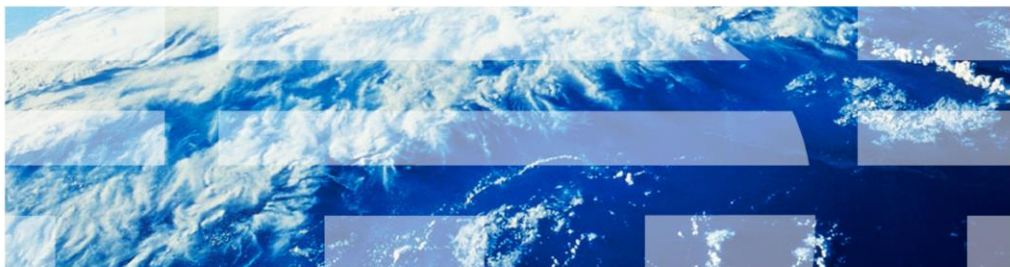


# IBM Tivoli Netcool Service Quality Manager V4.1

## Customer Experience Manager user function



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### **IBM® Tivoli® Netcool® Service Quality Manager 4.1: Customer experience manager user function.**

This training module is for Tivoli Netcool Service Quality Manager 4.1 customer experience manager user function.

## Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You have Tivoli Netcool Customer Experience Manager 4.1.2 installed and running
- You are a user with access to CEM Analysis, CEM SLO Management, and CEM SLO Monitor

### **Assumptions.**

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 and Tivoli Netcool Customer Experience Manager 4.1.2 installed and running. You must also be a user with access to CEM Analysis, CEM SLO Management, and CEM SLO Monitor.

## Objectives

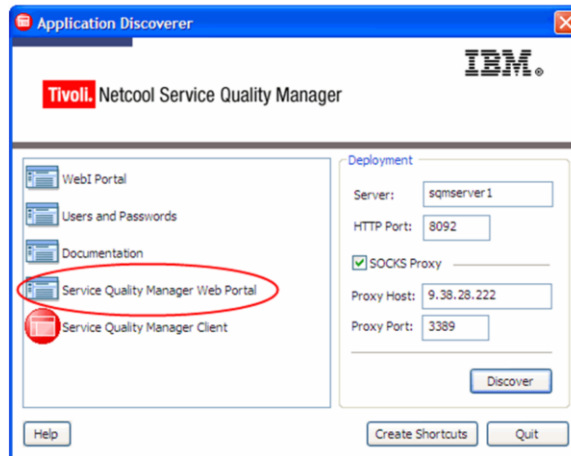
Upon completion of this module, you should be able to navigate Customer Experience Manager user functions

### **Objectives.**

Upon completion of this module, you should be able to navigate Customer Experience Manager user functions.

## Service Quality Manager Web portal

Click the **Service Quality Manager Web Portal** icon in the Application Discoverer window

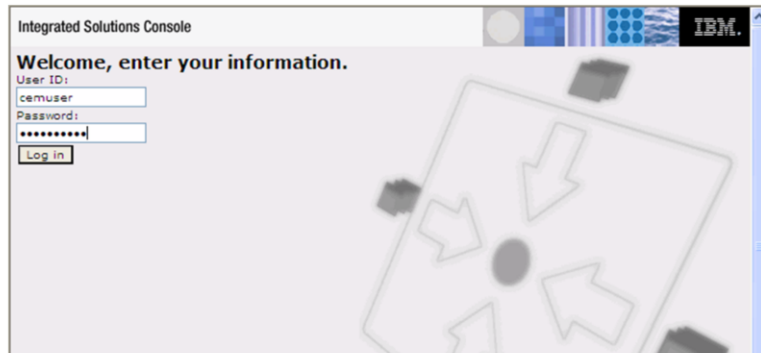


### Service quality manager web portal.

Click the **Service Quality Manager Web Portal** icon in the Application Discoverer window.

## Login

Enter your user ID and password to log in



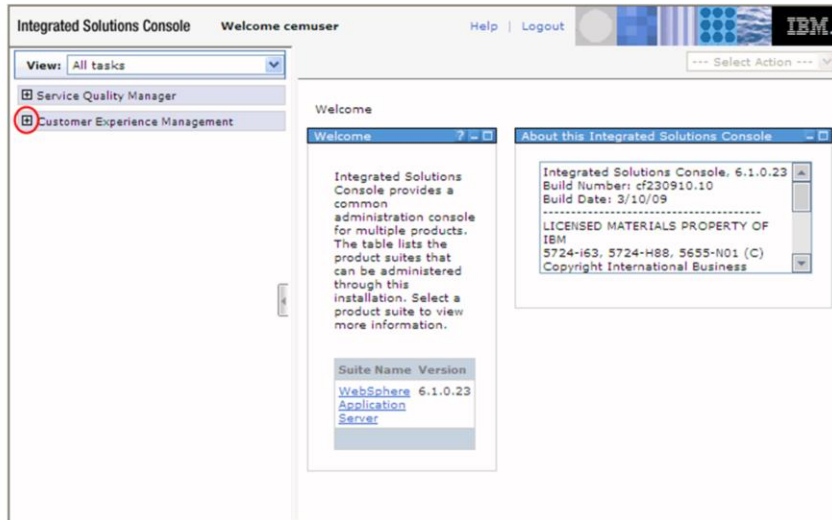
The screenshot shows the 'Integrated Solutions Console' login interface. At the top, it says 'Welcome, enter your information.' Below this, there are two input fields: 'User ID:' with the text 'cemuser' entered, and 'Password:' with a masked password of '\*\*\*\*\*'. A 'Log in' button is positioned below the password field. The background of the login area features a faint, stylized graphic of a building or floor plan with several arrows pointing towards a central point. The top right corner of the console window displays the IBM logo.

### **Login.**

Enter your user ID and password to log in.

## Customer experience management

### Expand **Customer Experience Management**

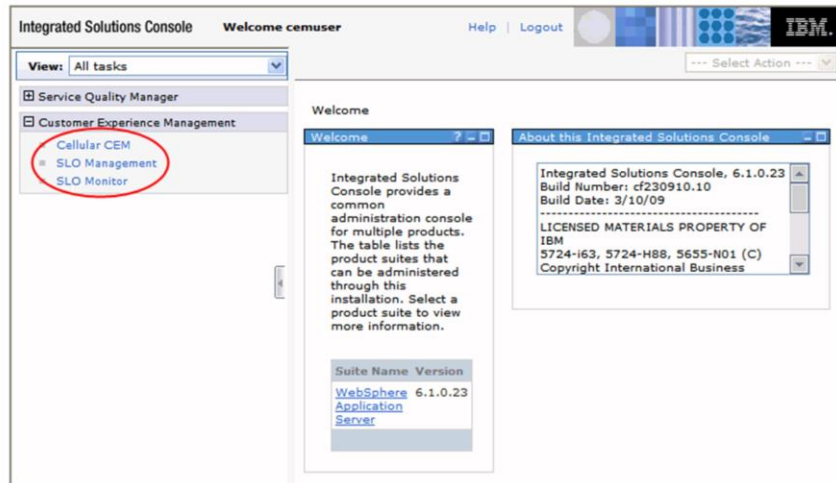


**Customer experience management.**

Expand **Customer Experience Management.**

## Customer experience management options

Customer experience management has three options: Cellular CEM, SLO Management, and SLO Monitor



7

Customer Experience Manager user function

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### Customer experience management options.

Customer experience management has three options: Cellular CEM, SLO Management, and SLO Monitor.

## Cellular CEM

Click **Cellular CEM**

The screenshot shows the Integrated Solutions Console interface. The left-hand navigation pane is expanded to show 'Customer Experience Management', with 'Cellular CEM' highlighted and circled in red. Below it are 'SLO Management' and 'SLO Monitor'. The main content area displays a 'Welcome' message and an 'About this Integrated Solutions Console' panel. The 'About' panel contains the following text:

```

Integrated Solutions Console, 6.1.0.23
Build Number: cf230910.10
Build Date: 3/10/09
-----
LICENSED MATERIALS PROPERTY OF
IBM
5724-I63, 5724-H88, 5655-N01 (C)
Copyright International Business
    
```

Below the 'About' panel is a table listing product suites:

Suite Name	Version
<a href="#">WebSphere Application Server</a>	6.1.0.23

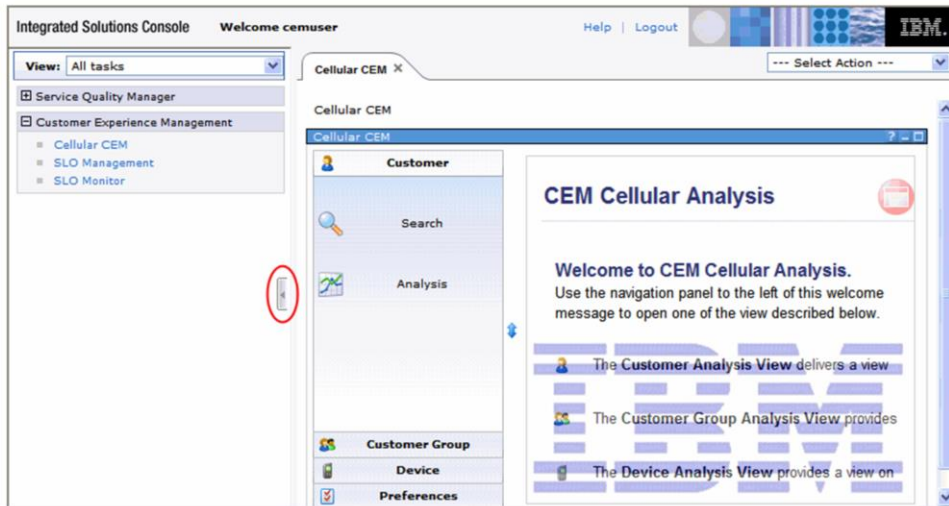
**Cellular CEM.**

Click **Cellular CEM.**



## Hide navigation menu

Click the **Hide Navigation** button



9

Customer Experience Manager user function

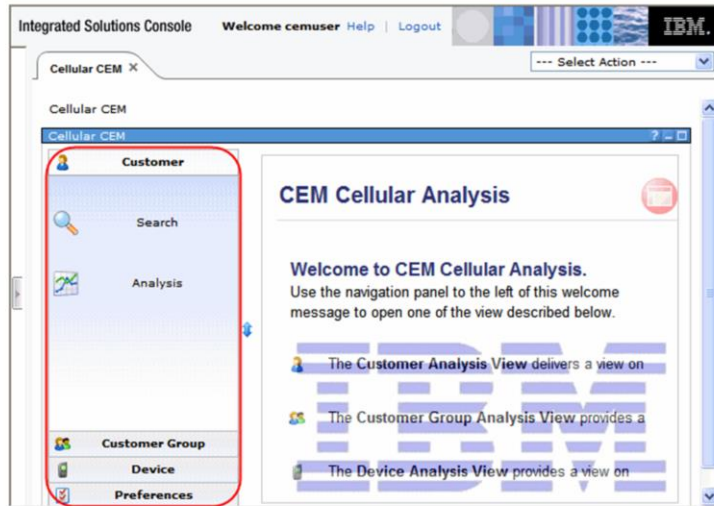
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## Hide navigation menu.

Click the **Hide Navigation** button.

## Cellular CEM options

- You can perform customer and customer group search and analysis
- You can perform device search, analysis, and summary
- You can edit preferences

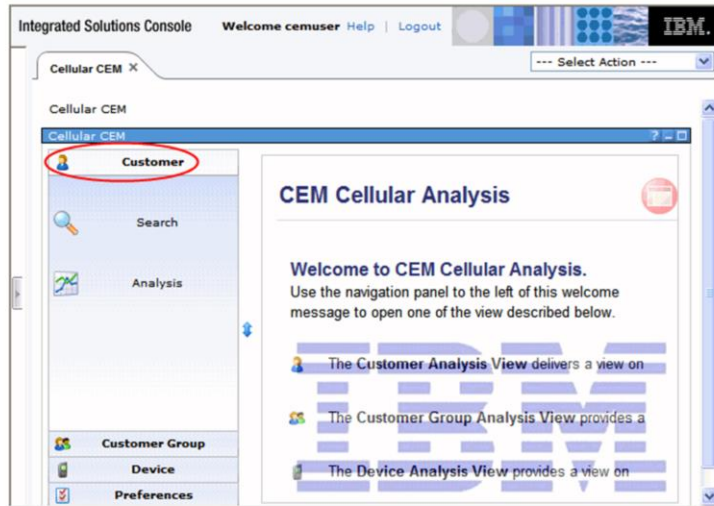


### Cellular CEM options.

With Cellular CEM, you can perform customer and customer group search and analysis. You can also perform device search, analysis, and summary. You can edit preferences.

## Customer analysis view

Click **Customer** to start the customer analysis view

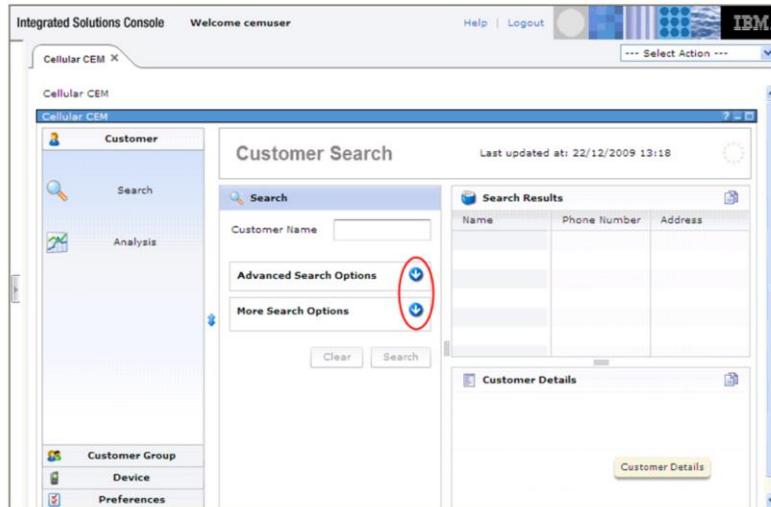


### Customer analysis view.

Click **Customer** to start the customer analysis view.

## Expand customer search options

Click the down arrow icons for **Advanced Search Options** and **More Search Options**



12

Customer Experience Manager user function

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### Expand customer search options.

Click the down arrow icons for **Advanced Search Options** and **More Search Options**.

## Customer search options

- You can enter a customer name, account number, or phone number to search
- You can match case or search on an exact match
- Enter **Keith** as the customer name to search
- Click **Search**

Integrated Solutions Console Welcome cemuser Help | Logout

Cellular CEM x --- Select Action ---

Cellular CEM

Customer Search Last updated at: 14/12/2009 16:55

Customer Name Keith

Advanced Search Options

Account Number

Phone Number

More Search Options

Match Case  Exact Match

Clear Search

Name	Phone Number	Address
------	--------------	---------

Customer Details

13

Customer Experience Manager user function

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### Customer search options.

You can enter a customer name, account number, or phone number to search. You can match case or search on an exact match. Enter **Keith** as the customer name to search. Click **Search**.

## Customer analysis

Double-click **Keith Holland** to see the customer analysis view of the customer

The screenshot shows the 'Customer Search' interface in the IBM Customer Experience Manager. The search criteria are set to 'Keith'. The search results table is as follows:

Name	Phone Number	Address
Keith Udaltsov	1230000136	Address136
<b>Keith Holland</b>	<b>1230000217</b>	<b>Address217</b>
Keith O'Mahon	1230000364	Address364
Keith Burke	1230000661	Address661
Keith Hallahan	1230000681	Address681
Keith Dineen	1230000778	Address778
Keith Cafferkey	1230000813	Address813
Keith Hourigan	1230000828	Address828
Keith O'Connor	1230000863	Address863

Below the search results, the 'Customer Details' for Keith Holland are displayed:

Name	Keith Holland
IMSI	20601000000054
Account Number	Account217
Phone Number	1230000217
Address	Address217

14

Customer Experience Manager user function

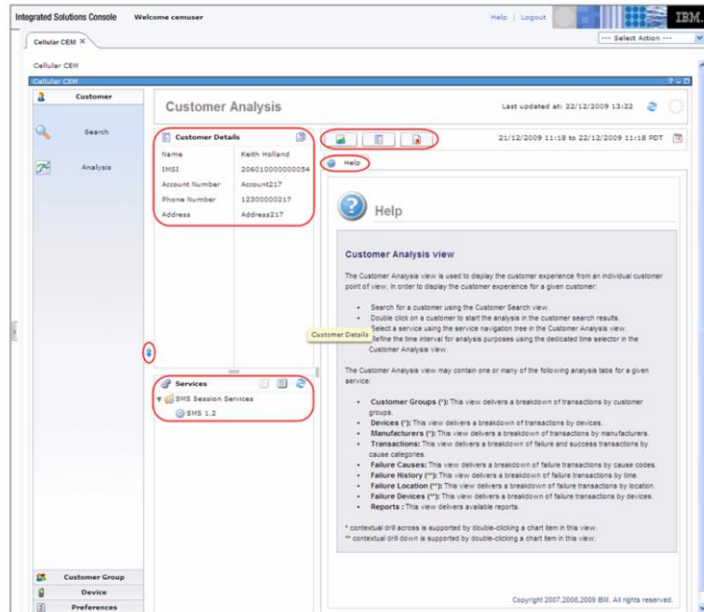
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### Customer analysis.

Double-click **Keith Holland** to see the customer analysis view of the customer.

## Customer analysis details

- The Customer Analysis window shows customer details and services
- You can click the icons to switch between the analysis, associated SLO, and associated SLA views
- The help tab is the default view
- Click the double arrow icon to hide the left navigation window
- Click **SMS 1.2**



15

Customer Experience Manager user function

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### Customer analysis details.

The Customer Analysis window shows customer details and services. You can click the icons to switch between the analysis, associated SLO, and associated SLA views. The help tab is the default view. Click the double arrow icon to hide the left navigation window. Click **SMS 1.2**.

## Customer details and services icons

- Click the copy icon in the Customer Details window to copy the customer details to the clipboard
- You can refresh the Services window by clicking the refresh icon
- Click the list view icon to change to list view

The screenshot displays the IBM Customer Experience Manager (CEM) interface. The main window is titled "Customer Analysis" and shows details for a customer named Keith Holland. The interface is divided into several sections:

- Customer Details:** A window on the left showing customer information (Name, IMSI, Account Number, Phone Number, Address). A red circle highlights the copy icon in the top right corner of this window.
- Services:** A window below the Customer Details showing "SMS Session Services" for "SMS 1.2". A red circle highlights the refresh icon in the top right corner of this window.
- Failed Transactions:** A table showing transaction details for "SMS 1.2". The table has columns for Metric, Cause Type, Count, and Duration.
- Breakdown by Category:** A pie chart showing the distribution of failed transactions across various categories.

Metric	Cause Type	Count	Duration
SMS 1.2			
SMS CDR KPI Model			
Failure			
SMS_SUBMIT	SMPP Cause_SMS	88200	87027
SMS_SUBMIT	MAP Cause_SMS	77919	88402
SMS_SUBMIT	SMS RP Cause_SMS	24828	22939

Category	Percentage
Network Failure_SH	39.12%
User Failure_SMS	1.83%
Operator Intervent	2.12%
Call or Session Relat	15.56%
Network Resources	51%
Protocol Error_SMS	7.2%
Subscriber Identity	1.19%
User Error_SMS	3.65%
	5.24%
	7.79%
	22.25%

16

Customer Experience Manager user function

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## Customer details and services icons.

Click the copy icon in the Customer Details window to copy the customer details to the clipboard. You can refresh the Services window by clicking the refresh icon. Click the list view icon to change to list view.



## Services list view icons

- You can click the tree view icon to return to tree view
- You can click the sort icon to sort
- You can click the copy icon to copy services to the clipboard
- Drag the window to hide customer details and services

The screenshot shows the IBM Integrated Solutions Console interface. The main content area is titled "Customer Analysis" and displays details for a customer named Keith Holland. The interface includes a "Customer Details" section, a "Services" list, and a "Failed Transactions" table. A pie chart titled "Breakdown by Category" is also visible. A red circle highlights the view icons (tree, sort, copy) in the Services list.

Metric	Cause Type	Count	Duration
SMS 1.2			
SMS CDR KPI Model			
Failure			
SMS_SUBMIT: SMPP Cause_SMS		88200	87027
SMS_SUBMIT: MAP Cause_SMS		77919	88402
SMS_SUBMIT: SMS RP Cause_SMS		24828	22939

Category	Percentage
Network Failure_SMS	39.12%
User Failure_SMS	1.83%
Operator Intervent	2.12%
Call or Session Relat	15.56%
Network Resources	7.21%
Protocol Error_SMS	5.1%
Subscriber Identity	7.79%
User Error_SMS	22.26%
Other	1.19%
Other	3.65%
Other	5.24%

17

Customer Experience Manager user function

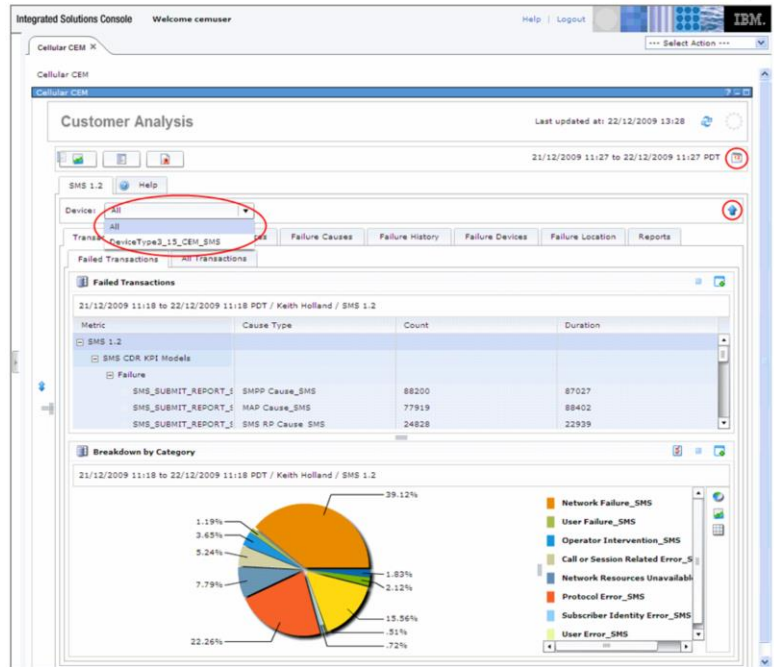
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## Services list view icons.

You can click the tree view icon to return to tree view. You can click the sort icon to sort. You can click the copy icon to copy services to the clipboard. Drag the window to hide customer details and services.

## Customer analysis header

- You can filter data by device from the pull-down menu
- You can hide the filter by clicking the up arrow icon
- Click the calendar icon to set the interval



18

Customer Experience Manager user function

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## Customer analysis header.

You can filter data by device from the pull-down menu. You can hide the filter by clicking the up arrow icon. Click the calendar icon to set the interval.

## Setting intervals

- You can set a sliding window by selecting **Sliding window** and selecting a time interval
- You can select a historical window by clicking **Historical window** and selecting start and end times
- Select a 24-hour sliding window
- Click **OK**

The image displays two screenshots of the IBM Customer Experience Manager (CEM) interface. The top screenshot shows the 'Customer Analysis' window with the 'Sliding window' option selected and a '24 hours' time interval. The bottom screenshot shows the 'Historical window' selected, with start and end dates set to 12/12/2009. Both screenshots show a table of failed transactions and a pie chart representing the breakdown by category.

Category	Count	Percentage
Network Failure_000	47527	29.12%
User Failure_000	22594	13.81%
Operator Intervention_000	17919	10.92%
Call or Session Related Error_000	14625	8.92%
Network Resource Unavailable	12594	7.72%
Protocol Error_000	8942	5.44%
Subscriber Identity Error_000	4921	2.99%
User Error_000	1961	1.20%

19

Customer Experience Manager user function

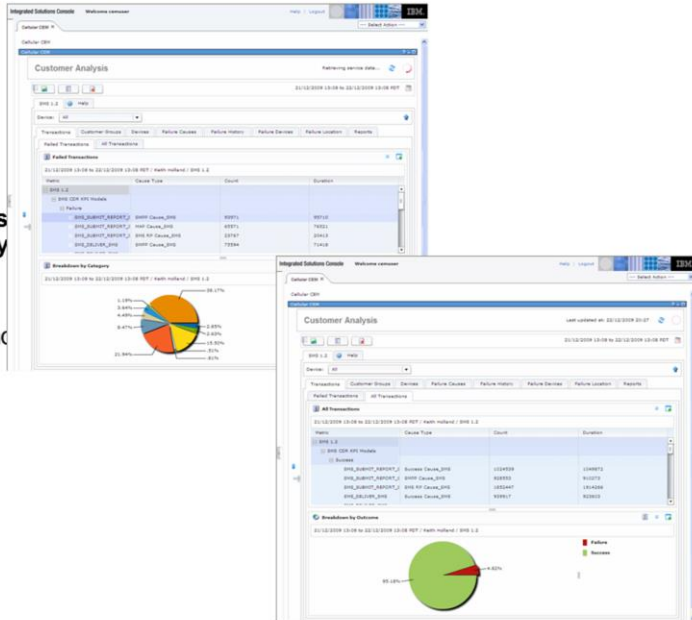
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## Setting intervals.

You can set a sliding window by selecting **Sliding window** and selecting a time interval. You can select a historical window by clicking **Historical window** and selecting start and end times. Select a 24-hour sliding window. Click **OK**.

## Transactions service data tab

- The **Transactions** service data tab contains **Failed Transactions** and **All Transactions** tabs
- The **Failed Transactions** tab contains **Failed Transactions** and **Breakdown by Category** windows
- The **All Transactions** tab contains **All Transactions** and **Breakdown by Outcome** windows



20

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## Transactions service data tab.

The **Transactions** service data tab contains **Failed Transactions** and **All Transactions** tabs. The **Failed Transactions** tab contains **Failed Transactions** and **Breakdown by Category** windows. The **All Transactions** tab contains **All Transactions** and **Breakdown by Outcome** windows.

## Transactions service data tab icons

- You can click the **Preferences** icon to set background colors
- You can expand to full screen and restore using the icons next to the **Preferences** icon
- You can change from pie, chart, and tabular views with the chart icons
- Drill down into **Address unresolved\_SMS** by double-clicking a pie slice

The screenshot displays the IBM Customer Experience Manager interface. At the top, it shows 'Integrated Solutions Console' and 'Welcome cemuser'. The main content area is titled 'Customer Analysis' and shows data for 'SMS 1.2'. A table titled 'Failed Transactions' lists various cause types and their counts. Below the table is a 'Breakdown by Category' pie chart. The pie chart has several slices, with the largest slice representing 'Address unresolved\_SMS' at 38.17%. A legend on the right lists categories such as 'Network Failure\_SMS', 'User Failure\_SMS', and 'Operator Intervention\_SMS'. The interface includes navigation tabs like 'Transactions', 'Customer Groups', and 'Devices'. There are also icons for preferences, full screen, and view toggling.

Metric	Cause Type	Count	Duration
SMS_SUBMIT_REPORT_U	SHOP Cause_SMS	93971	93710
SMS_SUBMIT_REPORT_U	SHOP Cause_SMS	45571	76521
SMS_SUBMIT_REPORT_U	SMS AP Cause_SMS	22747	20413
SMS_DELIVER_SMS	SHOP Cause_SMS	75294	71410

21

Customer Experience Manager user function

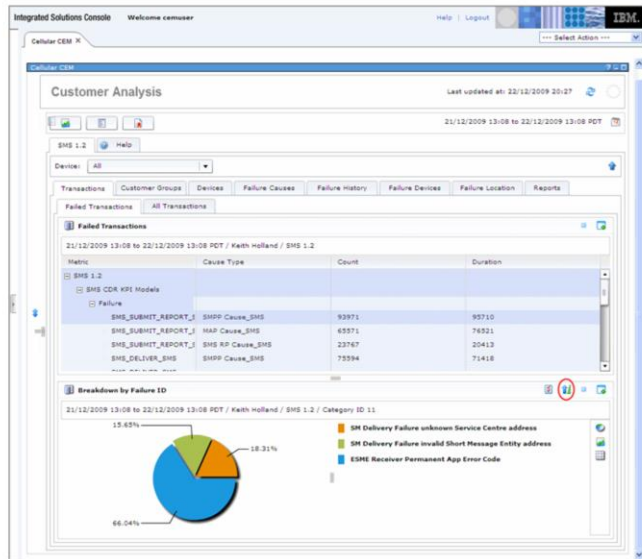
© 2010 IBM Corporation

### Transactions service data tab icons.

You can click the **Preferences** icon to set background colors. You can expand to full screen and restore using the icons next to the **Preferences** icon. You can change from pie, chart, and tabular views with the chart icons. Drill down into **Address unresolved\_SMS** by double-clicking a pie slice.

## Transactions service data tab icons continued

You can drill up to the original chart by clicking the drill up icon

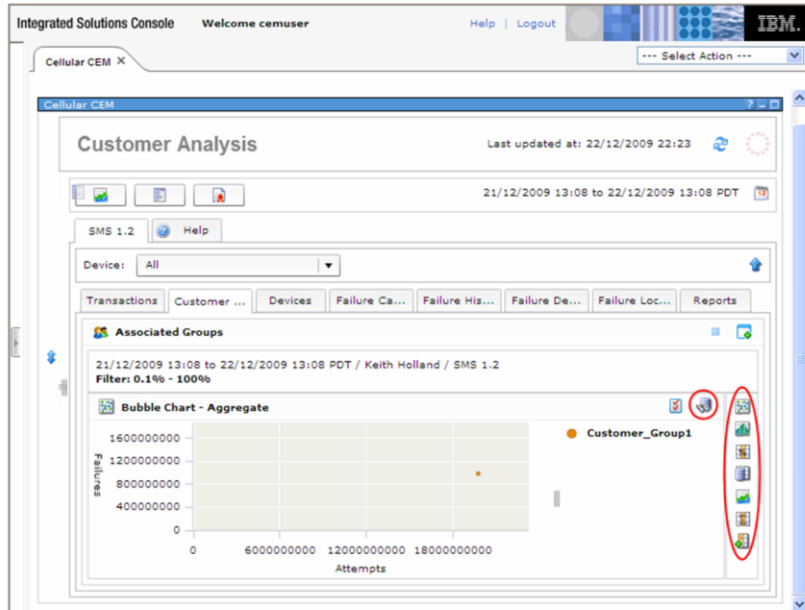


## Transactions service data tab icons continued.

You can drill up to the original chart by clicking the drill up icon.

## Customer groups and devices service data tabs

- You can configure the view filter by clicking the configure view icon
- You can change from bubble aggregate, chart aggregate, 100% aggregate, tabular aggregate, line breakdown, column failure rate distribution, and tree distribution by clicking the icons
- The Devices tab has similar options



23

Customer Experience Manager user function

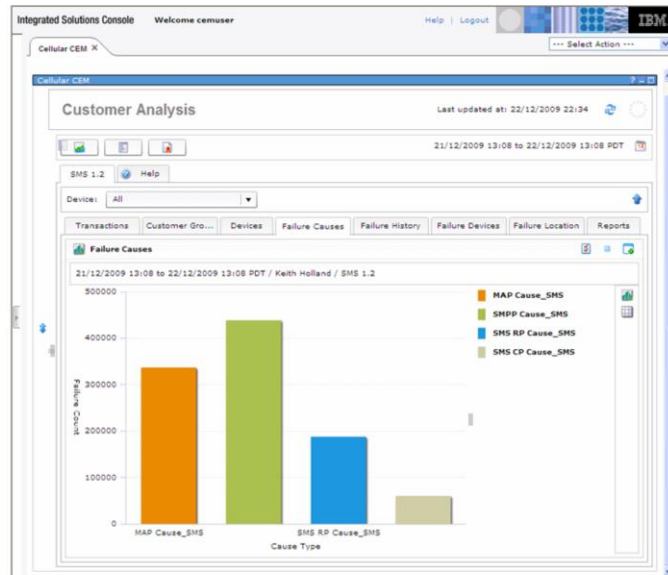
© 2010 IBM Corporation

### Customer groups and devices service data tabs.

You can configure the view filter by clicking the configure view icon. You can change from bubble aggregate, chart aggregate, 100% aggregate, tabular aggregate, line breakdown, column failure rate distribution, and tree distribution by clicking the icons on the right. The Devices service data tab has similar options.

## Failure causes, history, devices, and location service data tabs

- You can view data in column or list view
- You can drill down to specific data by double-clicking a column of data



24

Customer Experience Manager user function

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### Failure causes, history, devices, and location service data tabs.

You can view data in a column or list view. You can drill down to specific data by double-clicking a column of data.



## Reports

- Select report time intervals by selecting **Specify the report time interval** and selecting a start and end time
- You can view a report by selecting a report and clicking **View Report**, or by double-clicking the report

Integrated Solutions Console Welcome cemuser Help | Logout

Cellular CEM X

Cellular CEM

Customer Analysis Last updated at: 22/12/2009 22:34

21/12/2009 13:08 to 22/12/2009 13:08 PDT

SMS 1.2 Help

Device: All

Transactions Customer Gro... Devices Failure Causes Failure History Failure Devices Failure Location Reports

Reports

Associated Reports

Select a report and click view report button, or double click a report.

Specify the report time interval.

Select the start and end date (PDT)

Start: 22/12/2009 00:00

End: 23/12/2009 00:00

Report Name	Description
Service	
SMS	
Customer SMS Failure Causes	SMS Failure Causes related information
Customer SMS Failure Device	SMS Failure Device related information
Customer SMS Failure History	SMS Failure History related information
Customer SMS Failure Location	SMS Failure Location related information
Customer SMS Full Report	All SMS related information
Customer SMS Transactions	SMS transaction related information
Customer SMS Worst 10 Devices	Customer SMS Worst 10 Associated Devices
Customer SMS Worst 10 Groups	Customer SMS Worst 10 Associated Groups

View Report Refresh Reports

25

Customer Experience Manager user function

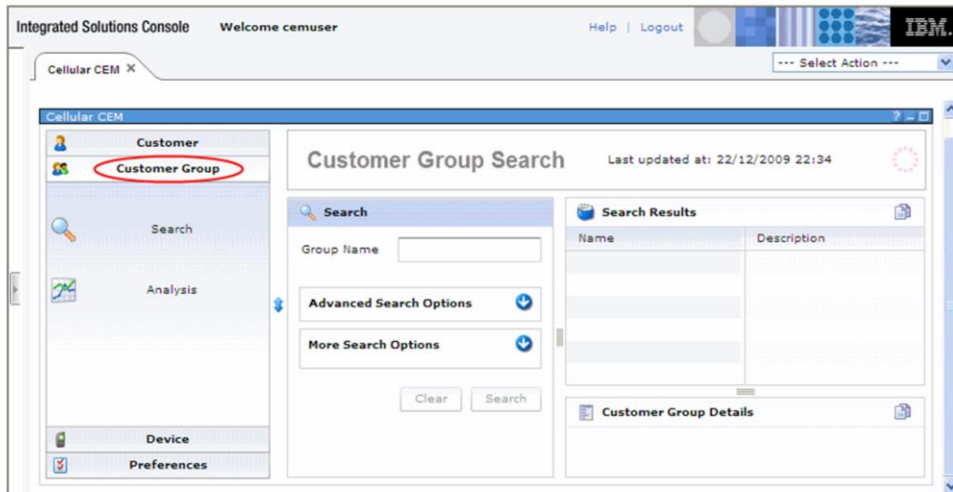
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## Reports.

Select report time intervals by selecting **Specify the report time interval**, and selecting a start and end time. You can view a report by selecting a report and clicking **View Report**, or by double-clicking the report.

## Customer group analysis view

Click **Customer Group** to start the customer group analysis view

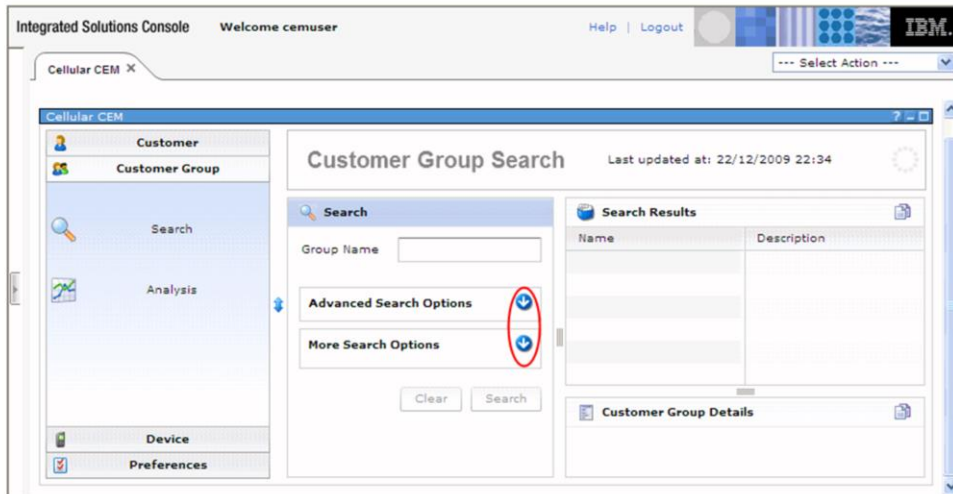


### Customer group analysis view.

Click **Customer Group** to start the customer group analysis view.

## Expand customer group search options

Click the down arrow icons for **Advanced Search Options** and **More Search Options**



**Expand customer group search options.**

Click the down arrow icons for **Advanced Search Options** and **More Search Options**.

## Customer group search options

- You can enter a customer group name or a customer name to search
- You can match case or search on an exact match
- Enter **Customer** as the customer group name to search
- Click **Search**

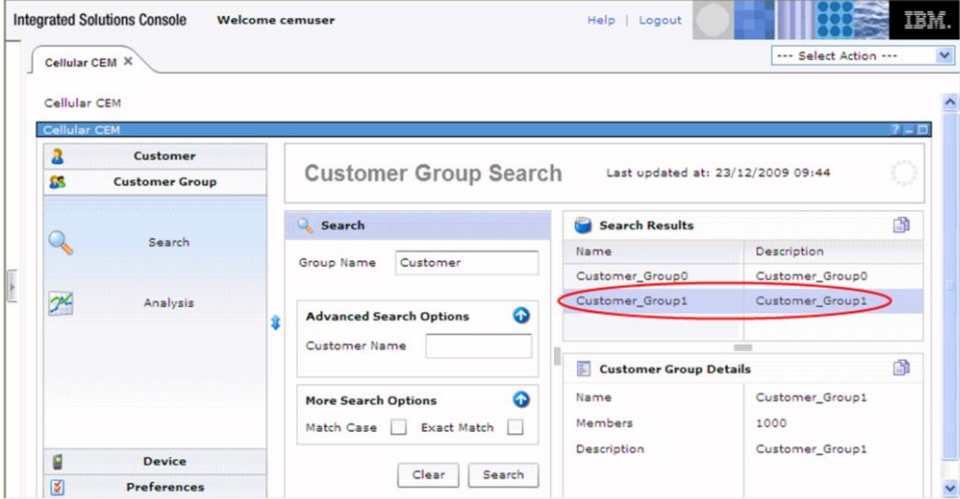
The screenshot displays the 'Customer Group Search' interface within the 'Integrated Solutions Console'. The page title is 'Customer Group Search' and it shows 'Last updated at: 23/12/2009 09:40'. The search form includes a 'Group Name' field with the value 'Customer'. Below this is the 'Advanced Search Options' section, which contains a 'Customer Name' field. The 'More Search Options' section includes checkboxes for 'Match Case' and 'Exact Match'. A 'Search' button is located at the bottom right of the search form. The interface also features a 'Search Results' table with columns for 'Name' and 'Description', and a 'Customer Group Details' section.

### Customer group search options.

You can enter a customer group name or a customer name to search. You can match case or search on an exact match. Enter **Customer** as the customer group name to search. Click **Search**.

## Customer group analysis

Double-click **Customer\_Group1** to see the customer group analysis view of a customer group



The screenshot displays the 'Customer Group Search' interface within the 'Integrated Solutions Console'. The search criteria are set to 'Customer'. The search results table shows two entries: 'Customer\_Group0' and 'Customer\_Group1'. The 'Customer\_Group1' entry is highlighted in blue and circled in red. Below the search results, the 'Customer Group Details' panel shows the following information:

Name	Customer_Group1
Members	1000
Description	Customer_Group1

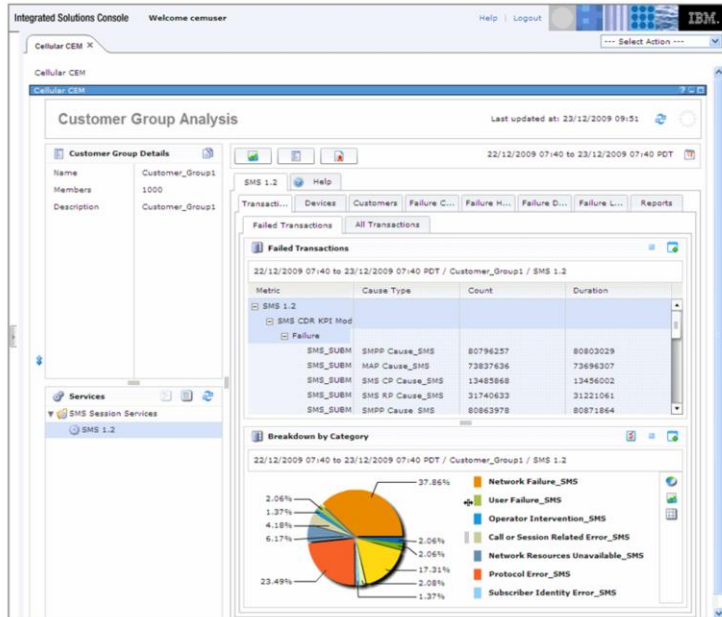
At the bottom of the console, the page number '29' and the text 'Customer Experience Manager user function' and '© 2010 IBM Corporation' are visible.

### Customer group analysis.

Double-click **Customer\_Group1** to see the customer group analysis view of a customer group.

## Customer group analysis details

The Customer Group Analysis window shows customer group details that are similar to the ones in the Customer Analysis window



30

Customer Experience Manager user function

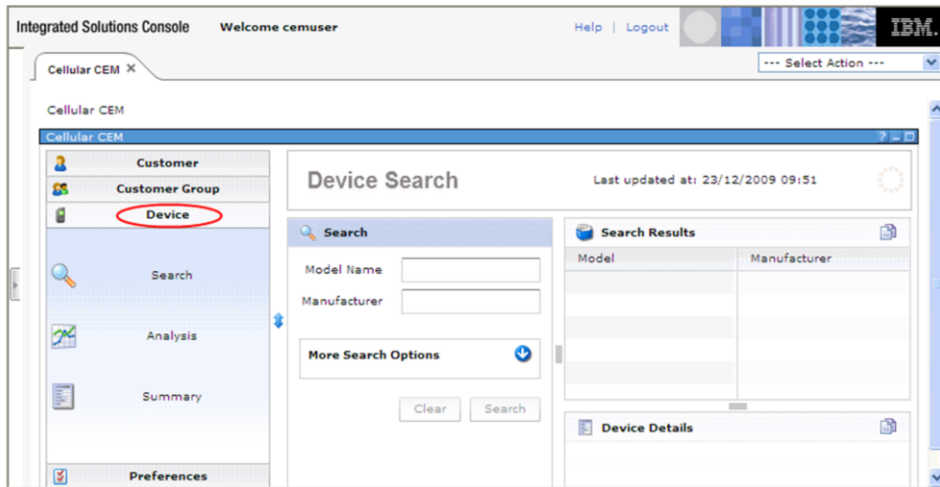
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### Customer group analysis details.

The Customer Group Analysis window shows customer group details that are similar to the ones in the Customer Analysis window.

## Device analysis view

Click **Device** to start the device analysis view



31

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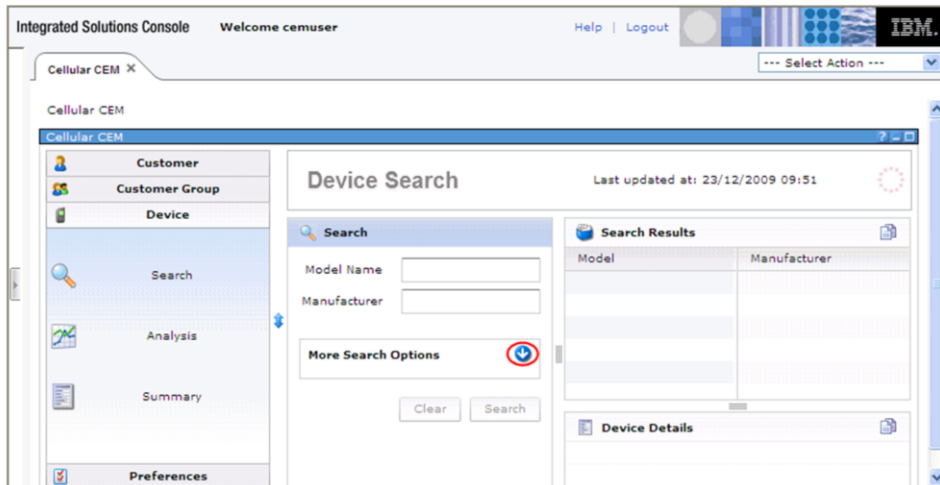
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### Device analysis view.

Click **Device** to start the device analysis view.

## Expand device search options

Click the down arrow icon for **More Search Options**



32

Customer Experience Manager user function

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**Expand device search options.**

Click the down arrow icon for **More Search Options**.



## Device search options

- You can enter a model name or manufacturer to search
- You can match case or search on an exact match
- Enter **DeviceType3\_15** as the model name to search
- Click **Search**

The screenshot displays the 'Device Search' interface within the 'Integrated Solutions Console'. The page title is 'Cellular CEM' and the user is 'cemuser'. The search form includes a 'Model Name' field with the value 'DeviceType3\_15' and an empty 'Manufacturer' field. Under 'More Search Options', the 'Match Case' checkbox is checked, and the 'Exact Match' checkbox is unchecked. The 'Search' button is highlighted. The search results table is empty, with columns for 'Model' and 'Manufacturer'. The 'Device Details' section is also empty.

### Device search options.

You can enter a model name or a manufacturer to search. You can match case or search on an exact match. Enter **DeviceType3\_15** as the model name to search. Click **Search**.

## Device analysis

Double-click **DeviceType3\_15\_CEM\_SMS** to see the device analysis view of the device

The screenshot displays the IBM Integrated Solutions Console interface for Cellular CEM. The main window is titled 'Device Search' and shows a search results table. The search criteria are Model Name: DeviceType3\_15 and Manufacturer: (empty). The search results table has two columns: Model and Manufacturer. The first row in the results is 'DeviceType3\_15\_CEM\_SMS' under Model and 'Manufacturer3\_CEM\_SMS' under Manufacturer, which is circled in red. Below the search results is a 'Device Details' section showing the selected device's information.

Model	Manufacturer
DeviceType3_15_CEM_SMS	Manufacturer3_CEM_SMS

Device Details:

Model	DeviceType3_15_CEM_SMS
Manufacturer	Manufacturer3_CEM_SMS

### Device analysis.

Double-click **DeviceType3\_15\_CEM\_SMS** to see the device analysis view of the device.

## Device analysis details

- The Device Analysis window shows device details that are similar to the ones in the Customer and Customer Group Analysis windows
- Click **Summary** to see the device summary

The screenshot shows the IBM Customer Experience Manager (CEM) interface. The main window is titled "Device Analysis" and displays details for a specific device. The interface includes a navigation pane on the left with options like "Customer", "Customer Group", "Device", "Search", "Analysis", and "Summary" (highlighted with a red circle). The main content area shows "Device Details" with fields for Model and Manufacturer. Below this, there are tabs for "Failed Transactions" and "All Transactions". The "Failed Transactions" tab is active, showing a table with columns for Metric, Cause Type, Count, and Duration. Below the table is a "Breakdown by Category" pie chart showing the distribution of failure causes.

Metric	Cause Type	Count	Duration
SMS_DELIVE	SMPP Cause_SMS	343313	372546
SMS_DELIVE	MAP Cause_SMS	297076	327996
SMS_DELIVE	SMS CP Cause_SMS	75655	42622
SMS_DELIVE	SMS RP Cause_SMS	116703	112153

Category	Percentage
Network Failure_S	37.70%
User Failure_SMS	22.23%
Operator Intervent	17.39%
Call or Session Reli	7.69%
Network Resource	7.69%
Protocol Error_SMS	2.22%
Other	2.18%
Other	1.24%
Other	3.78%
Other	1.44%
Other	1.33%

35

Customer Experience Manager user function

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### Device analysis details.

The Device Analysis window shows device details that are similar to the ones in the Customer and Customer Group Analysis windows. Click Summary to see the device summary.

## Device summary

- Double-click **SMS 1.2** to see manufacturers for this service
- Double-click **All Manufacturers** to see all manufacturers
- You can double-click any device to see the device in the Device Analysis view

Integrated Solutions Console Welcome cemuser Help | Logout

Cellular CEM X

Cellular CEM

Device Summary Last updated at: 23/12/2009 10:49

Show 10 devices Period: 22/12/2009 08:48 to 23/12/2009 08:48 PDT

Service: SMS Session Services

Manufacturer: All Manufacturers

Best Devices

Device Name	Manufacturer	Transactions	Failures	Failure Rate
DeviceType8_4_CEM_	Manufacturer8_CEM_S	80099839	3656693	4.56%
DeviceType7_16_CEM	Manufacturer7_CEM_S	80155660	3706140	4.62%
DeviceType5_15_CEM	Manufacturer9_CEM_S	79489615	3724213	4.68%
DeviceType6_14_CEM	Manufacturer6_CEM_S	79711654	3736829	4.68%
DeviceType10_2_CEM	Manufacturer10_CEM	80378806	3779856	4.70%

Worst Devices

Device Name	Manufacturer	Transactions	Failures	Failure Rate
DeviceType5_3_CEM_	Manufacturer5_CEM_S	79886578	4262370	5.33%
DeviceType5_11_CEM	Manufacturer5_CEM_S	79177179	4221085	5.33%
DeviceType7_14_CEM	Manufacturer7_CEM_S	81407750	4312508	5.29%
DeviceType4_5_CEM_	Manufacturer4_CEM_S	80397620	4244345	5.27%
DeviceType8_12_CEM	Manufacturer8_CEM_S	79556664	4194225	5.27%

36

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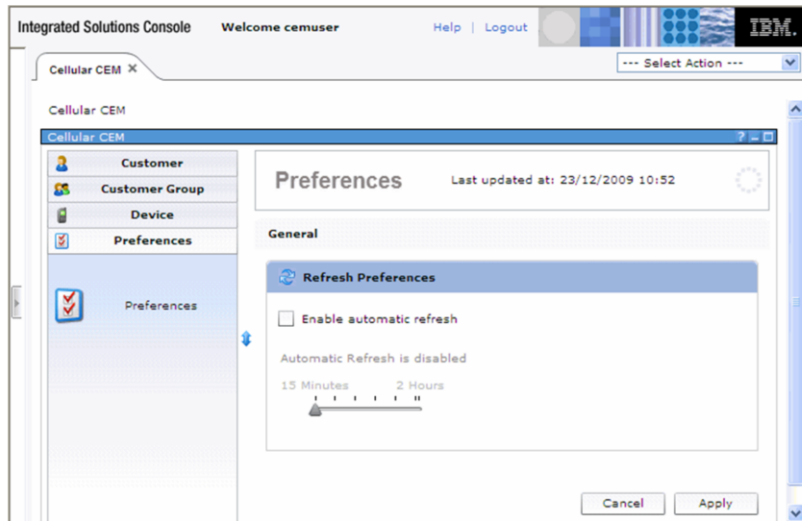
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### Device summary.

Double-click **SMS 1.2** to see manufacturers for this service. Double-click **All Manufacturers** to see all manufacturers. You can double-click any device to see the device in the device analysis view.

## Preferences

You can enable automatic refresh and set the interval of automatic refresh in the Preferences window

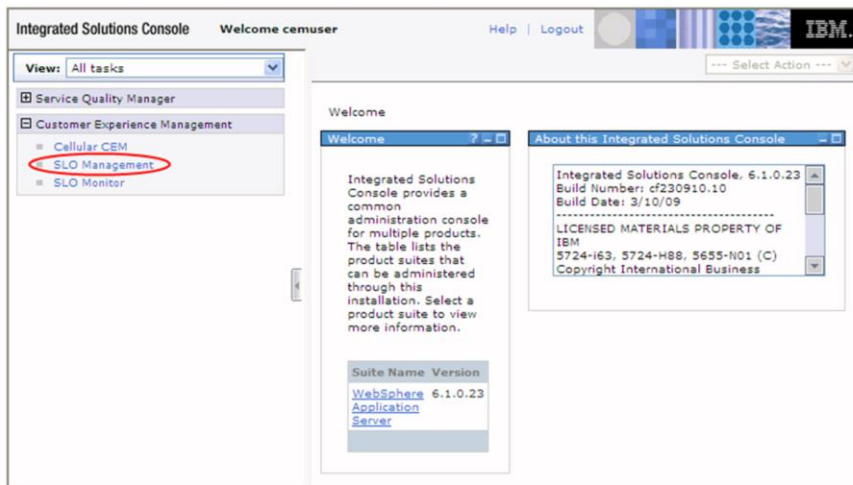


### Preferences.

You can enable automatic refresh and set the interval of automatic refresh in the Preferences window.

## SLO management

Click **SLO Management**

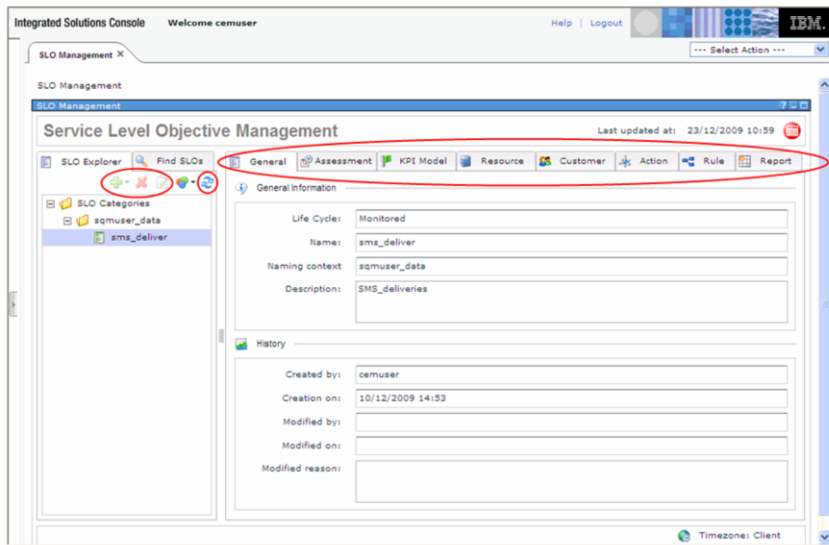


**SLO management.**

Click **SLO Management.**

## SLO explorer

- You can create, delete, modify, and refresh SLO folders and SLOs
- You can verify information from the SLO information tabs

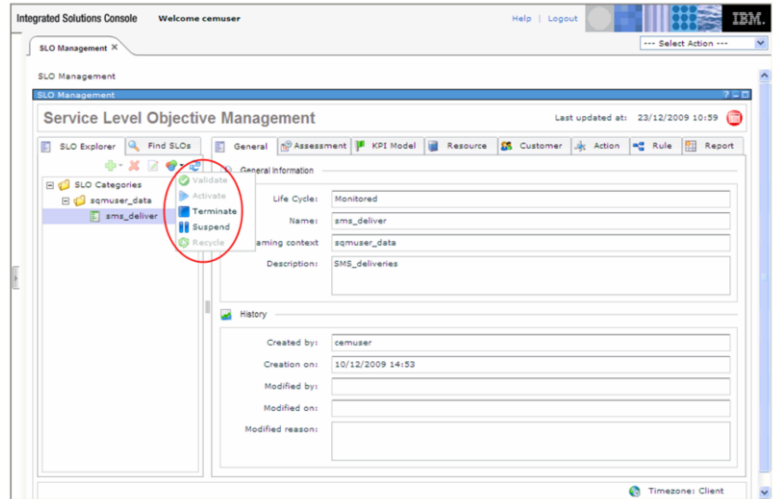


## SLO explorer.

You can create, delete, modify, and refresh SLO folders and SLOs. You can verify information from the SLO information tabs.

## Manage life cycle of SLO and create SLO

- You can validate, activate, terminate, suspend, and recycle SLOs
- You can see how to create an SLO by referring to the CEM SLO Creation IEA



### Manage life cycle of SLO and create SLO.

You can validate, activate, terminate, suspend, and recycle SLOs. You can see how to create an SLO by referring to the CEM SLO creation IEA.



## Find SLOs

- You can find SLOs by clicking the **Find SLOs** tab
- Enter **sms\_deliver** for the SLO name
- You can also expand **More Search Options** and select case or exact match
- Click **Search**

The screenshot shows the IBM SLO Management console. The main window is titled 'Service Level Objective Management' and is last updated at 23/12/2009 10:59. The 'SLO Explorer' tab is active, and the 'Find SLOs' sub-tab is selected. The search field contains the text 'sms\_deliver'. Below the search field, the 'More Search Options' section is expanded, showing 'Case match' and 'Exact match' checkboxes. The 'Search' button is highlighted. The 'Search Results' section is currently empty.

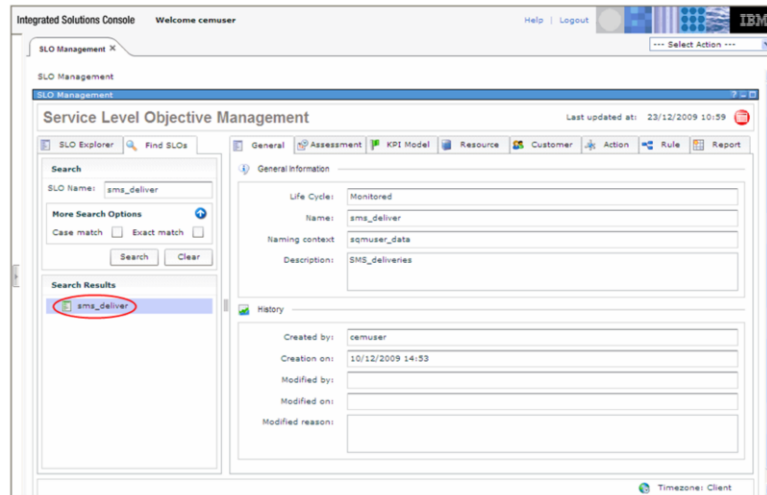
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## Find SLOs.

You can find SLOs by clicking the **Find SLOs** tab. Enter **sms\_deliver** for the SLO name. You can also expand **More Search Options** and select case or exact match. Click **Search**.

## Search results

Click **sms\_deliver** to see SLO information



42

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## Search results.

Click **sms\_deliver** to see SLO information.

## SLO monitor

Click **SLO Monitor**

The screenshot shows the Integrated Solutions Console (ISC) interface. The top navigation bar includes 'Integrated Solutions Console', 'Welcome cemuser', 'Help | Logout', and the IBM logo. The left sidebar contains a navigation tree with 'View: All tasks' at the top, followed by 'Service Quality Manager' and 'Customer Experience Management'. Under 'Customer Experience Management', there are three sub-items: 'Cellular CEM', 'SLO Management', and 'SLO Monitor', which is circled in red. The main content area is titled 'Welcome' and contains a message: 'Integrated Solutions Console provides a common administration console for multiple products. The table lists the product suites that can be administered through this installation. Select a product suite to view more information.' Below this message is a table with two columns: 'Suite Name' and 'Version'. The table contains one entry: 'WebSphere Application Server' with version '6.1.0.23'. To the right of the main content area is a window titled 'About this Integrated Solutions Console' which displays the following information: 'Integrated Solutions Console, 6.1.0.23', 'Build Number: cf230910.10', 'Build Date: 3/10/09', and 'LICENSED MATERIALS PROPERTY OF IBM 5724-I63, 5724-H88, 5655-N01 (C) Copyright International Business'.

43

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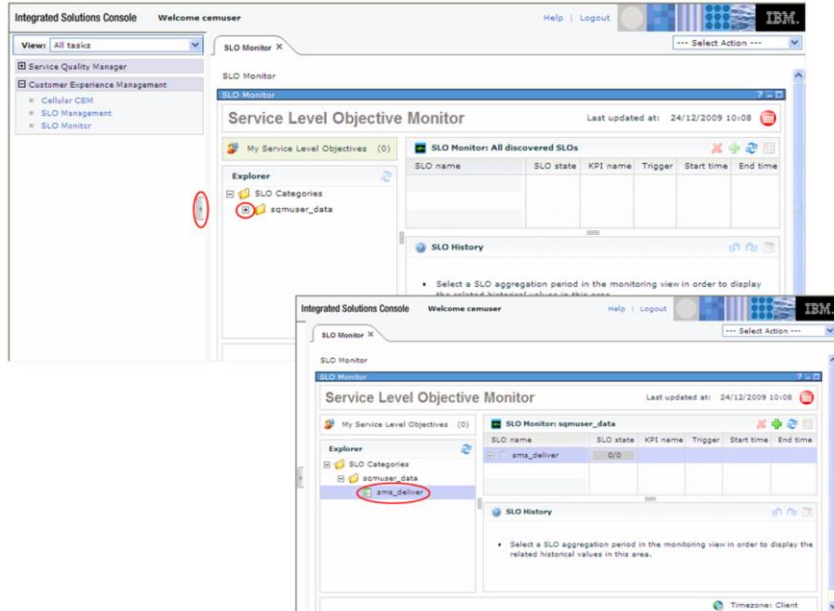
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**SLO monitor.**

Click **SLO Monitor.**

## Monitor SLO

- Hide the navigation window
- Expand **sqmuser\_data**
- Click **sms\_deliver** to monitor



44

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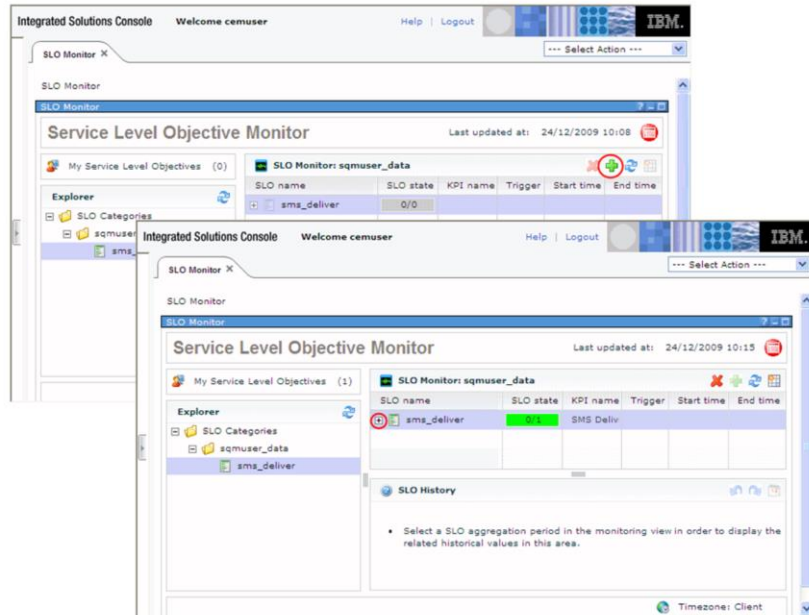
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### Monitor SLO.

Hide the navigation window. Expand **sqmuser\_data**. Click **sms\_deliver** to monitor.

## Add selected SLOs

- Click the plus (+) icon to add **sms\_deliver** to monitored SLOs
- Expand **sms\_deliver**



45

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### Add selected SLOs.

Click the plus icon to add **sms\_deliver** to monitored SLOs. Expand **sms\_deliver**.

## SLO monitor icons

- You can remove or refresh SLOs
- Click the reports icon to generate reports associated with the SLO

The screenshot displays the 'Service Level Objective Monitor' interface. The main table lists SLOs with the following data:

SLO name	SLO state	KPI name	Trigger	Start time	End time
sms_deliver	OK	SMS Deliv			
Period: 15 min		38.72%	SMS Deliv	24/12/09:	24/12/09

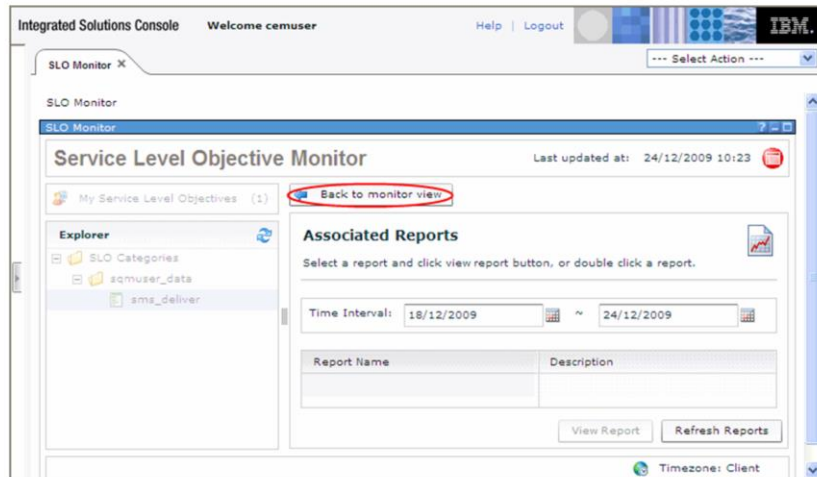
Additional interface elements include an Explorer pane on the left showing 'SLO Categories' and 'sqmuser\_data', a 'My Service Level Objectives' section with '(1)' objective, and an 'SLO History' section with a note: 'Select a SLO aggregation period in the monitoring view in order to display the related historical values in this area.' The top navigation bar includes 'Integrated Solutions Console', 'Welcome cemuser', 'Help | Logout', and the IBM logo.

### SLO monitor icons.

You can remove or refresh SLOs. Click the reports icon to generate reports associated with the SLO.

## Generate reports

- Available reports are shown
- Click **Back to monitor view** to return to the monitor view



### Generate reports.

Available reports are shown. Click **Back to monitor view** to return to the monitor view.

## SLO monitor service data tabs

Double-click  
**sms\_deliver** or  
**Period: 15 min** to  
see the SLO data  
tabs

The screenshot shows the 'Service Level Objective Monitor' interface. On the left, an 'Explorer' pane shows a tree view with 'SLO Categories', 'sqmuser\_data', and 'sms\_deliver'. The main area displays a table of SLOs under the heading 'SLO Monitor: sqmuser\_data'. The table has columns for SLO name, SLO state, KPI name, Trigger, Start time, and End time. Two rows are visible: 'sms\_deliver' with a state of 'OK' and 'Period: 15 min' with a state of 'OK'. Both rows are highlighted with a red oval. Below the table is an 'SLO History' section with a note: 'Select a SLO aggregation period in the monitoring view in order to display the related historical values in this area.' The interface also shows 'My Service Level Objectives (1)' and a 'Timezone: Client' indicator at the bottom right.

SLO name	SLO state	KPI name	Trigger	Start time	End time
sms_deliver	OK	SMS Deliv			
Period: 15 min	OK	SMS Deliv		24/12 09:	24/12 09

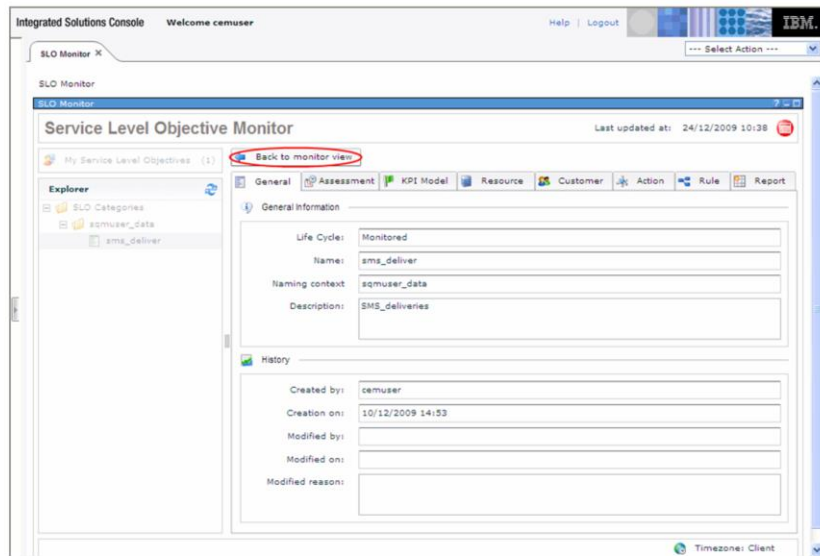
### SLO monitor service data tabs.

Double-click **sms\_deliver** or **Period: 15 min** to see the SLO data tabs.



## SLO monitor service data tabs view

Click **Back to monitor view** to return to the monitor view

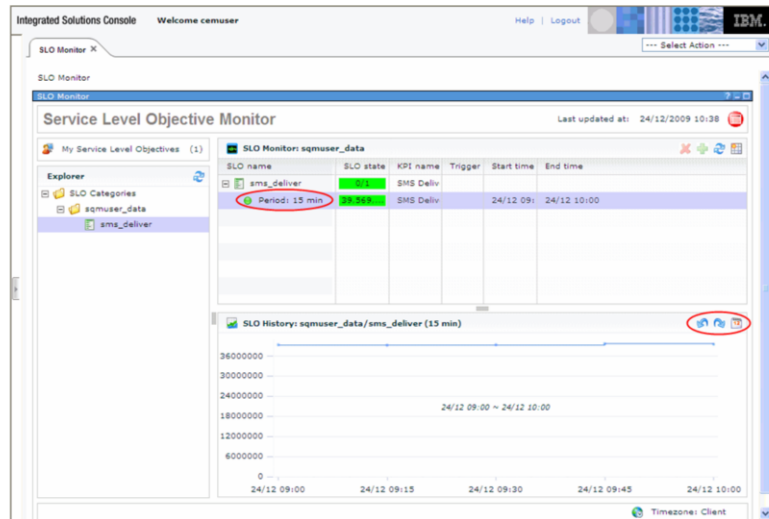


### SLO monitor service data tabs view.

Click **Back to monitor view** to return to the monitor view.

## SLO history

- Select **Period: 15 min** to view SLO history
- You can move the history window backward or forward by clicking the left and right arrow icons
- You can change the history window size by clicking the calendar icon



50

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### SLO history.

Select **Period: 15 min** to view SLO history. You can move the history window backward or forward by clicking the left and right arrow icons. You can change the history window size by clicking the calendar icon.

## Summary

You should now be able to navigate Customer Experience Manager user functions

### **Summary.**

You should now be able to navigate Customer Experience Manager user functions.

## Training roadmap for IBM Tivoli Netcool Service Quality Manager

[http://www.ibm.com/software/tivoli/education/edu\\_prd.html](http://www.ibm.com/software/tivoli/education/edu_prd.html)

### **Training roadmap for IBM Tivoli Netcool Service Quality Manager.**

You can see the training roadmap for IBM Tivoli Netcool Service Quality Manager by going to the URL listed on the slide.

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