Understanding your Webex deployment with Control Hub reports

Do you want to discover how Webex services and devices are used within your organization? Use reports in Control Hub for a clear picture of user interaction and behavior. With useful data visuals and charts, it's never been easier to understand your Webex users better.

Messaging KPIs

Learn how many people in your organization are using Webex to communicate and share ideas, which of those users are most active, and which spaces are most commonly used. With these useful messaging-related charts, you can determine just how engaged your users are.

Analytics

Use analytics for information about who's using Webex meetings, regardless of whether it's a Personal Room meeting or a standard Webex meeting. You can find out how people join a meeting, how many minutes people are spending in meetings, the quality of those meetings, and what type of audio people are using.

Webex Calling data

Gain insight into how people are using Webex Calling, and the quality of their calling experience. We keep historical data for up to 13 months for calls involving Webex Calling desk phones and the Webex apps for both desktop and mobile.

Device usage reports

Discover which devices are most popular with your users. With active devices, hours active, headset usage reports, and more, you can make sure that the more commonly used devices are available for your users.

Real-time analytics

The Cloud-Connected UC cloud collects data and sends it to the Analytics UI. You can view the analytics data for your on-premises applications and devices in Control Hub.

webex by cisco