

Sample

Polycom Advantage Service Endpoint Utilization Report

ABC Company

9/1/2018 - 9/30/2018

SAMPLE REPORT

This report is for demonstration purposes only. Any resemblance to real systems, networks, locations, names, etc. is purely coincidental.

version 6.4a

Report Parameters

Report Parameters	
1. This report covers only those systems that participated in at least one call.	
2. Only calls with a duration greater than 5 minutes are included in the report.	
3. Only systems under contract are included in the report.	
4. CDRs involving a MCU are assumed to be multipoint calls.	
5. All systems with a CDR were available 8 hours a day.	
6. 20 days are used for calculations (time period of CDRs).	

Calculation Parameters	
Work Hours Per Day	8
Work Days in Period	20

Disclaimer
<p>Every effort has been made to ensure the accuracy of the information contained within this report. Polycom, Inc., is not responsible for errors associated with CDR capture and/or collection, reporting inconsistencies, or errors in production or distribution of this report. Programs and applications used to generate this report are subject to change without notice. If there are any concerns please report them to the assigned manager for your account.</p>

Note: Group Series endpoints must be dynamically managed by Resource Manager for CDRs to be collected for this report.

Executive Summary

Report Totals by System Type				CDRs >= 5 mins
System Type	# of Systems	Calls	Minutes	Utilization
Room	94	1,263	137,873	15.28%
Personal	33	126	5,178	1.63%
Total Systems	127	1,389	143,051	11.73%

Call Statistics			CDRs >= 5 mins
	Audio	Video	Total
Calls	18	1,371	1,389
Minutes	1,370	141,682	143,052
Average Endpoint Utilization			11.73%

Daily Statistics			CDRs >= 5 mins
	Average	Lowest Day	Highest Day
Calls	46	0 on multiple days	87 on 9/28/2018
Minutes	4,768	0 on multiple days	11,548 on 9/20/2018
Utilization	7.82%	0% on multiple days	19% on 9/20/2018

Call Duration Statistics			All CDRs
	< 5 mins	>= 5 mins	Total
Calls	1,103	1,389	2,492
Minutes	1,081	143,052	144,133

* Calls < 5 mins are excluded from all statistics unless specifically stated

System Types are determined by the make and model of the endpoint in use.

ITP = RPX, OTX, TPX, ATX

Room = Conference room based codecs, such as Group Series, HDX9000, HDX8000, VSX8000

Desktop = Desktop based codecs, such as HDX4000 or VSX3000

Personal = Personal or software-based applications, such as CMAD, RPDesktop or RPMobile

Executive Summary (cont.)

System Types are determined by the make and model of the endpoint in use.

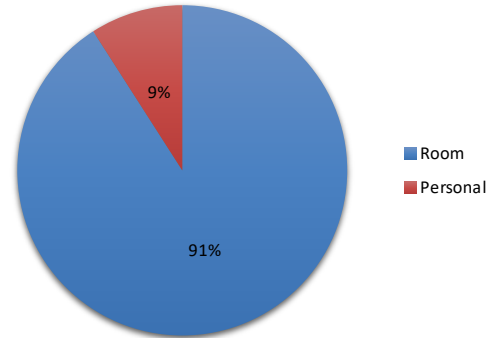
ITP = RPX, OTX, TPX, ATX

Room = Conference room based codecs, such as Group Series, HDX9000, HDX8000, HDX7000, VSX8000

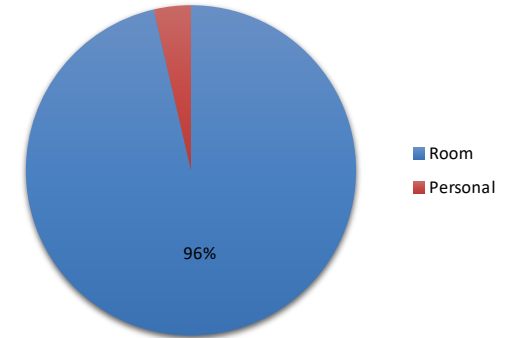
Desktop = Desktop based codecs, such as HDX4000 or VSX3000

Personal = Personal or software-based applications such as CMAD, RPDesktop, RPMobile

Percent of Calls by System Type



Percent of Minutes by System Type



Call Types are determined by whether a call is audio or video (point-to-point or multipoint).

Audio = Endpoint involved in an audio call

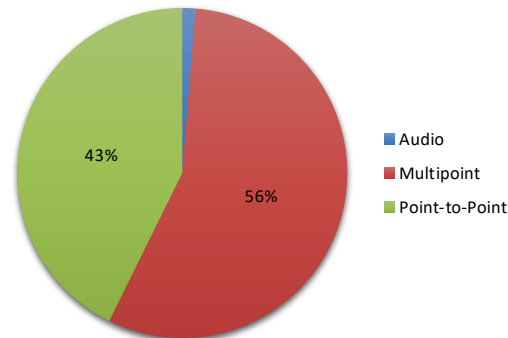
Video Point-to-Point = Endpoint connected over video directly to another endpoint

Video Multipoint = Endpoint connected over video to a MCU (bridge)

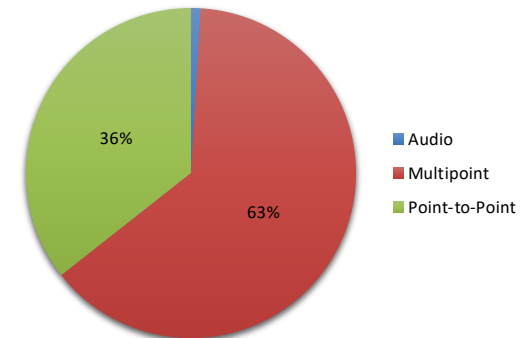
*An endpoint may be in an Audio and Video call at the same time, producing two CDRs.

**Multipoint calls are determined by the far-end system in the CDR being a Polycom RMX or MGC.

Percent of Calls by Call Type



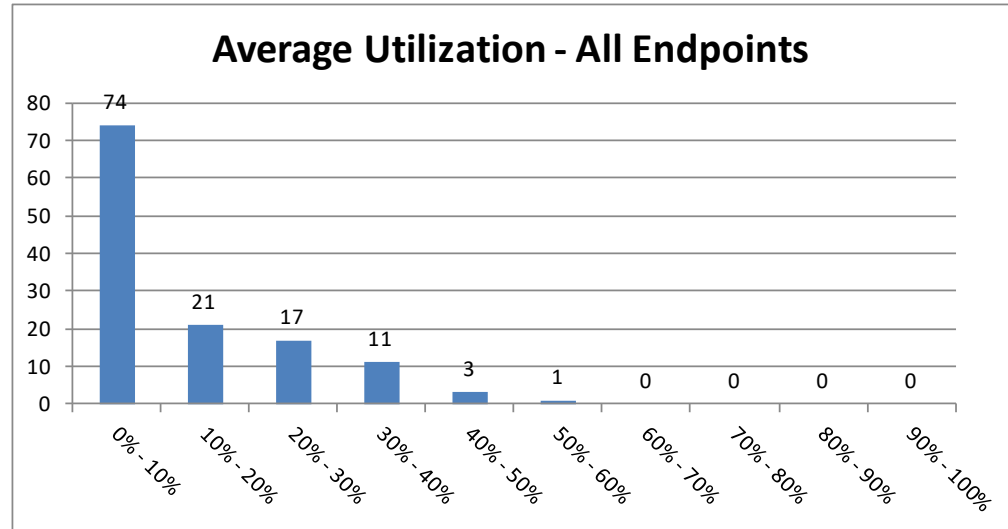
Percent of Minutes by Call Type



Usage Distribution - All Endpoints

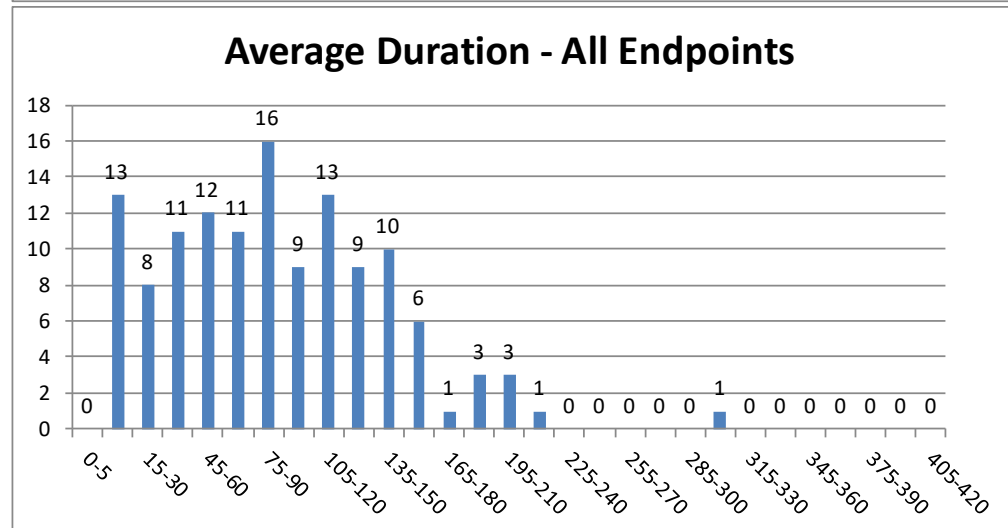
Number of Endpoints with a similar Average Utilization.

Grouped in 10% increments.



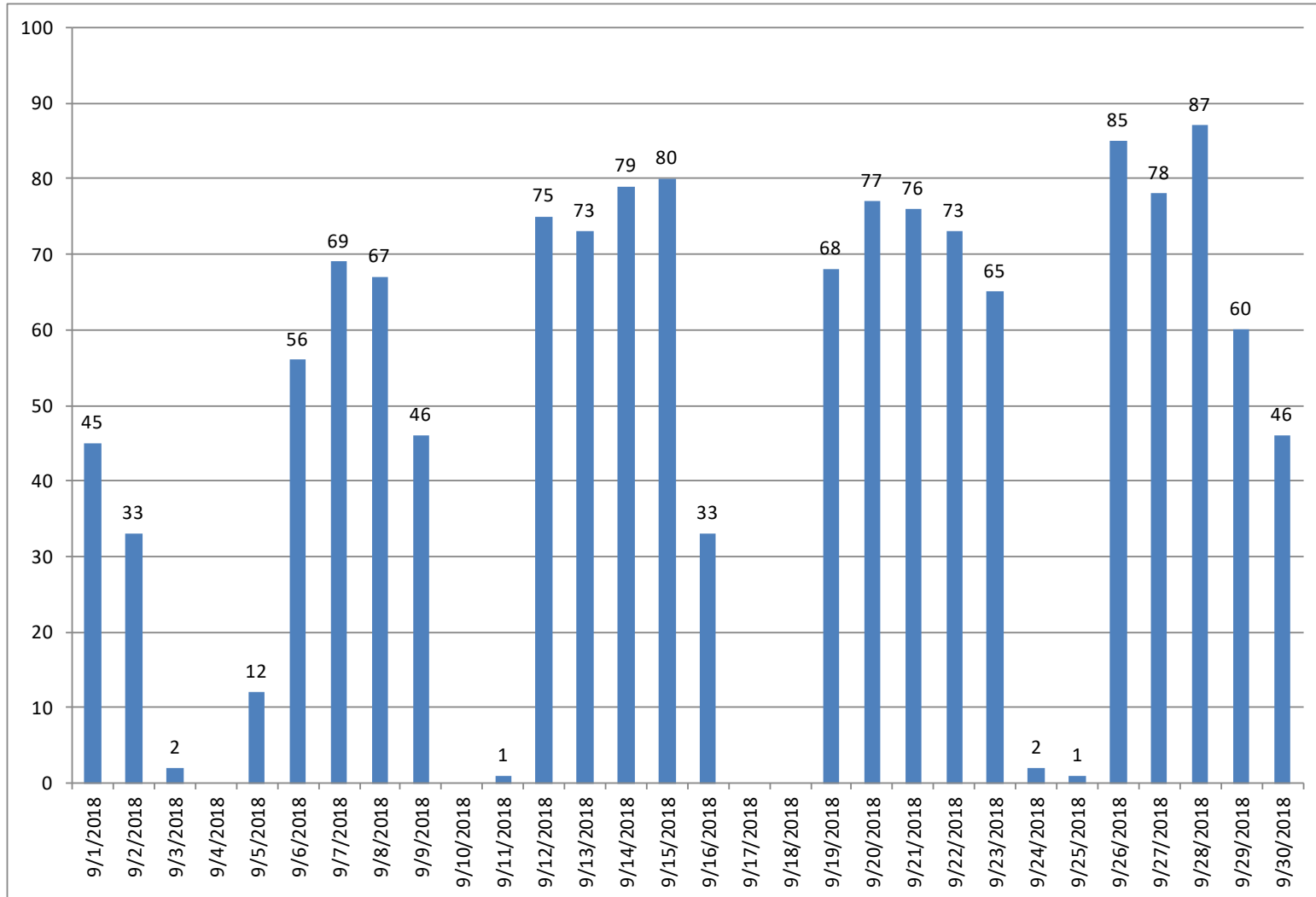
Number of Endpoints with a similar Average Duration.

Grouped in 15 minute increments.

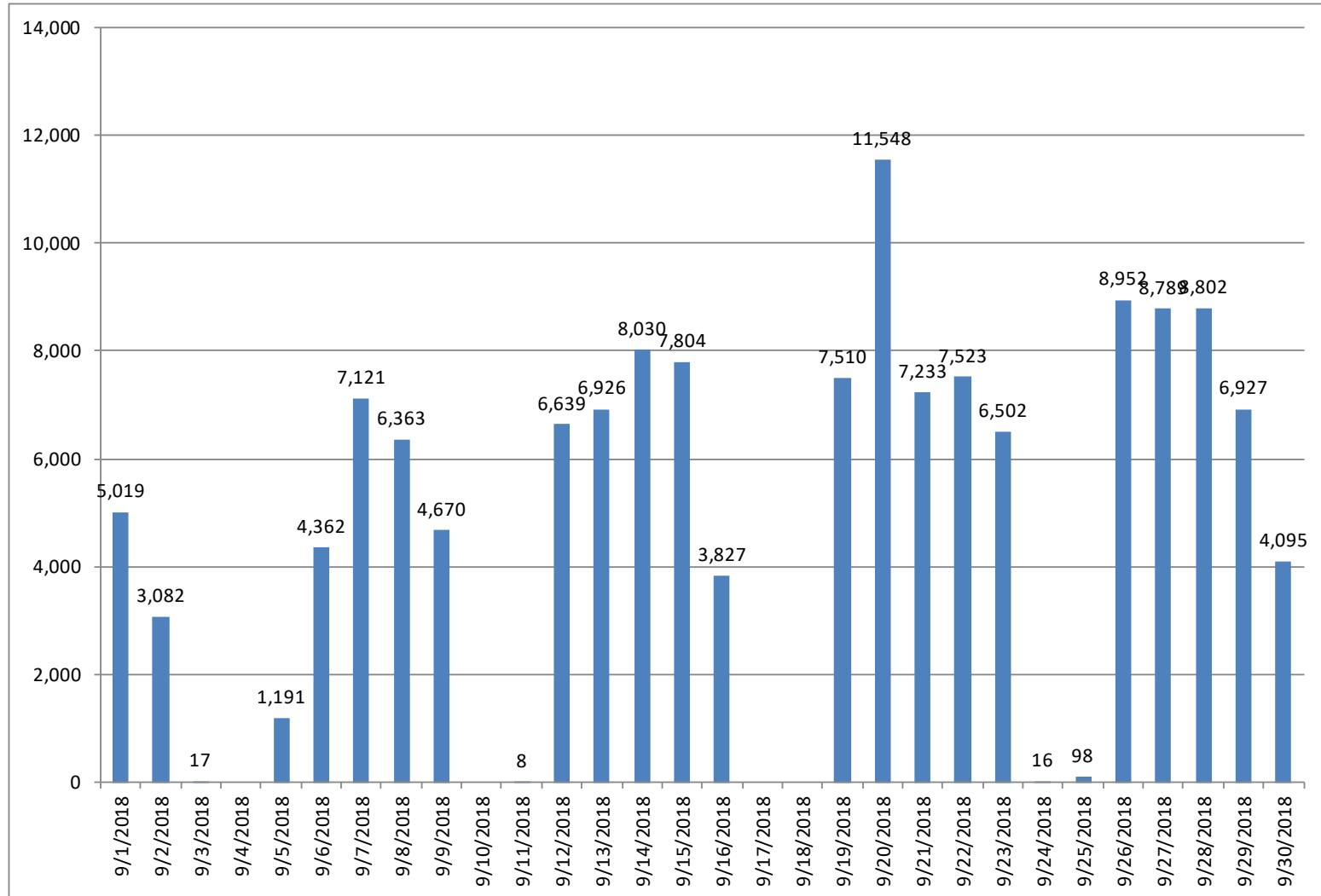


Daily Statistics

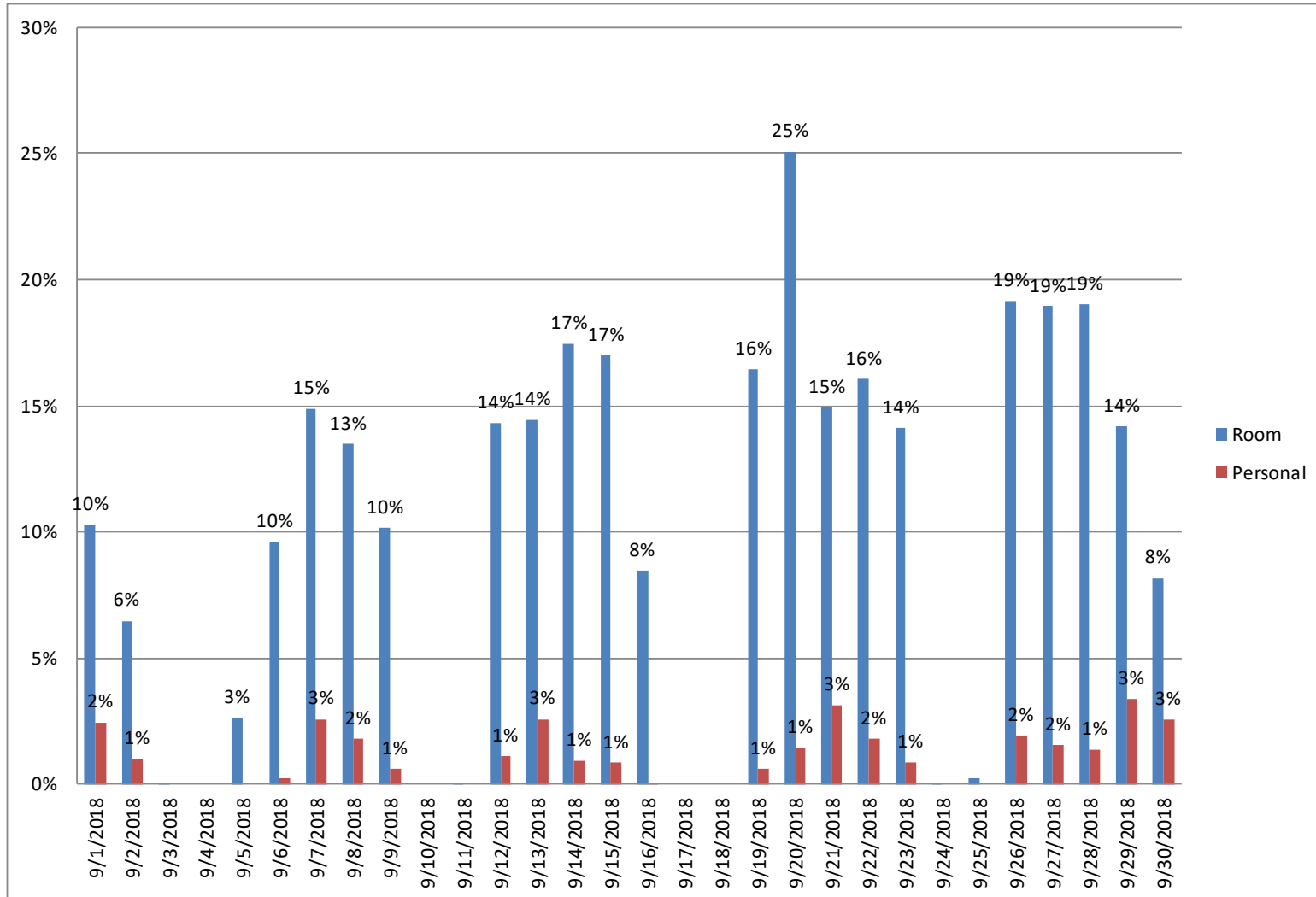
Total Calls by Day



Total Minutes by Day



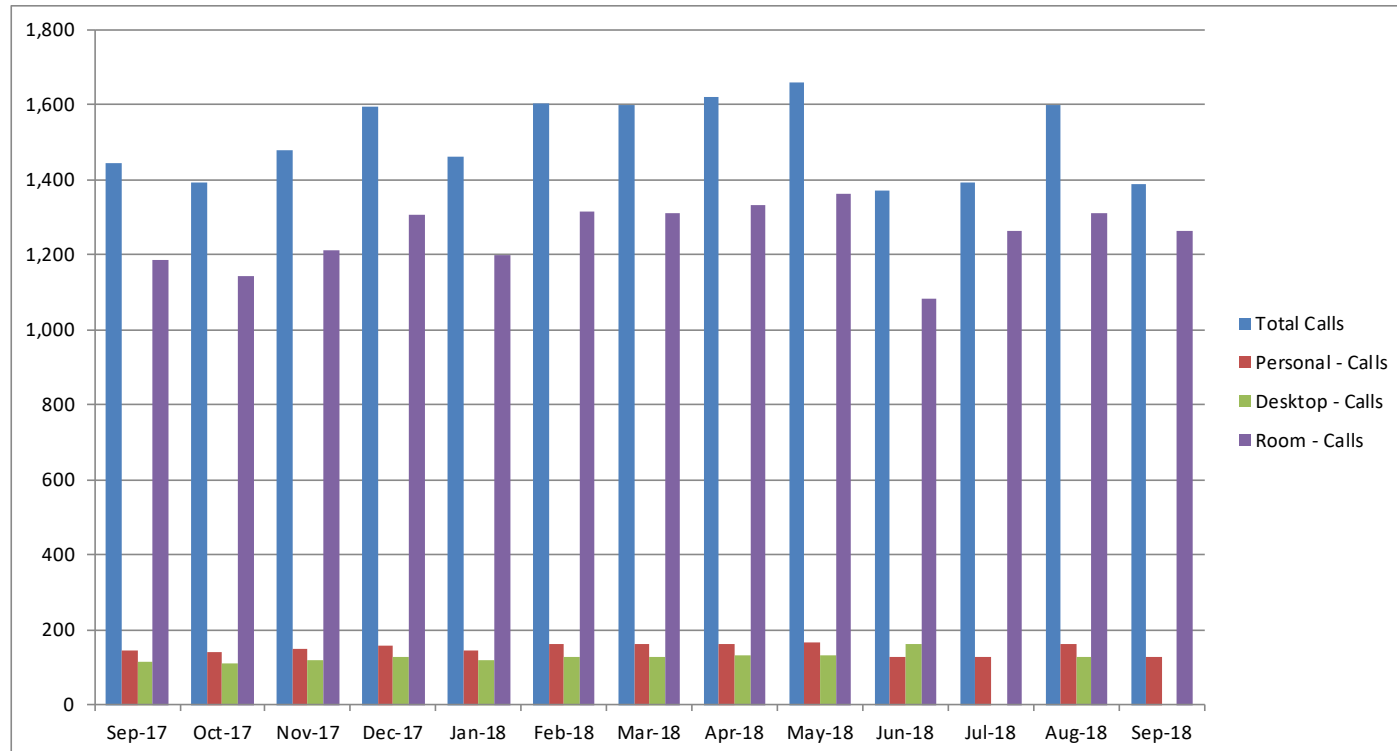
Utilization Percent by Day



Endpoint Trending

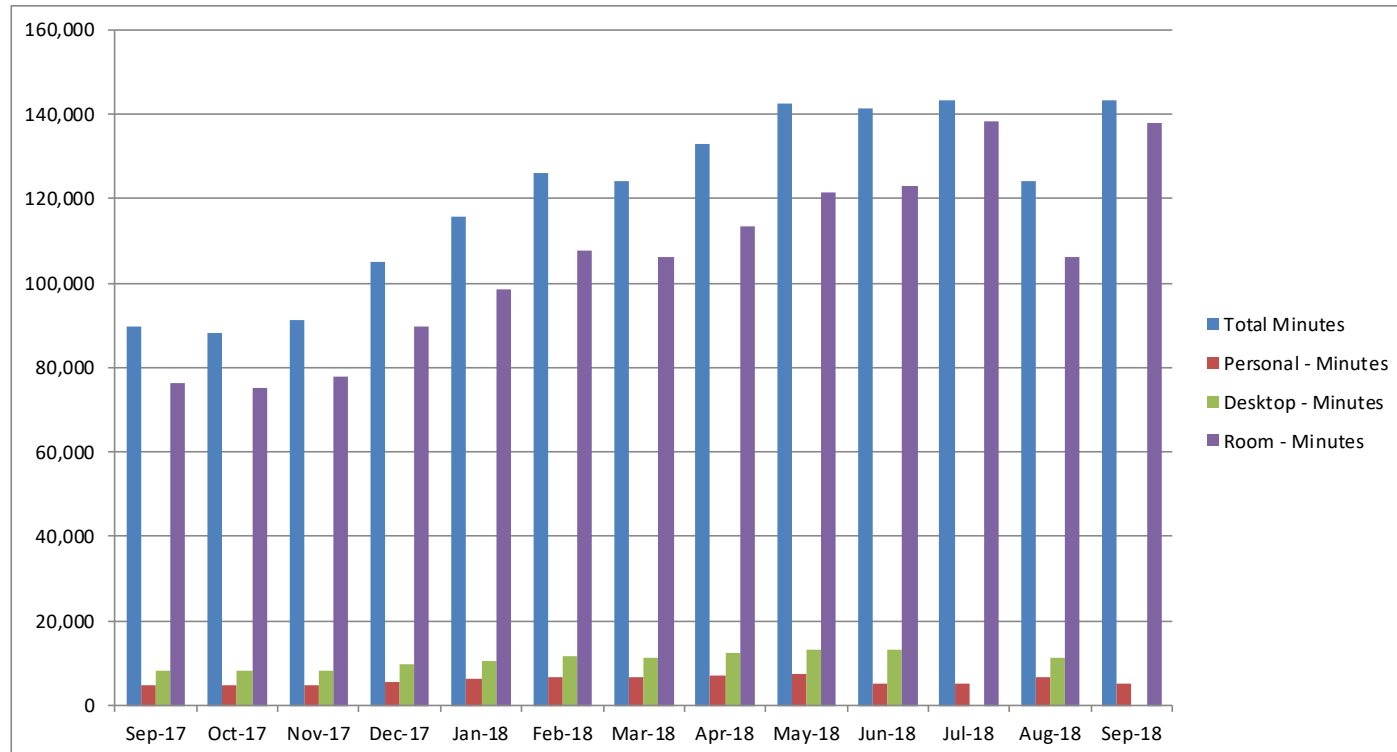
Trending - Calls

Period beginning	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Total Calls	1,445	1,392	1,478	1,595	1,462	1,604	1,598	1,622	1,660	1,371	1,390	1,598	1,389
Personal - Calls	145	139	148	160	146	160	160	162	166	126	126	160	126
Desktop - Calls	116	111	118	128	117	128	128	130	133	161	0	128	0
Room - Calls	1,185	1,141	1,212	1,308	1,199	1,315	1,310	1,330	1,361	1,084	1,264	1,310	1,263



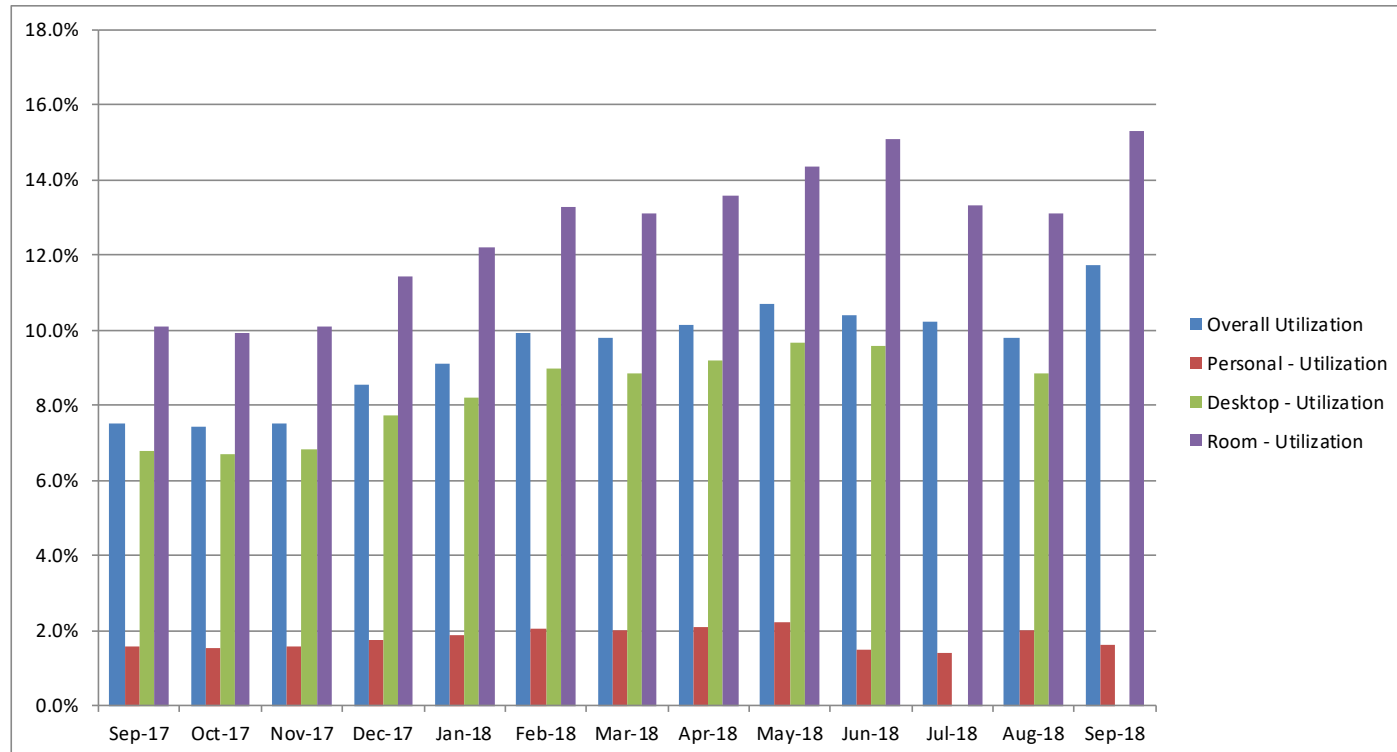
Trending - Minutes

Period beginning	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Total Minutes	89,525	88,244	91,076	104,931	115,546	125,944	124,128	132,963	142,422	141,127	143,405	124,128	143,051
Personal - Minutes	4,802	4,734	4,885	5,629	6,198	6,756	6,658	7,132	7,640	5,178	5,178	6,658	5,178
Desktop - Minutes	8,279	8,160	8,422	9,703	10,685	11,646	11,478	12,295	13,170	13,171	0	11,478	0
Room - Minutes	76,444	75,350	77,768	89,599	98,663	107,542	105,991	113,535	121,612	122,778	138,227	105,991	137,873



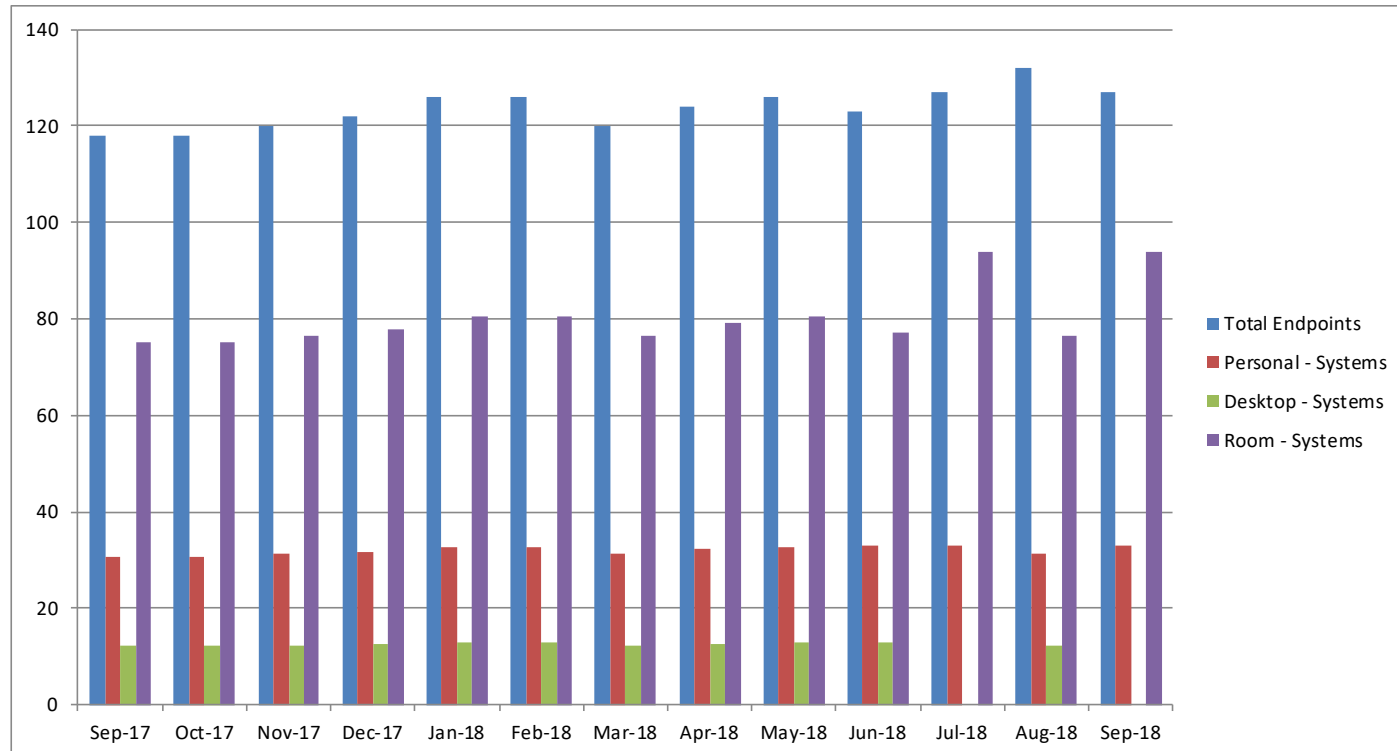
Trending - Utilization

Period beginning	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Overall Utilization	7.5%	7.4%	7.5%	8.5%	9.1%	9.9%	9.8%	10.2%	10.7%	10.4%	10.23%	9.8%	11.73%
Personal - Utilization	1.55%	1.53%	1.55%	1.76%	1.88%	2.05%	2.02%	2.10%	2.21%	1.49%	1.42%	2.02%	1.63%
Desktop - Utilization	6.80%	6.70%	6.80%	7.71%	8.22%	8.96%	8.85%	9.17%	9.67%	9.59%	0.00%	8.85%	0.00%
Room - Utilization	10.08%	9.93%	10.08%	11.42%	12.18%	13.28%	13.11%	13.59%	14.33%	15.10%	13.32%	13.11%	15.28%



Trending - Systems

Period beginning	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Total Endpoints	118	118	120	122	126	126	120	124	126	123	127	132	127
Personal - Systems	31	31	31	32	33	33	31	32	33	33	33	31	33
Desktop - Systems	12	12	12	12	13	13	12	13	13	13	0	12	0
Room - Systems	75	75	77	78	80	80	77	79	80	77	94	77	94



Most and Least Utilized - System Type

System Types are determined by the make and model of the endpoint in use.

ITP = RPX, OTX, TPX, ATX

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Desktop = Desktop codecs, such as HDX4000 or VSX3000

Personal = Personal or software-based applications such as CMAD, RPDesktop or RPMobile

Most/Least Utilized - Room

Most Utilized - Room

System Name	System Type	Calls	Minutes	Ave Duration	Utilization
US-DouglasCounty-6	Room	43	5,218	121.35	54.35%
US-Dallas-Room14	Room	38	4,071	107.14	42.41%
US-DouglasCounty-10	Room	45	3,947	87.71	41.12%
Colombia-Medellin	Room	28	3,899	139.24	40.61%
Colombia-Bogota-Wypall	Room	25	3,691	147.62	38.44%
US-Rawlins-Room22F	Room	31	3,653	117.85	38.05%
US-Rawlins-Room14b	Room	23	3,646	158.54	37.98%
US-Nounland	Room	31	3,526	113.76	36.73%
UK-Manchester-Room3	Room	16	3,486	217.88	36.31%
US-NebraskaNorthCampus-Room4	Room	25	3,476	139.04	36.21%

The full list of all endpoints is available in the embedded spreadsheet at the end of this report.

Least Utilized - Room

System Name	System Type	Calls	Minutes	Ave Duration	Utilization
France-Dijon	Room	1	6	5.62	0.06%
Mexico-Magdalena	Room	1	7	6.85	0.07%
US-Testing-Room4c	Room	1	8	8.02	0.08%
US-Edwards	Room	3	26	8.52	0.27%
US-Edington	Room	1	45	44.55	0.46%
US-DouglasCounty-8	Room	1	68	67.53	0.70%
Brazil-Recife	Room	3	104	34.74	1.09%
Brazil-Eldorado	Room	2	109	54.71	1.14%
US-NewBrunswickNorth-Room4	Room	3	118	39.44	1.23%
Canada-Huntsville	Room	3	123	40.84	1.28%

Most/Least Utilized - Personal

Most Utilized - Personal

System Name	System Type	Calls	Minutes	Ave Duration	Utilization
KimberleyHansen-RPDesktop	Personal	15	700	46.64	7.29%
PeterVictorson-RPDesktop	Personal	9	615	68.34	6.41%
LandonJonathanRPDesktop	Personal	7	530	75.76	5.52%
LisaHadfield-RPDesktop	Personal	9	346	38.40	3.60%
DavidJones-RPDesktop	Personal	6	308	51.29	3.21%
WillFredrick-RPDesktop	Personal	5	299	59.76	3.11%
KennyBefferton-RPDesktop	Personal	5	241	48.25	2.51%
SaraNelsien-RPDesktop	Personal	4	209	52.18	2.17%
SamanthaJohnson-RPDesktop	Personal	3	203	67.52	2.11%
LoriHorman-RPDesktop	Personal	3	184	61.31	1.92%

The full list of all endpoints is available in the embedded spreadsheet at the end of this report.

Least Utilized - Personal

System Name	System Type	Calls	Minutes	Ave Duration	Utilization
QuentinStock-RPDesktop	Personal	1	5	5.18	0.05%
SharonOliver-RPDesktop	Personal	1	5	5.18	0.05%
RamieRobertson-RPDesktop	Personal	1	6	5.65	0.06%
CraigJensen-RPDesktop	Personal	1	6	6.30	0.07%
LeviKovaks-RPDesktop	Personal	1	8	8.02	0.08%
RandyNewsome-RPDesktop	Personal	1	18	17.73	0.18%
SharonProndle-RPDesktop	Personal	3	19	6.27	0.20%
KevinMiller-RPDesktop	Personal	3	19	6.28	0.20%
PattyHerman-RPDesktop	Personal	2	31	15.58	0.32%
BobKanderson-RPDesktop	Personal	1	48	47.70	0.50%

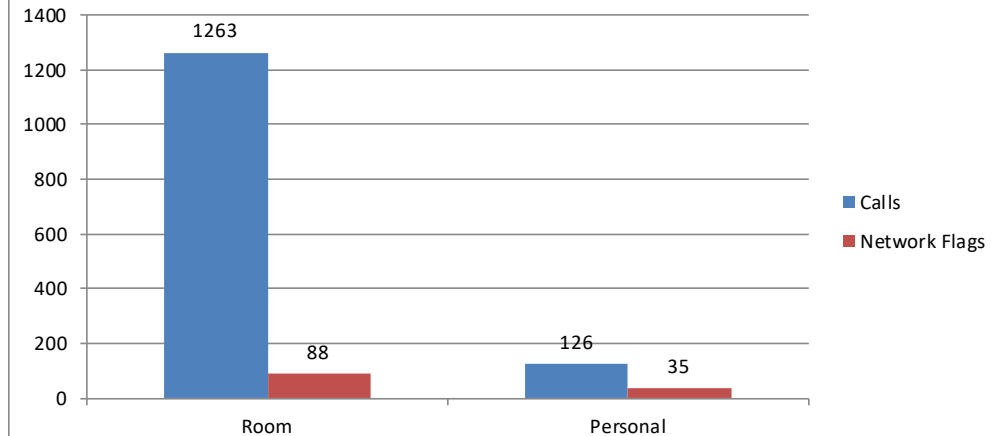
Network Statistics

Network Overview

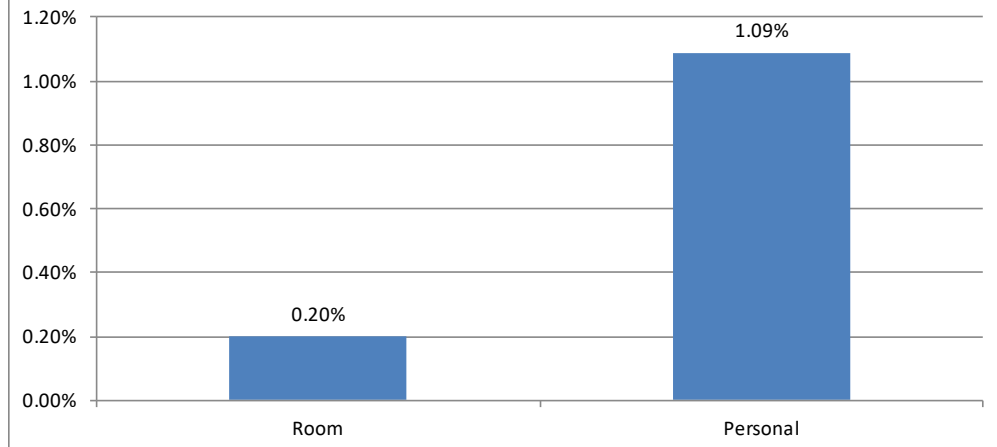
Network Flags are calls that were affected by 0.1% packet loss or greater and therefore call quality could have been impacted.

Network flags do not imply a specific network issue, but may indicate cause for investigation for the endpoints or locations indicated.

Network Flags by System Type



Average Percent Packet Loss by System Type



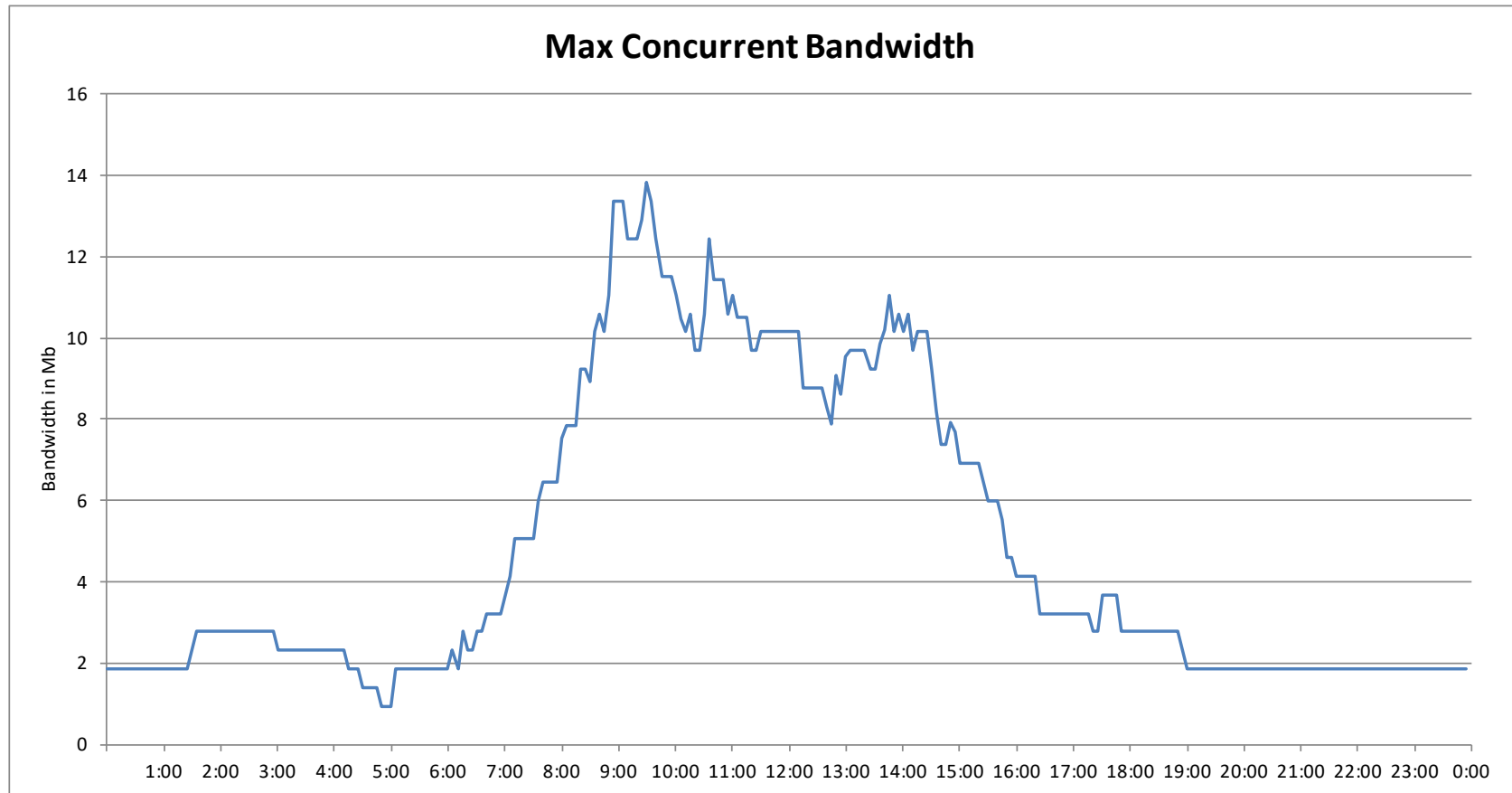
Highest Network Flags by Endpoint

System Name	System Type	Minutes	Calls	Network Flags	Ave % TX PL	Ave % RX PL	Percent Calls Affected
Colombia-Barranquilla	Room	1095	13	12	0.00%	1.26%	92.31%
Colombia-Cali	Room	2426	34	8	0.09%	0.06%	23.53%
LisaHadfield-RPDesktop	Personal	346	9	8	0.00%	1.38%	88.89%
Colombia-Bucaramanga	Room	1123	8	5	0.76%	0.02%	62.50%
JonathanWilsons-HDX	Room	925	11	5	2.14%	0.27%	45.45%
US-Denver-PGS	Room	2768	23	5	0.04%	0.98%	21.74%
PhillipMontgomery-RPDesktop	Personal	157	6	4	0.00%	0.48%	66.67%
Venezuela-Caracas	Room	2307	26	4	0.02%	0.02%	15.38%
Colombia-Bogota-Wypall	Room	3691	25	3	0.19%	0.00%	12.00%
KimberleyHansen-RPDesktop	Personal	700	15	3	0.00%	0.32%	20.00%
MaryGifford-HDX	Room	420	10	3	0.28%	0.97%	30.00%
Mexico-Acuna	Room	136	4	3	0.05%	1.36%	75.00%
TravisDavidson-HDX	Room	598	19	3	0.76%	0.05%	15.79%
US-Testing-Room3b	Room	275	23	3	0.39%	1.69%	13.04%
US-Wake Forest	Room	472	3	3	0.42%	0.00%	100.00%
ArgentiSanJuan	Room	1988	19	2	0.00%	0.12%	10.53%
ComptownJessica-RPDesktop	Personal	122	3	2	0.00%	1.50%	66.67%
FrankSinta-HDX	Room	919	15	2	0.08%	0.05%	13.33%
LandonJonathanRPDesktop	Personal	530	7	2	0.00%	0.18%	28.57%
Peru-Camacho	Room	2317	27	2	0.01%	0.23%	7.41%
SamanthaJohnson-RPDesktop	Personal	203	3	2	0.00%	1.60%	66.67%
TravisDavidson-RPDesktop	Personal	64	4	2	0.00%	0.10%	50.00%
UK-Manchester	Room	2401	19	2	0.01%	0.01%	10.53%
US-Dallas-Room14	Room	4071	38	2	0.27%	0.00%	5.26%
US-DouglasCounty-10	Room	3947	45	2	0.05%	0.01%	4.44%

Highest Network Flags by Endpoint Pairs

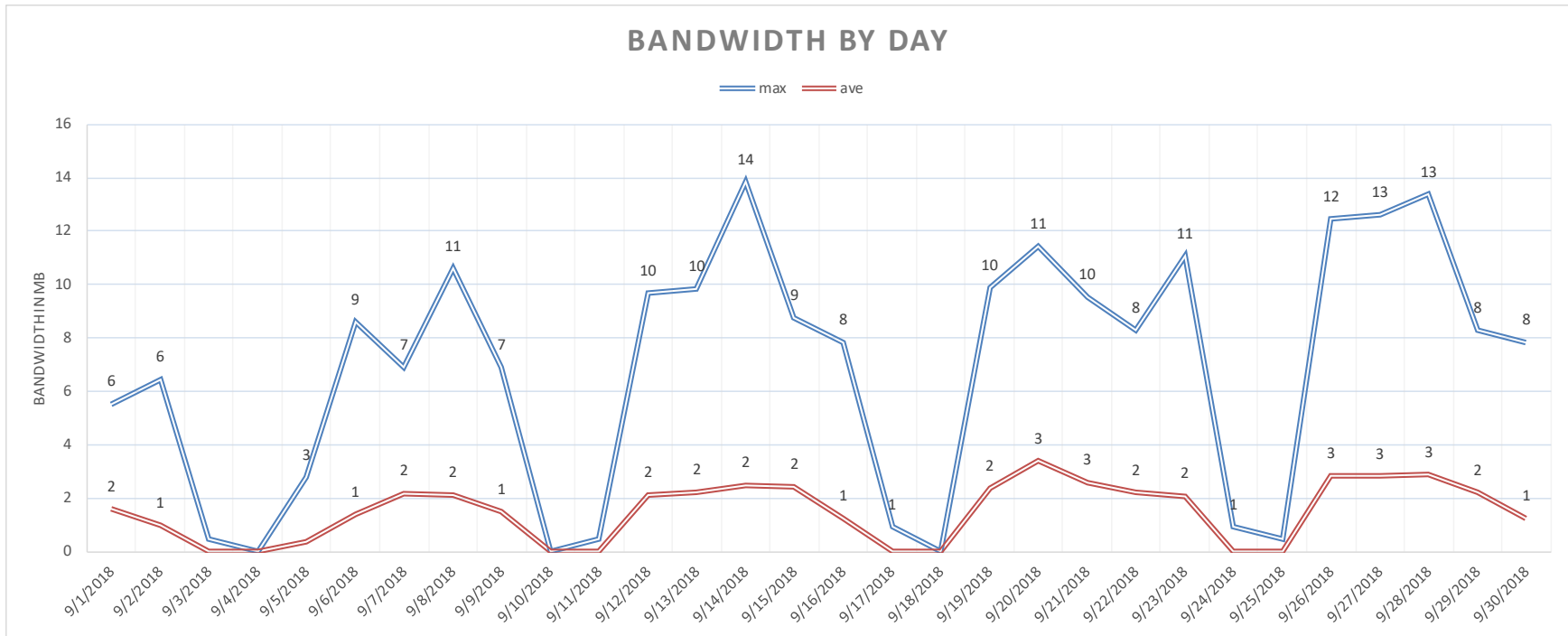
System Name	Remote System Name	Ave % TX PL	Ave % RX PL	Network Flags	Number of Calls
Colombia-Barranquilla	RMX4	0.0%	1.2%	9	10
Colombia-Cali	RMX4	0.1%	0.1%	8	28
Colombia-Bucaramanga	RMX4	0.8%	0.0%	5	8
US-Denver-PGS	RMX4	0.0%	1.2%	5	19
JonathanWilson-HDX	Sara Johnson	1.3%	0.8%	3	3
Mexico-Acuna	RMX4	0.0%	1.4%	3	4
Venezuela-Caracas	RMX4	0.0%	0.0%	3	21
ArgentiSanJuan	RMX4	0.0%	0.1%	2	18
ComptownJessica-RPDesktop	172.17.135.230	0.0%	2.2%	2	2
KimberleyHansen-RPDesktop	172.16.231.86	0.0%	1.5%	2	2
LisaHadfield-RPDesktop	172.16.164.25	0.0%	1.6%	2	2
LisaHadfield-RPDesktop	172.17.73.53	0.0%	1.6%	2	2
LisaHadfield-RPDesktop	172.17.73.80	0.0%	1.3%	2	2
PhillipMontgomery-RPDesktop	1186	0.0%	0.3%	2	2
SamanthaJohnson-RPDesktop	3127257183	0.0%	2.4%	2	2
TravisDavidson-HDX	TravisDavidson-HDX	0.0%	0.3%	2	2
US-Wake Forest	RMX4	0.6%	0.0%	2	2
BarbaraGonzales-RPDesktop	165.28.21.237	0.0%	18.8%	1	1
BobbyMartin-HDX	AP-ChiShanghai-INT	7.9%	0.0%	1	1
Colombia-Barbosa	US-Rawlins-Room20E	0.2%	0.2%	1	1
Colombia-Barranquilla	Colombia-Barranquilla	0.0%	1.3%	1	1
Colombia-Barranquilla	Colombia-Barranquilla - HDX 70	0.0%	1.5%	1	1
Colombia-Barranquilla	Colombia-Bogota-Room1	0.0%	1.9%	1	1
Colombia-Bogota-Room1	Colombia-Barranquilla - HDX 70	1.9%	0.0%	1	1
Colombia-Bogota-Room22C	Colombia-Cali - HDX 7000 HD	0.0%	0.2%	1	1

Overall Max Concurrent Bandwidth



Displays the maximum concurrent network bandwidth in use across all endpoints and/or network segments based on 5-minute increments. Times are normalized based on the Resource Manager time.

Daily Max Concurrent Bandwidth



Endpoint Statistics - Excel



Microsoft Excel
Worksheet

The attached Excel file contains tables for the following categories:

- Endpoint Statistics
- Low Duration Calls
- Endpoint Trending