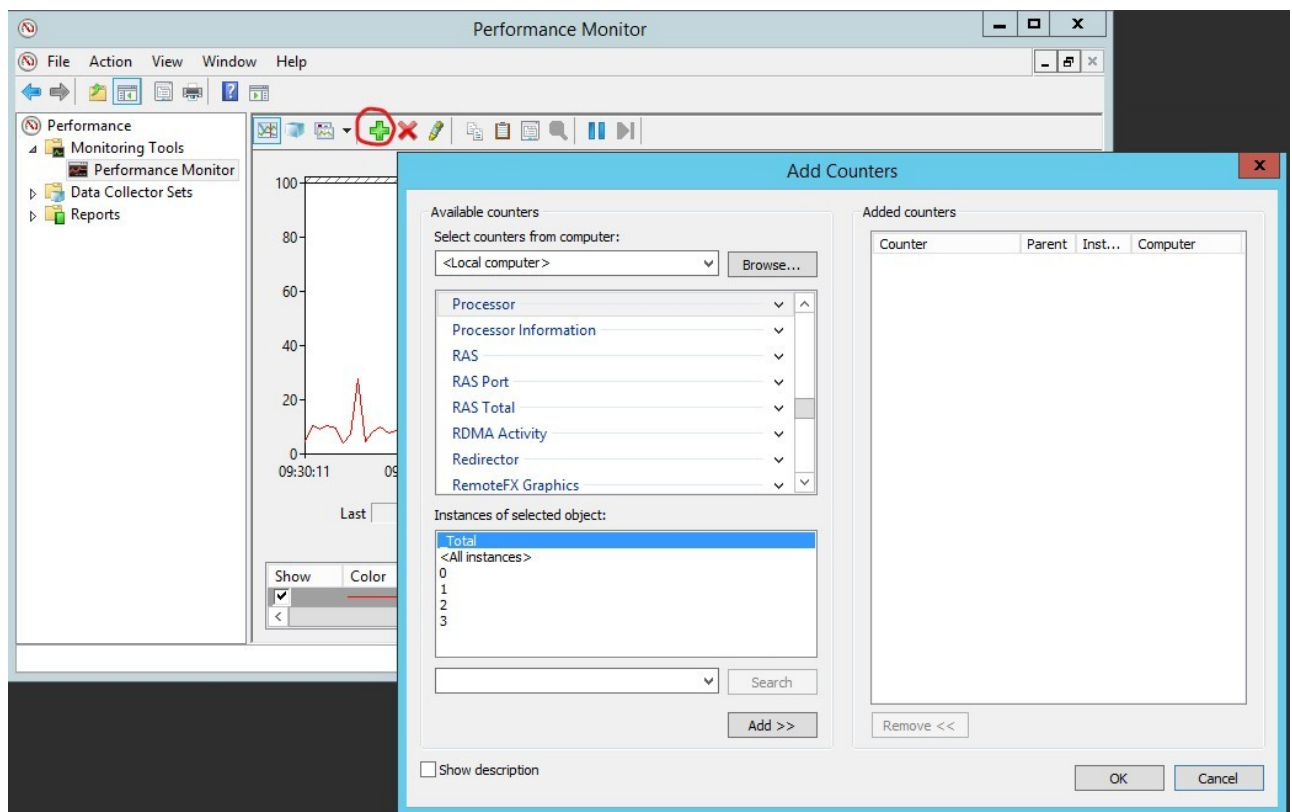
Description

A number of performance counter has been added in Imagicle UCX Suite, to monitor applications usage for statistics and troubleshooting purposes.

These counters are transmitted back to Imagicle Cloud and they are used to evaluate overall system performances for those customers who subscribed an ImagicleCare GOLD/Platinum maintenance plan, including **Proactive Support**.

How-to

- Please access to Imagicle server using RDP and launch Windows Performance Monitor
- Click on "Performance Monitor" item, available in left pane
- Click on green + icon and add one or more available UCX Suite counters, as per below table



Application	Category	Counter	Description
UCX Suite	IAS:ECC - Curri	Last http HEAD request	Time elapsed (seconds) since last Cisco CallManager HEAD request
		Curri Request Average execution time	Average response time
		Curri Request Rate	Requests rate per second
		Connected Clients Count: Total	Total connected clients count

Attendant Server	IAS:Attendant Server	Connected Clients Count: Backup	Backup mode connected clients count
		Connected Clients Count: BAE	Attendant Console Enterprise connected clients count
		Connected Clients Count: BAP	Attendant Console Professional connected clients count
		Connected Clients Count: BOE	Operator Essentials connected clients count
		Connected Clients Count: QME-Supervisor	Advanced Queuing Supervisor connected clients count
		License tokens available: BAE	Attendant Console Enterprise available license tokens
		License tokens available: BAP	Attendant Console Professional available license tokens
		License tokens available: BOE	Operator Essentials available license tokens
		Messages Sent/sec	Outgoing messages rate per second (server â clients)
		Messages Received/sec	Incoming messages rate per second (clients â server)
		Bytes Total/sec	Total bandwidth (bytes/second)
		Bytes Sent/sec	Outgoing bandwidth (bytes/second)
		Bytes Received/sec	Incoming bandwidth (bytes/second)
Budget Control	IAS:Budget Control	Budget Control Billy query time	Average Call Analytics queries duration
		Budget Control Billy query per second	Call Analytics query rate per second
		Budget Control phone state check time	Average phone status check time
Advanced Queuing	IAS:QME	Active incoming calls	Active incoming calls count
		Active outgoing calls	Active outgoing calls count
		FIFO queued calls	Number of calls currently enqueued in any FIFO queue
		Camp-On queued calls	Number of calls currently enqueued in any Camp-On queue
Auto Attendant	IAS:IVR	Active calls	Active calls count
		Conversational channels	Conversational channels count
Contact Manager	IAS:Speedy	Speedy Lookup: Average Lookup Execution Time	Average contact lookup time (in ticks)
		Speedy Lookup: Lookup Execution Rate	Contact lookup rate per second
Digital Fax	IAS:StoneFax	Local engine submit duration	Average
		Document Rendering Time	Average document rendering time
		WinFax submit time	Average submit time
		Attachment broadcast duration (Tx)	Average attachment broadcast duration (Tx)
		Attachment broadcast duration (Rx)	Average attachment broadcast duration (Rx)
		Heartbeat Period	
		Transmitting channels	Transmitting channels count
		Active outgoing faxes	Number of outgoing faxes in progress
		Submitted Faxes	Number of outgoing faxes actually submitted to WinFax service and waiting for completion
		Receiving channels	Number of receiving channels in use
Phone Lock	IAS:StoneLock	StoneLock Curri Request Average execution time	Average response time for CURRI requests
		StoneLock Curri Request Rate	CURRI requests rate per second
Call Recording	IAS:Call Recording	Active calls	Active calls count