IBM
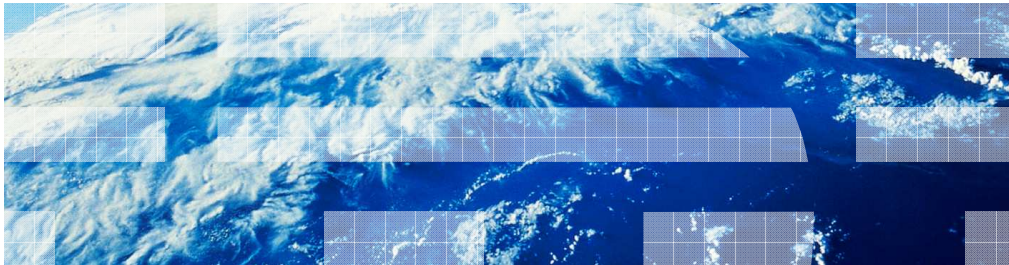
IBM Tivoli Netcool Service Quality Manager V4.1

Customer Experience Manager user function

Tivoli software   © 2009 IBM Corporation

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.

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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.

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Service Quality Manager Web portal

Click the **Service Quality Manager Web Portal** icon in the Application Discoverer window
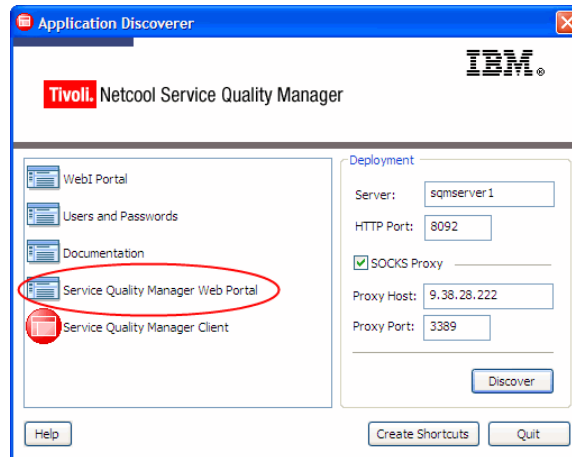
Service quality manager web portal.

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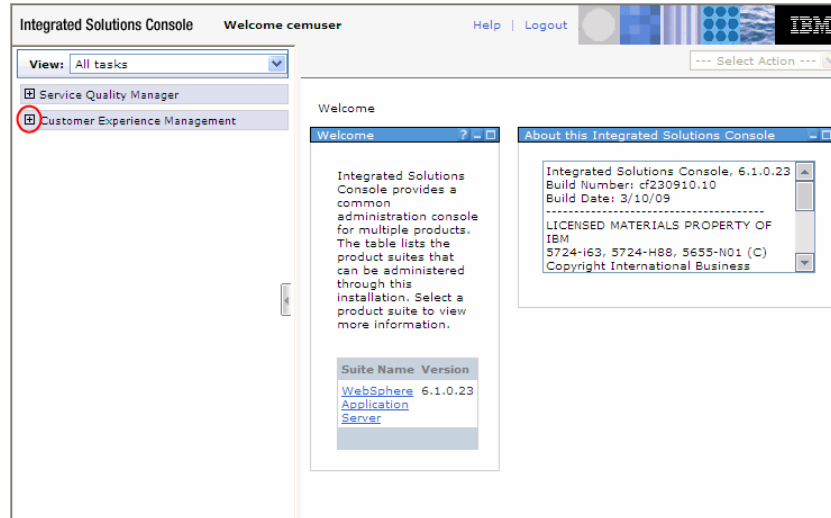
Login

Enter your user ID and password to log in

Integrated Solutions Console

Welcome, enter your information.

User ID:
cemuser

Password:
••••••••••

Log in

Customer Experience Manager user function

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Login.

Enter your user ID and password to log in.

Customer experience management

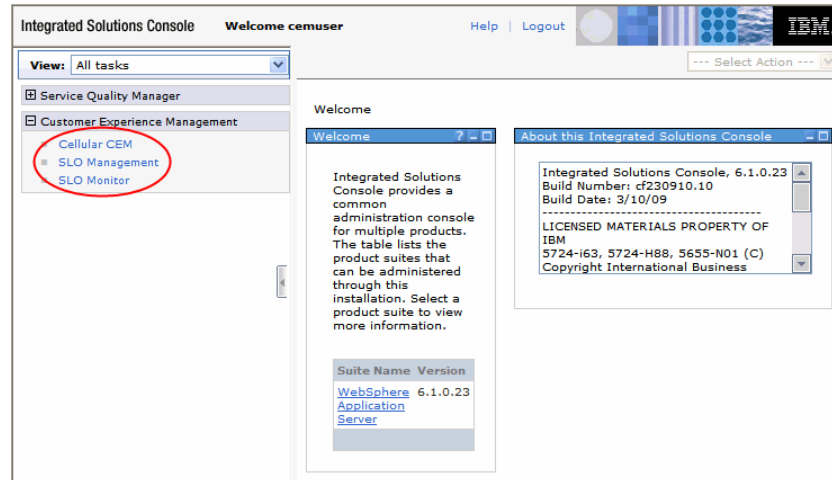Expand **Customer Experience Management**

Customer experience management.

Expand **Customer Experience Management**.

Customer experience management options

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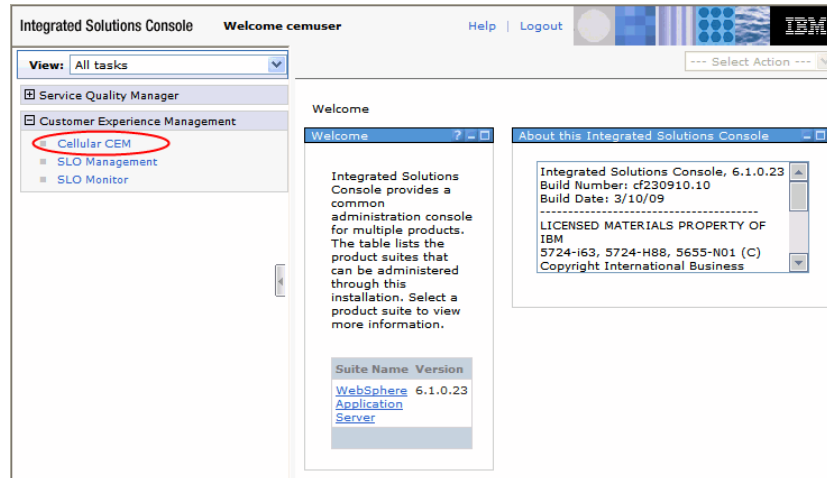
Customer experience management options.

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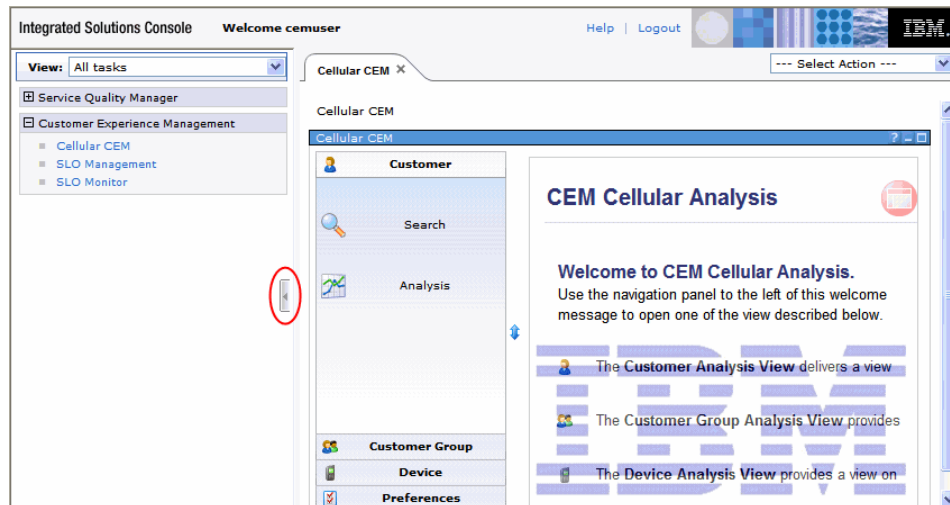
Cellular CEM

Click **Cellular CEM**

Integrated Solutions Console   Welcome cemuser   Help | Logout   IBM.

View: All tasks

⊞ Service Quality Manager
⊟ Customer Experience Management
   Cellular CEM
   ▪ SLO Management
   ▪ SLO Monitor

--- Select Action ---

Welcome

Welcome   ? _ □

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.

About this Integrated Solutions Console   _ □

Integrated Solutions Console, 6.1.0.23
Build Number: cf230910.10
Build Date: 3/10/09

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5724-i63, 5724-H88, 5655-N01 (C)
Copyright International Business

Suite Name Version

WebSphere 6.1.0.23
Application
Server

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Cellular CEM.

Click **Cellular CEM**.

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
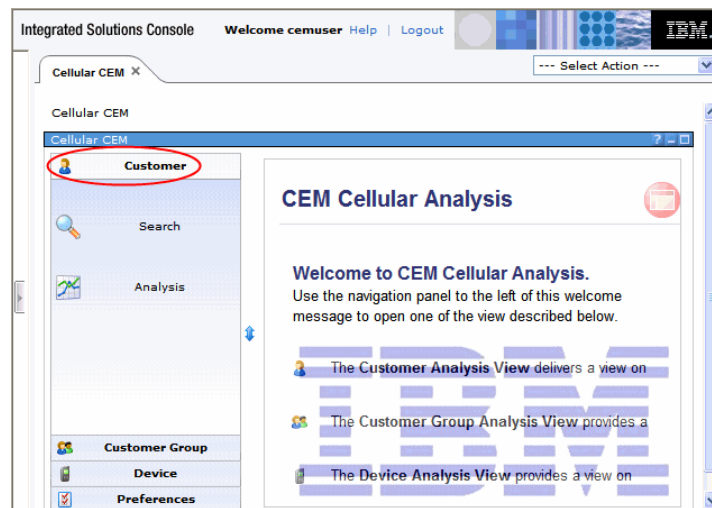- You can edit preferences

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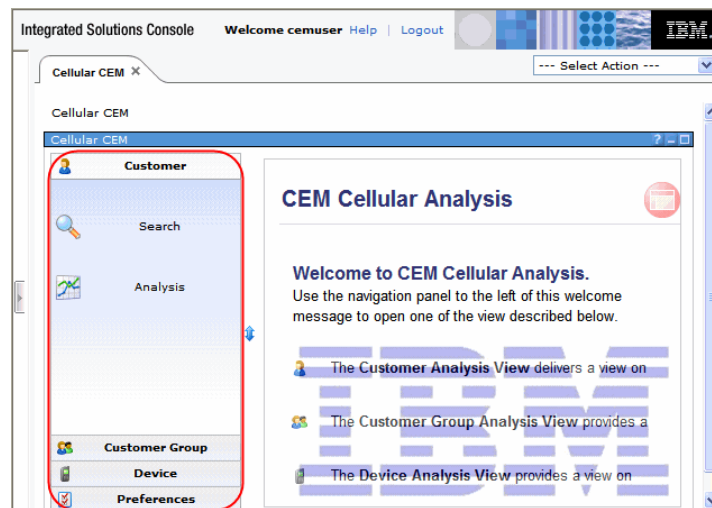
Cellular CEM options.

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.

Expand customer search options

Click the down arrow icons for **Advanced Search Options** and **More Search Options**
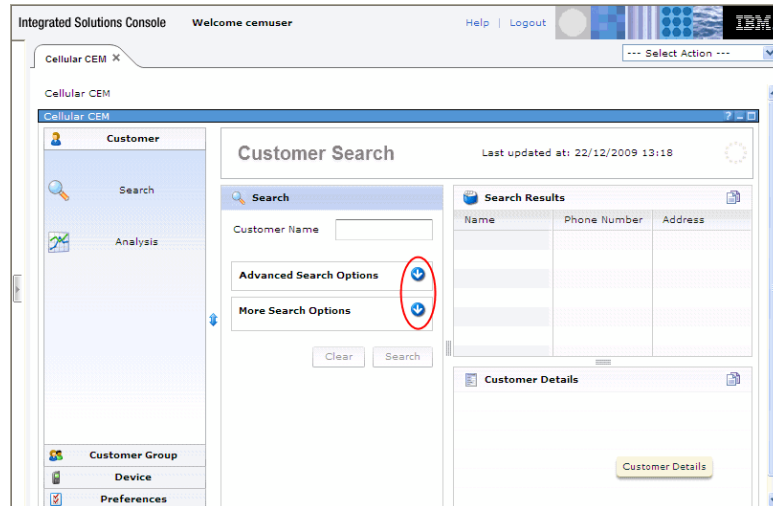
Expand customer search options.

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**

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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.

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**
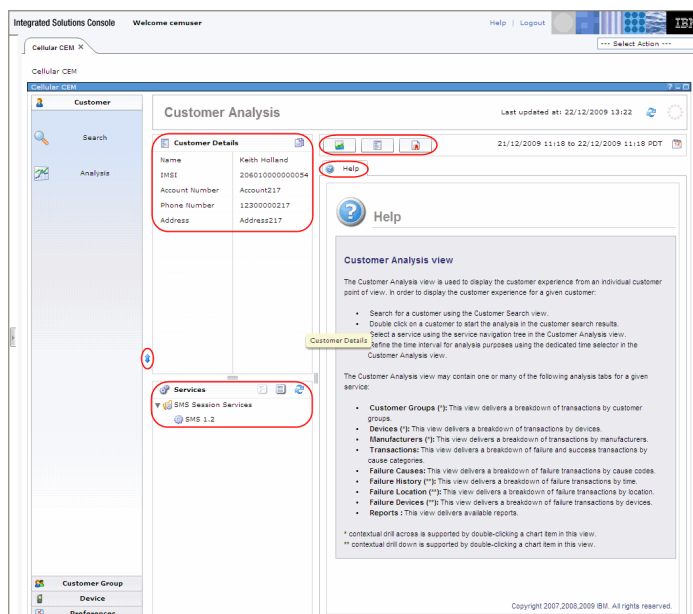
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Customer analysis details.

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

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
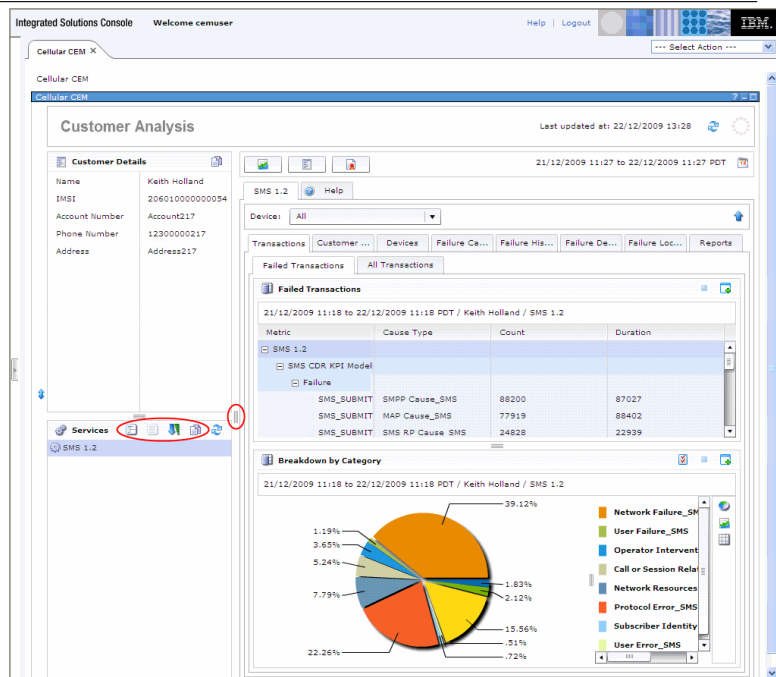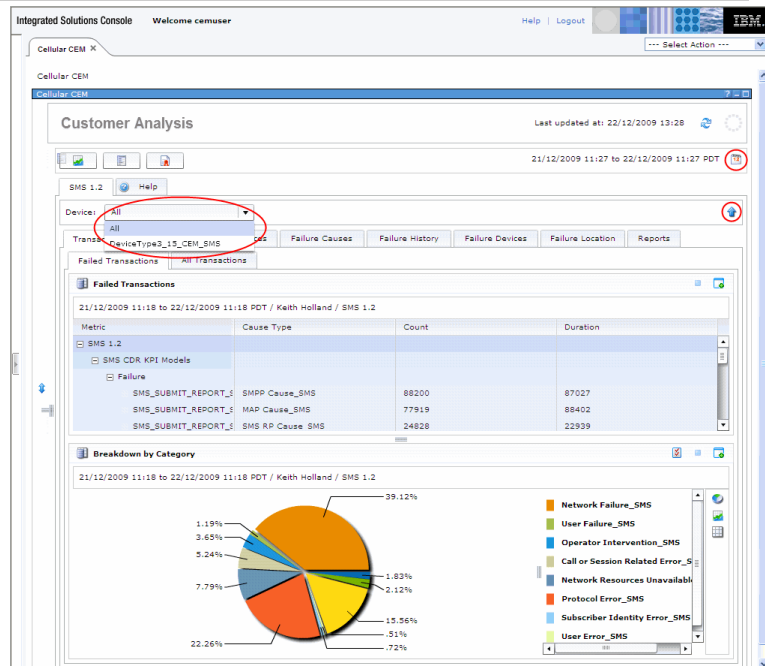
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Services list view icons.

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
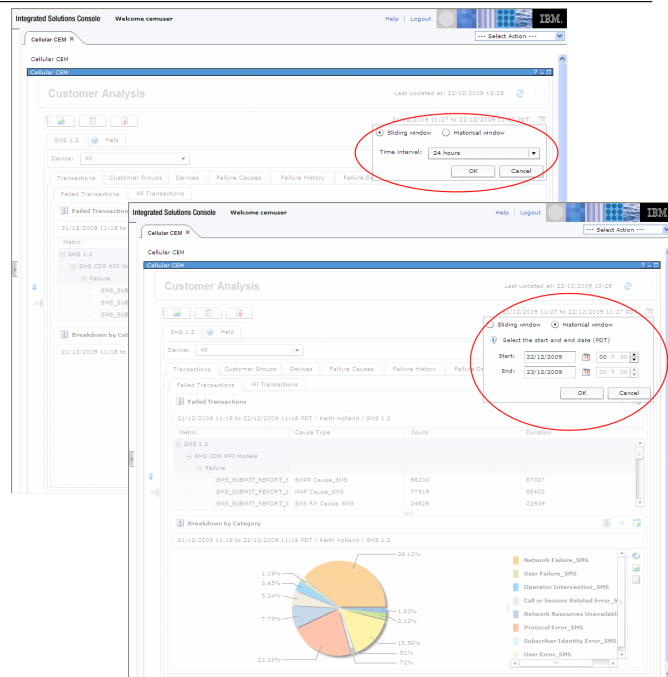
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Customer analysis header.

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**

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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
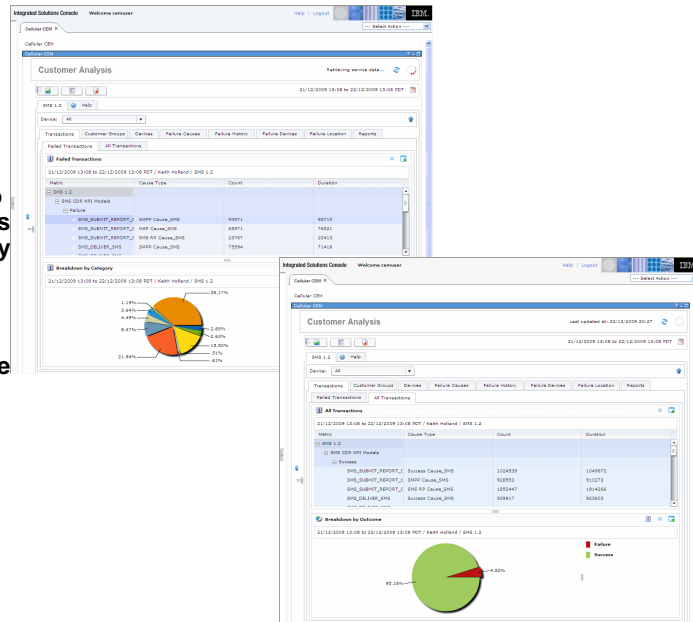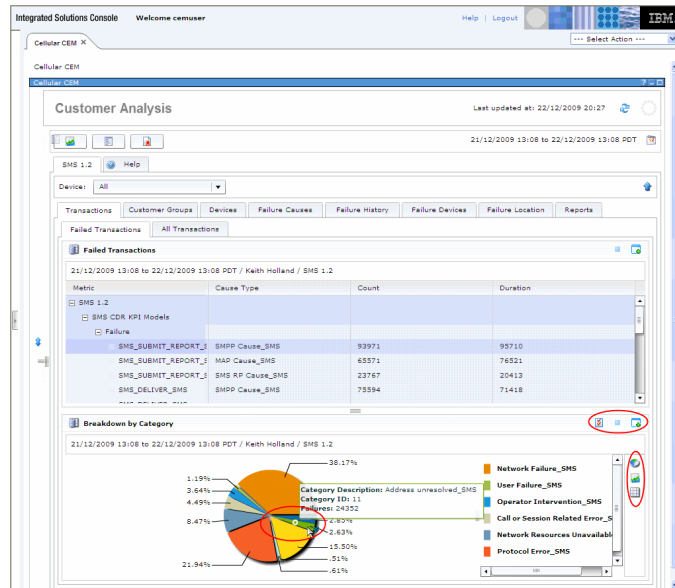
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Transactions service data tab.

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.
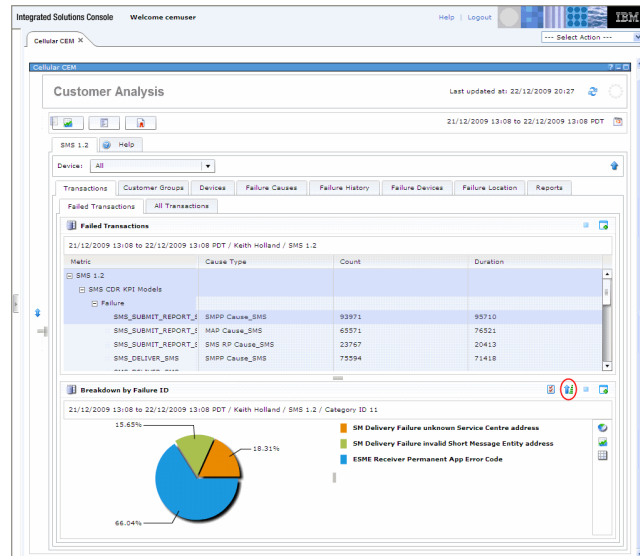
Transactions service data tab icons.

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.

Transactions service data tab icons continued.

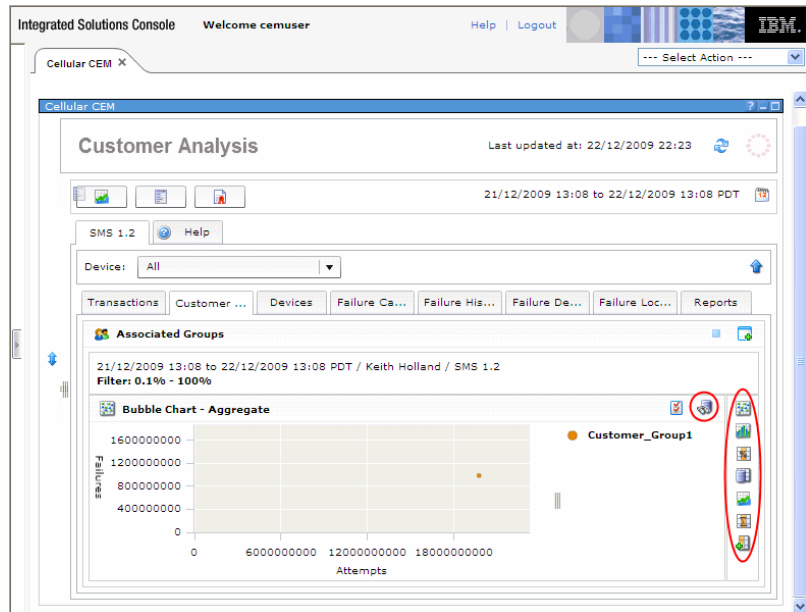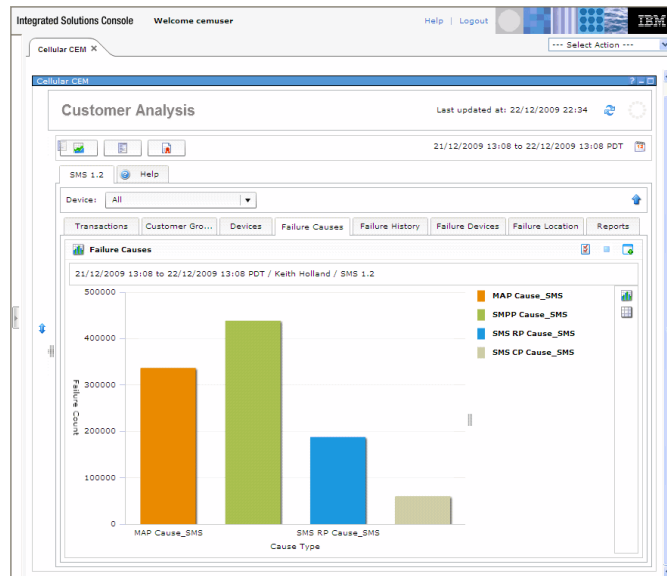You can drill up to the original chart by clicking the drill up icon.

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

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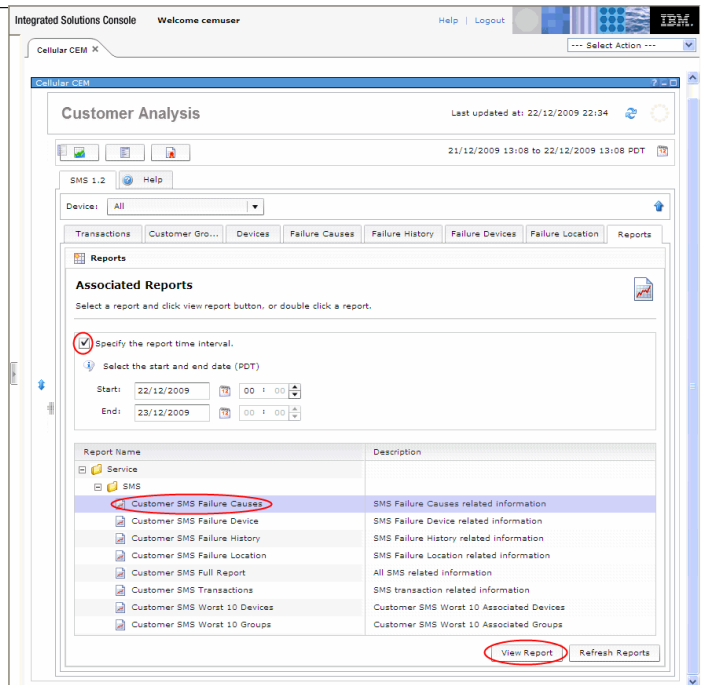
Failure causes, history, devices, and location service data tabs.

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

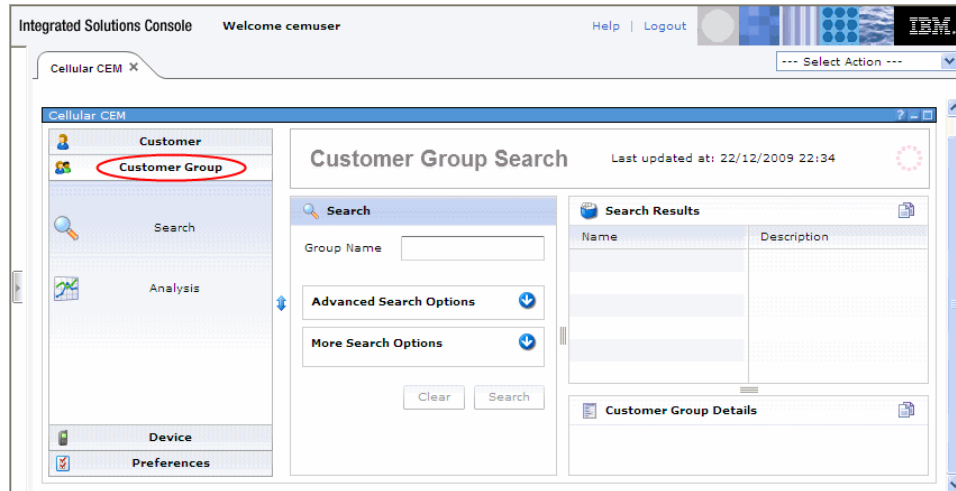**Reports.**

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.

Customer group analysis view

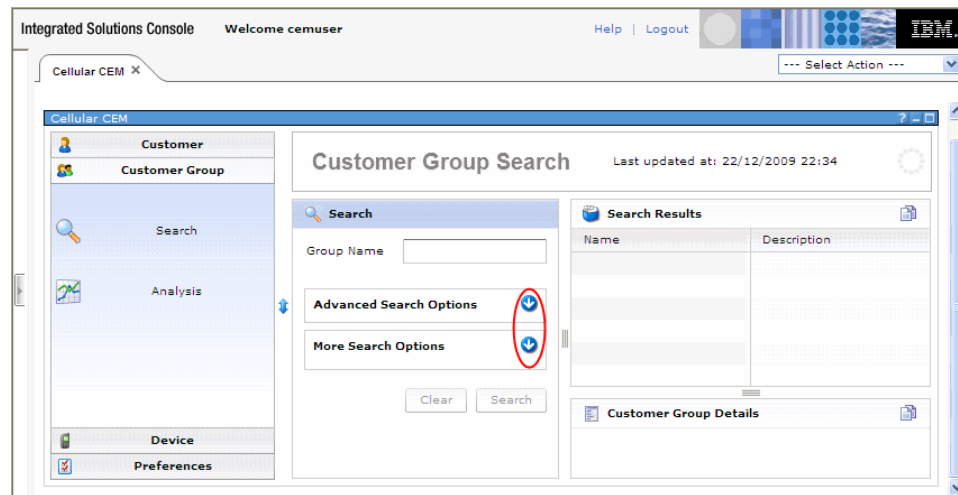Click **Customer Group** to start the customer group analysis view

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
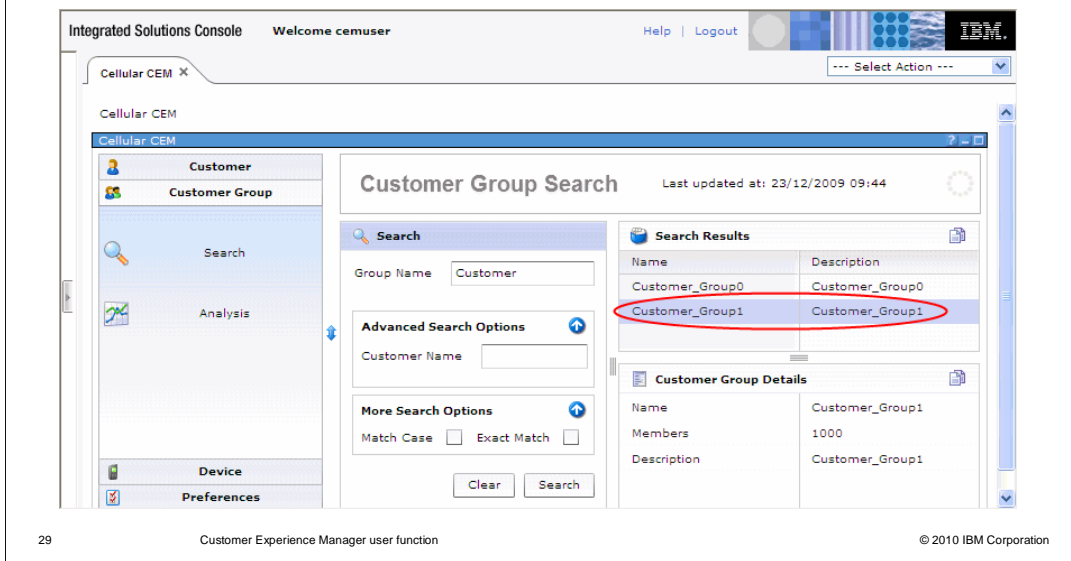- Enter **Customer** as the customer group name to search
- Click **Search**

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

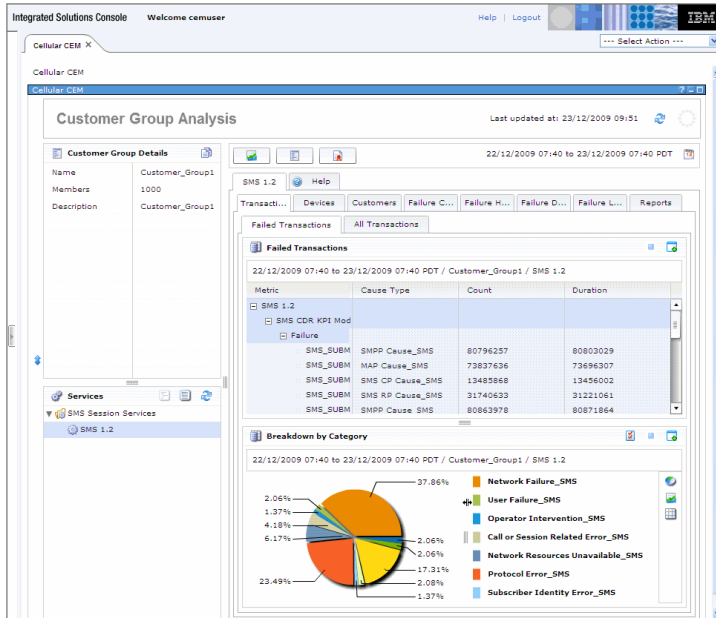Double-click **Customer_Group1** to see the customer group analysis view of a customer group

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

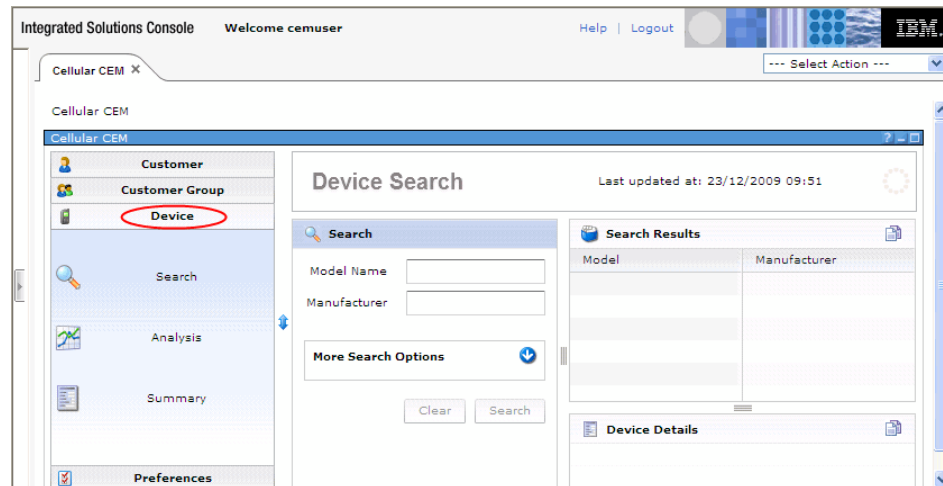30   Customer Experience Manager user function   © 2010 IBM Corporation

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.

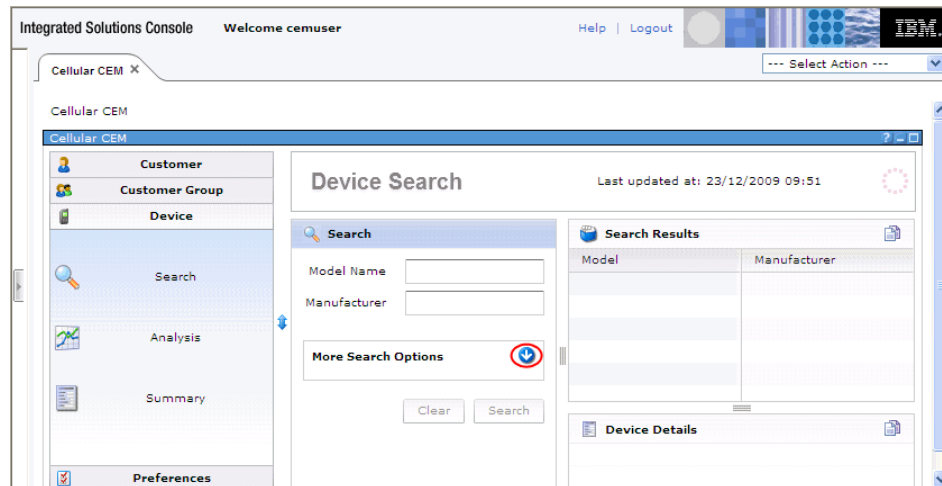Click **Device** to start the device analysis view.

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**

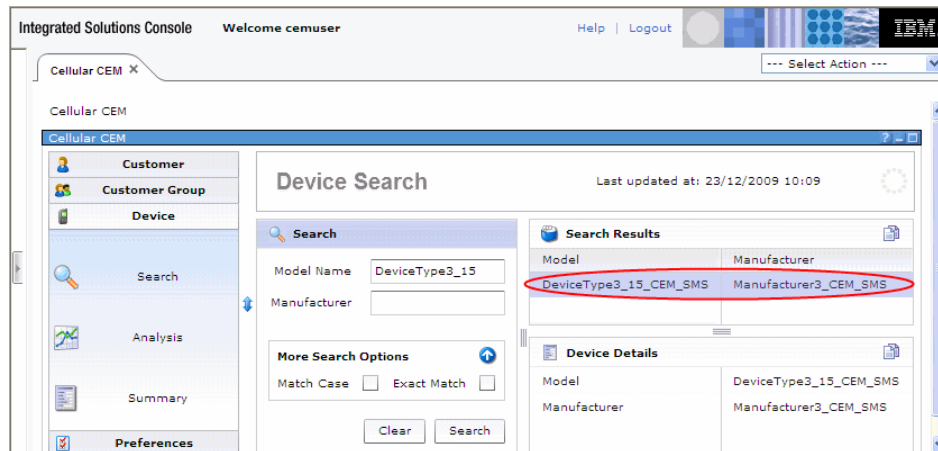**Device search options**.

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**.
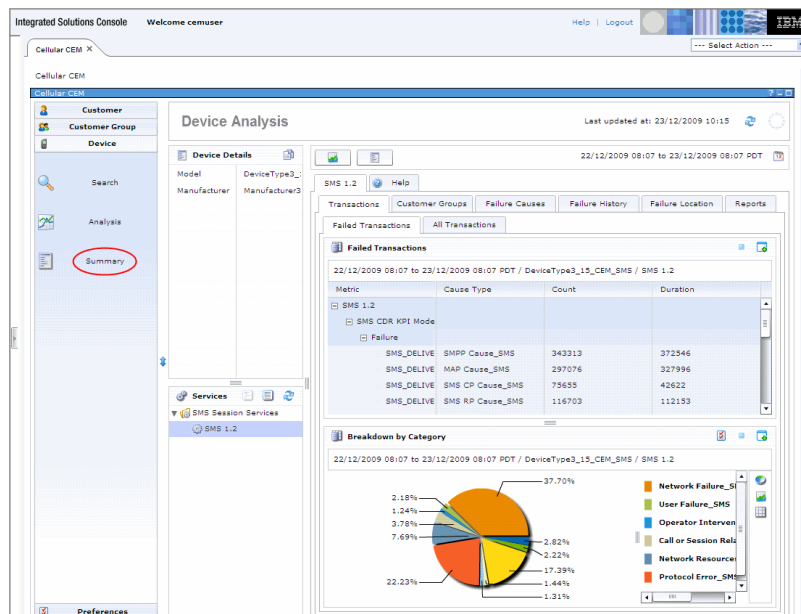
Device analysis.

Double-click **DeviceType3_15_CEM_SMS** to see the device analysis view of the device.

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

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
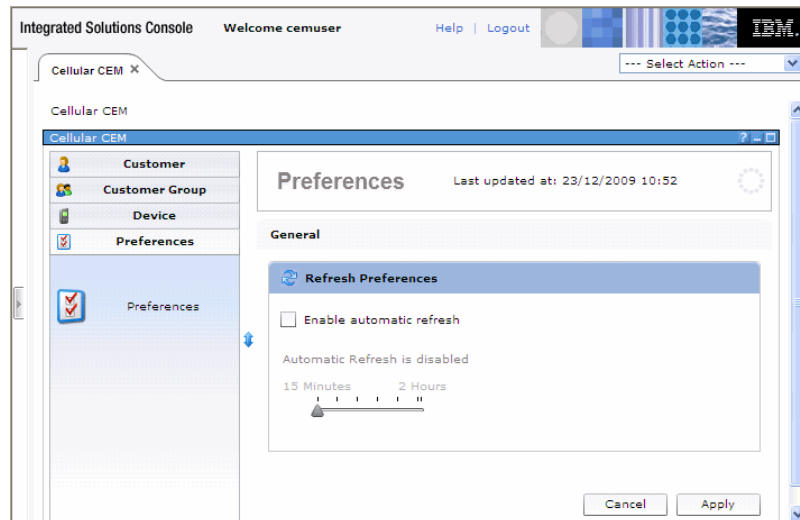
Preferences.

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

SLO management

Click **SLO Management**
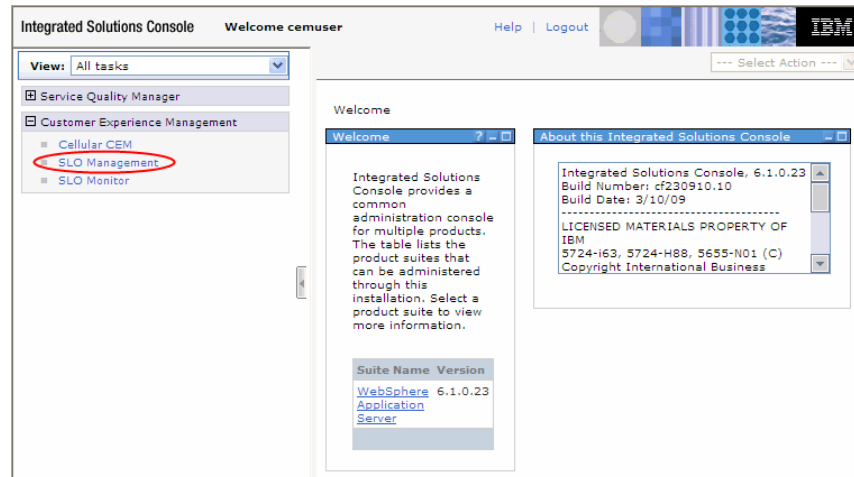
SLO management.

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

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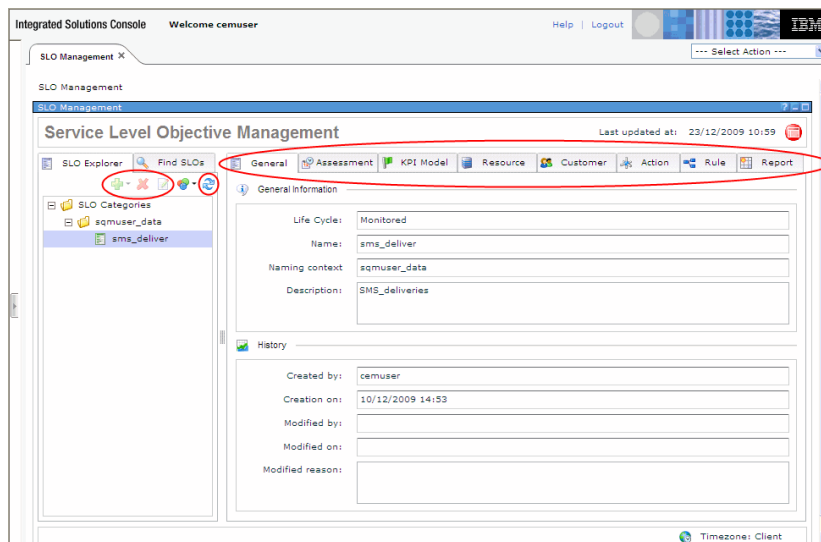
SLO explorer.

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.

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.

SLO monitor

Click **SLO Monitor**
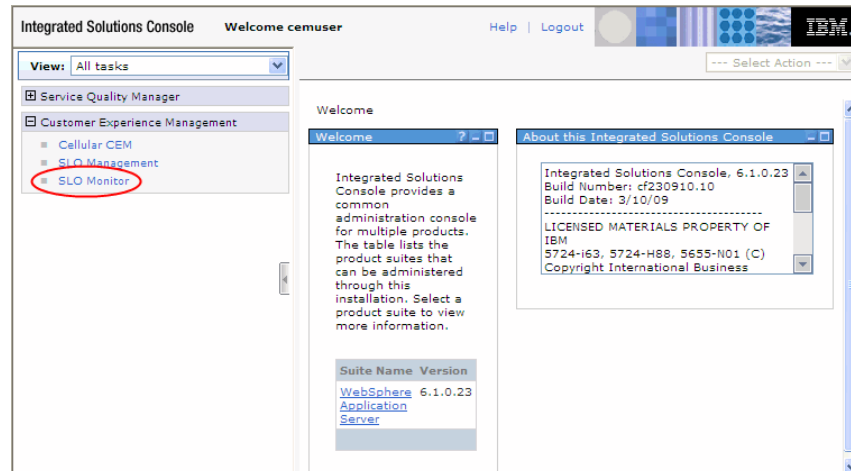
SLO monitor.

Click **SLO Monitor**.

Monitor SLO

- Hide the navigation window
- Expand **sqmuser_data**
- Click **sms_deliver** to monitor
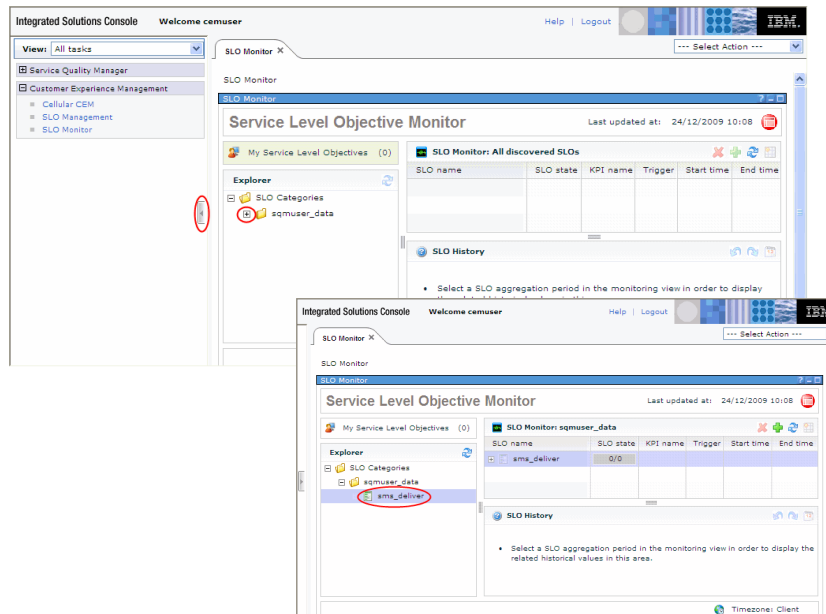
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Monitor SLO.

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**
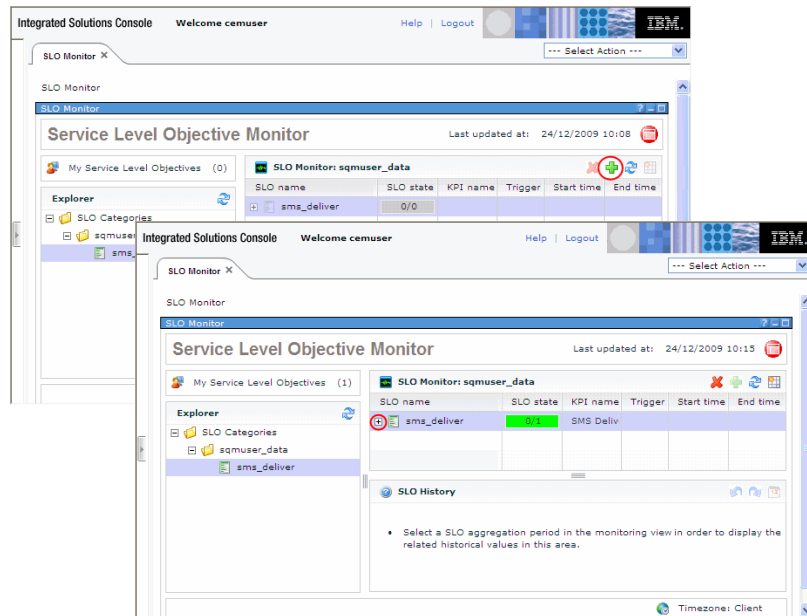
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Add selected SLOs.

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.

Generate reports

- Available reports are shown

- Click **Back to monitor view** to return to the monitor view
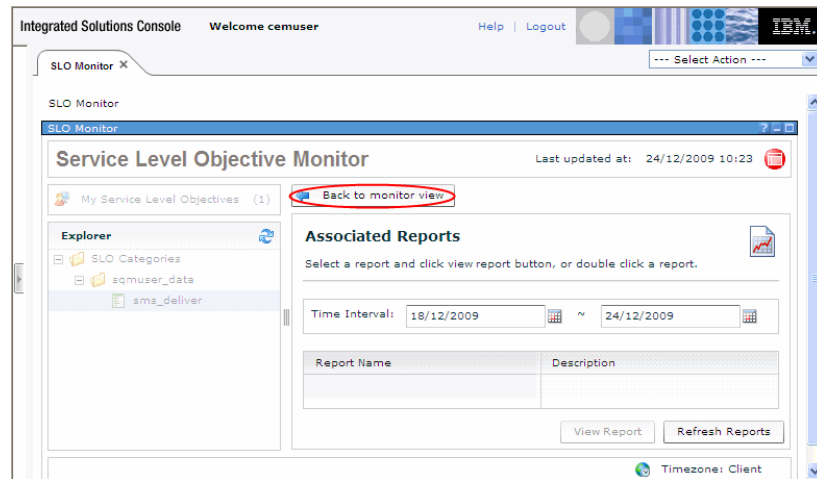
Generate reports.

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.

SLO monitor service data tabs view
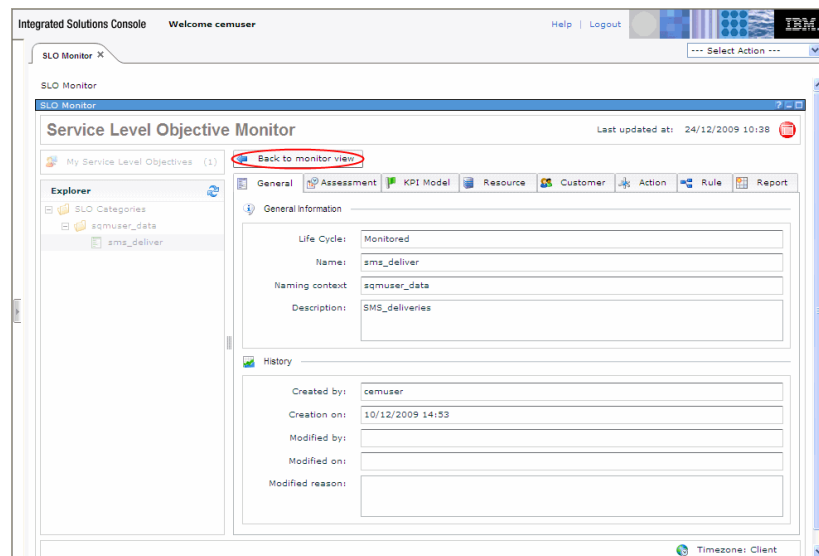
Click **Back to monitor view** to return to the monitor view

Customer Experience Manager user function

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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.

Summary

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

Customer Experience Manager user function

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

Customer Experience Manager user function

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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