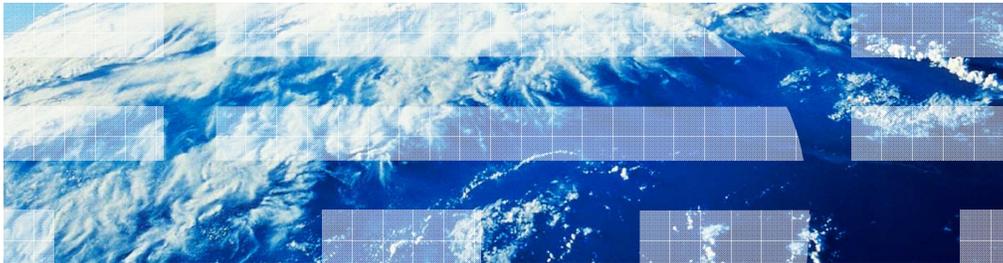

IBM Tivoli Netcool Service Quality Manager V4.1

Customer Experience Manager user function



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

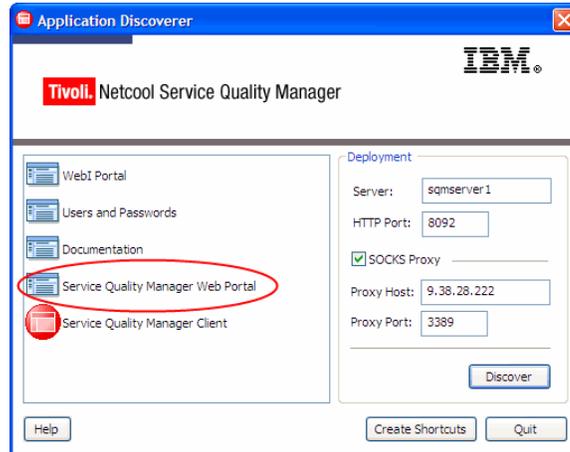
Upon completion of this module, you should be able to navigate Customer Experience Manager user functions

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

Integrated Solutions Console

Welcome, enter your information.

User ID:

Password:

Login.

Enter your user ID and password to log in.

Customer experience management

Expand **Customer Experience Management**

The screenshot shows the Integrated Solutions Console interface. The left navigation pane has a 'View: All tasks' dropdown and two menu items: 'Service Quality Manager' and 'Customer Experience Management', with the latter highlighted by a red circle. The main content area is titled 'Welcome' and contains a 'Welcome' section with introductory text and a table of product suites. To the right, there is an 'About this Integrated Solutions Console' panel with system information.

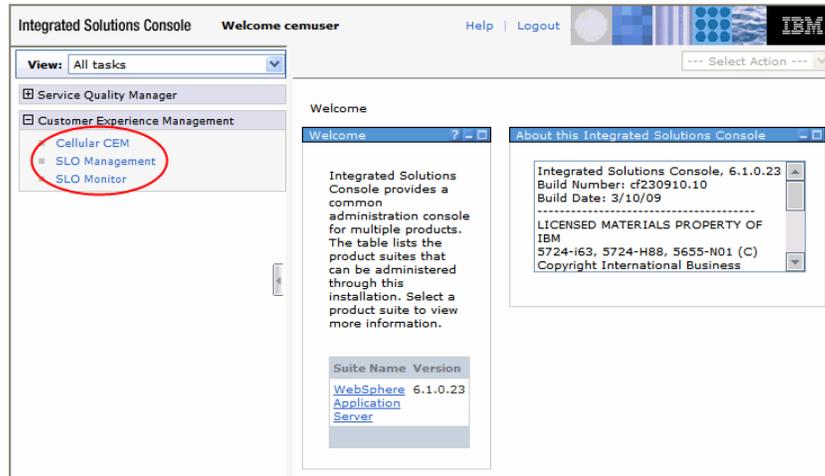
Suite Name	Version
WebSphere Application Server	6.1.0.23

Customer experience management.

Expand **Customer Experience Management.**

Customer experience management options

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

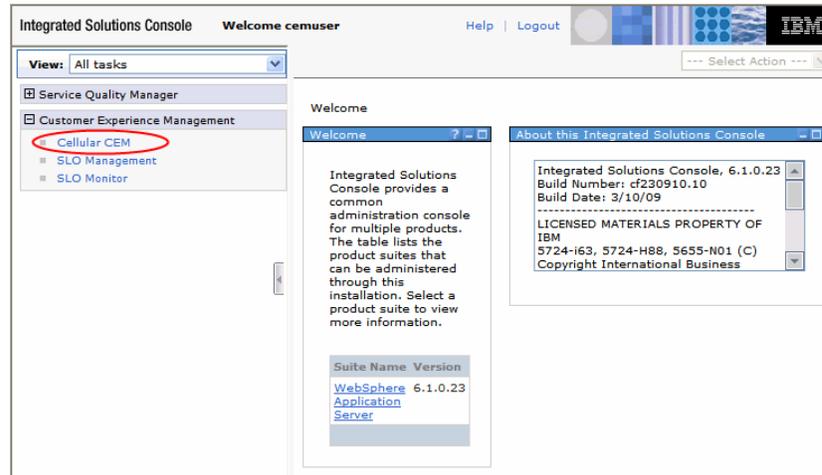


Customer experience management options.

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

Cellular CEM

Click **Cellular CEM**



Cellular CEM.

Click **Cellular CEM.**

Hide navigation menu

Click the **Hide Navigation** button

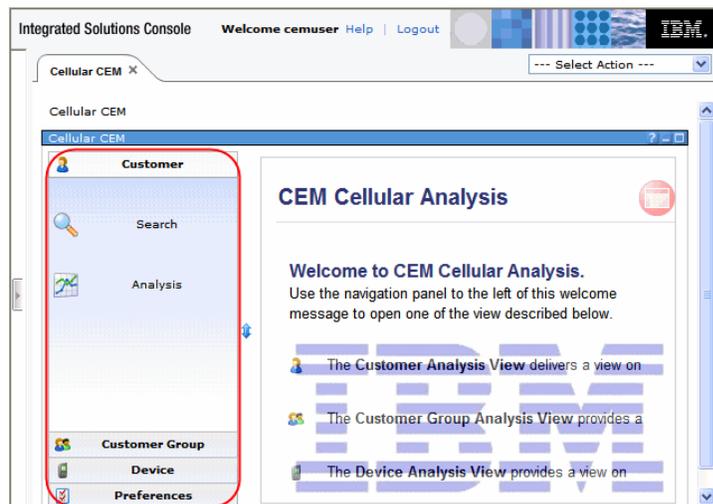
The screenshot shows the IBM Integrated Solutions Console interface. At the top, it says 'Integrated Solutions Console' and 'Welcome cemuser'. There are links for 'Help' and 'Logout'. The left sidebar contains a navigation menu with 'Service Quality Manager' and 'Customer Experience Management' (which includes 'Cellular CEM', 'SLO Management', and 'SLO Monitor'). A red circle highlights a button at the bottom of this menu. The main content area is titled 'Cellular CEM' and contains a 'CEM Cellular Analysis' section with a welcome message and instructions to use the navigation panel. The bottom of the page has the number '9', the text 'Customer Experience Manager user function', and the copyright notice '© 2010 IBM Corporation'.

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

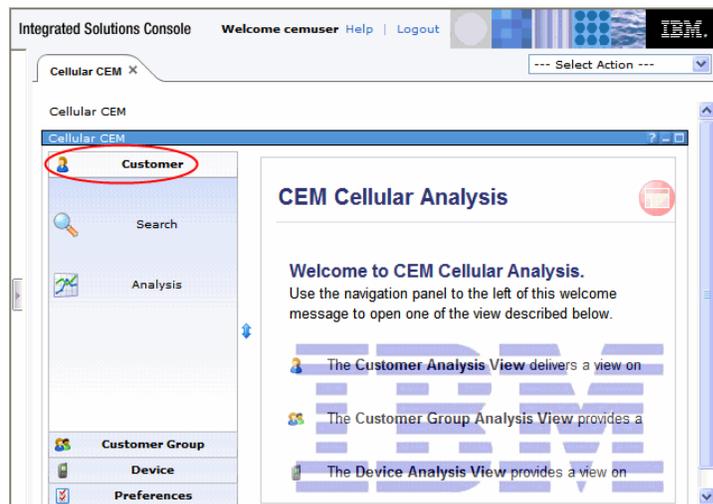


Cellular CEM options.

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

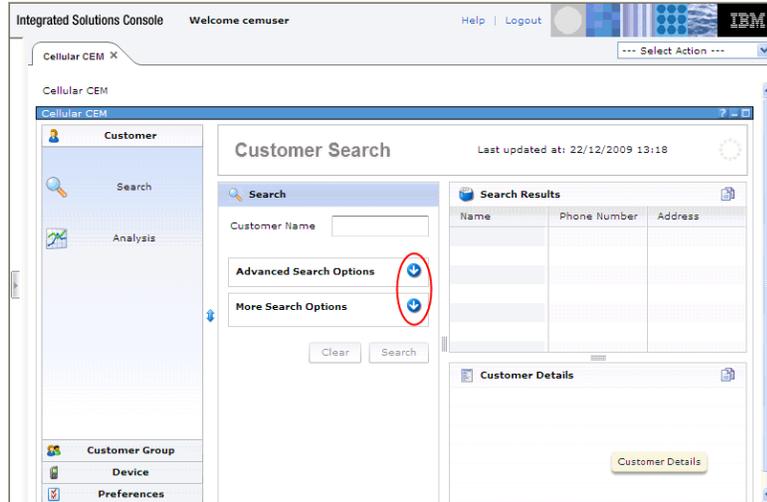


Customer analysis view.

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**



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**

The screenshot displays the 'Customer Search' interface within the 'Integrated Solutions Console'. The page title is 'Customer Search' and it shows 'Last updated at: 14/12/2009 16:55'. The search form includes a 'Customer Name' field with 'Keith' entered, an 'Account Number' field, and a 'Phone Number' field. Below these are 'Advanced Search Options' and 'More Search Options' sections. The 'More Search Options' section has 'Match Case' and 'Exact Match' checkboxes. A 'Search' button is highlighted with a red circle. The search results table is empty, with columns for 'Name', 'Phone Number', and 'Address'. The left sidebar shows 'Customer' and 'Analysis' options, and the bottom shows 'Customer Group', 'Device', and 'Preferences'.

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 is 'Keith'. The search results table is as follows:

Name	Phone Number	Address
Keith Udaltsov	1230000136	Address136
Keith Holland	1230000217	Address217
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

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**

The screenshot shows the 'Customer Analysis' window in the Integrated Solutions Console. The window is titled 'Customer Analysis' and displays customer details for 'Keith Holland'. The details include Name, IMEI, Account Number, Phone Number, and Address. A 'Services' pane is open, showing 'SMS 1.2'. A 'Help' pane is also visible, providing information about the Customer Analysis view. Red circles highlight the 'Customer Details' tab, the 'Services' pane, and the 'Help' tab. A double arrow icon is also highlighted in the top right of the window.

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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 panel on the left containing fields for Name, IMSI, Account Number, Phone Number, and Address. A copy icon is circled in red.
- Services:** A panel below Customer Details showing "SMS Session Services" and "SMS 1.2". A refresh icon is circled in red.
- Failed Transactions:** A table showing transaction metrics for the period 21/12/2009 11:18 to 22/12/2009 11:18 PDT. The table has columns for Metric, Cause Type, Count, and Duration.

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
- Breakdown by Category:** A pie chart showing the distribution of failure causes. The largest category is Network Failure_SMS at 39.12%. Other categories include User Error_SMS (15.56%), User Failure_SMS (11.83%), Operator Intervention (7.29%), Network Resources (5.24%), Call or Session Relat (3.65%), Protocol Error_SMS (2.12%), Subscriber Identity (1.83%), and User Error_SMS (1.19%).

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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 window is titled "Customer Analysis" and displays details for a customer named Keith Holland. The interface includes a "Customer Details" section on the left, a "Failed Transactions" table in the center, and a "Breakdown by Category" pie chart at the bottom. A red circle highlights the Services list view icons (tree view, sort, copy) in the bottom left corner of the Services window.

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 Rela	15.56%
Network Resources	.51%
Protocol Error_SMS	.72%
Subscriber Identity	22.26%
User Error_SMS	7.79%
Other	1.19%
Other	3.65%
Other	5.24%

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Customer Experience Manager user function

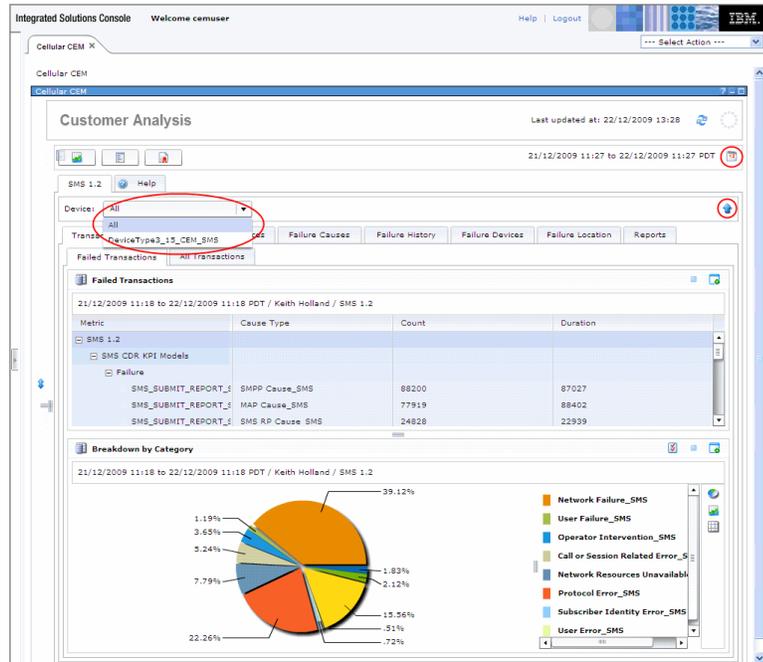
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Services list view icons.

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



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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, specifically the 'Customer Analysis' window. The top screenshot shows the 'Sliding window' selected, with a 'Time Interval' dropdown menu set to '24 hours'. The bottom screenshot shows the 'Historical window' selected, with 'Start' and 'End' date pickers set to 22/12/2009. Both screenshots show a table of failed transactions and a pie chart representing the breakdown by category.

Failed Transactions	Count
SMS_CDR_400_Invalid	67027
SMS_SUBMIT_REPORT_I_SMS Cause_SMS	66200
SMS_SUBMIT_REPORT_I_SMS Cause_SMS	77919
SMS_SUBMIT_REPORT_I_SMS RP Cause_SMS	24838

Category	Percentage
Network Failure_SMS	28.12%
User Failure_SMS	1.93%
Operator Intervention_SMS	3.85%
Call or Session Related Error_SMS	9.24%
Network Resource Interrupted	7.79%
Protocol Error_SMS	2.12%
Subscriber Identity Error_SMS	11.56%
User Error_SMS	31%
Other	22.25%

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Customer Experience Manager user function

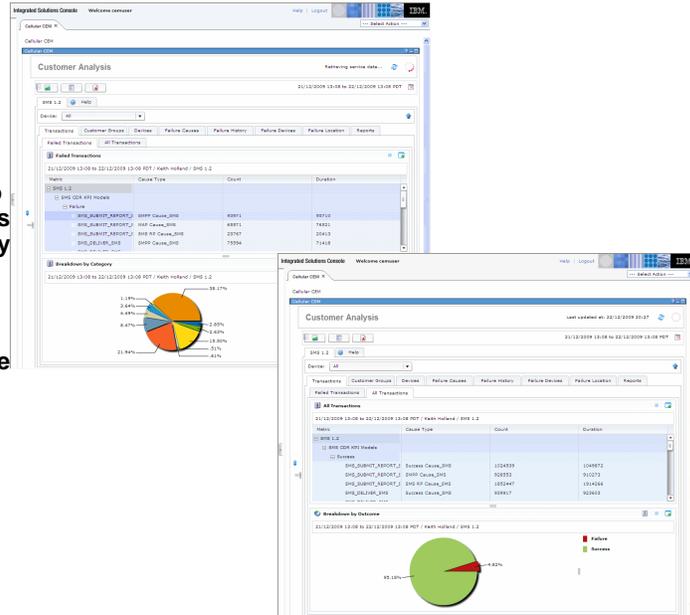
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Setting intervals.

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



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Customer Experience Manager user function

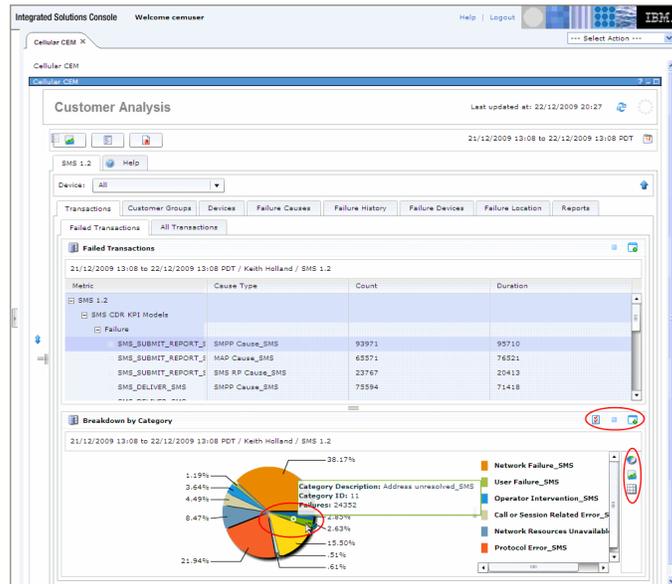
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Transactions service data tab.

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

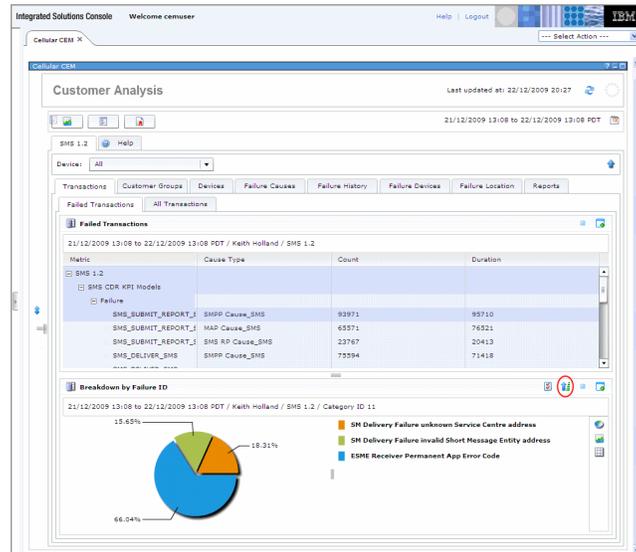


Transactions service data tab icons.

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

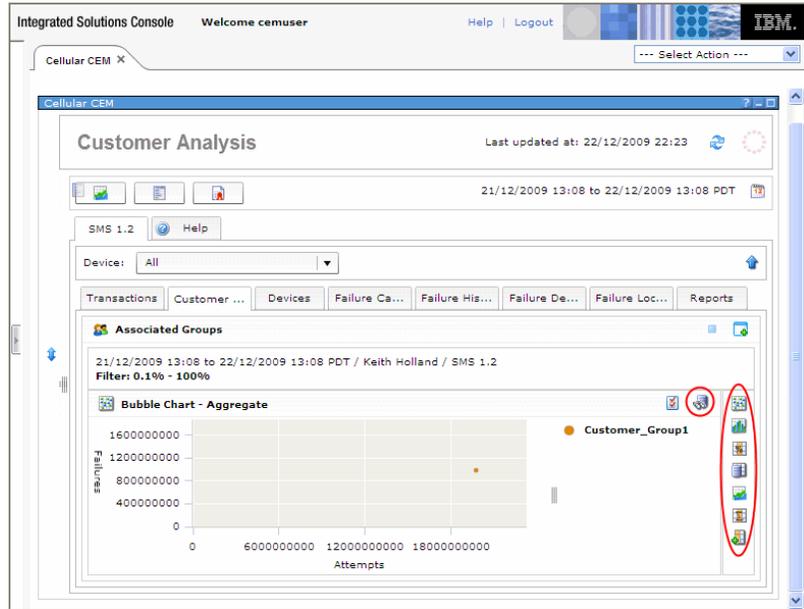


Transactions service data tab icons continued.

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

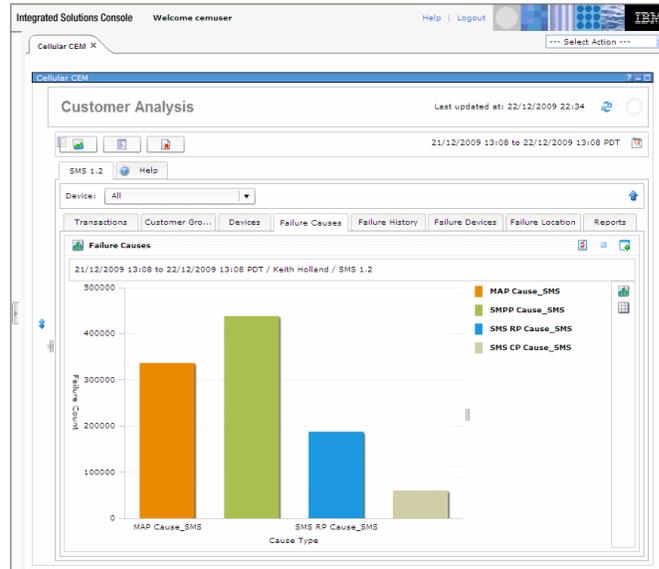


Customer groups and devices service data tabs.

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



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

The screenshot shows the 'Customer Analysis' page in the IBM CEM interface. The 'Reports' section is expanded, and the 'Specify the report time interval' option is selected. The start and end dates are set to 22/12/2009 and 23/12/2009 respectively. A table of reports is displayed, with 'Customer SMS Failure Causes' selected. The 'View Report' button is highlighted.

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

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Customer Experience Manager user function

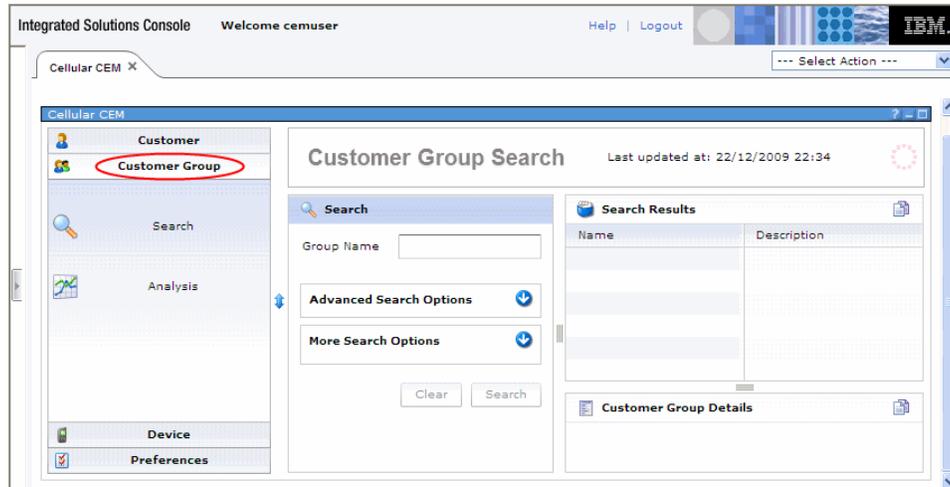
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Reports.

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

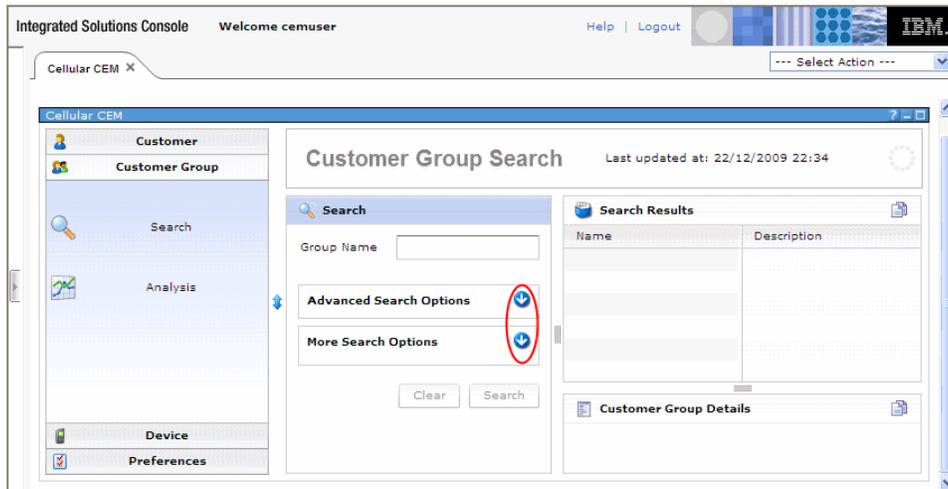


Customer group analysis view.

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**



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Customer Experience Manager user function

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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 it was last updated on 23/12/2009 at 09:40. The search form includes a 'Group Name' field with the text 'Customer' entered. Below this is an 'Advanced Search Options' section with a 'Customer Name' field. Underneath is a 'More Search Options' section containing two checkboxes: 'Match Case' and 'Exact Match'. At the bottom of the search form are 'Clear' and 'Search' buttons. The 'Search' button is circled in red. To the right of the search form is a 'Search Results' table with columns for 'Name' and 'Description'. Below the search form is 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 is set to 'Customer'. The search results table is as follows:

Name	Description
Customer_Group0	Customer_Group0
Customer_Group1	Customer_Group1

Below the search results, the 'Customer Group Details' for 'Customer_Group1' are shown:

Name	Customer_Group1
Members	1000
Description	Customer_Group1

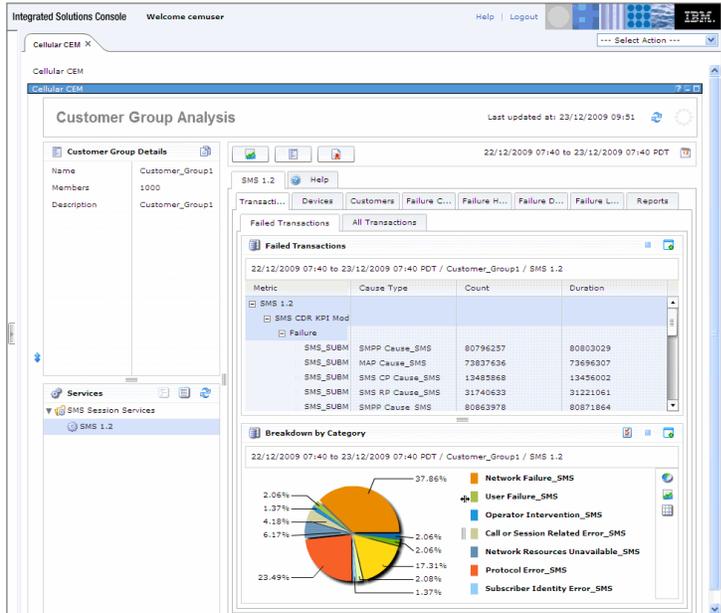
At the bottom of the slide, the text reads: 29 Customer Experience Manager user function © 2010 IBM Corporation

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



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Customer Experience Manager user function

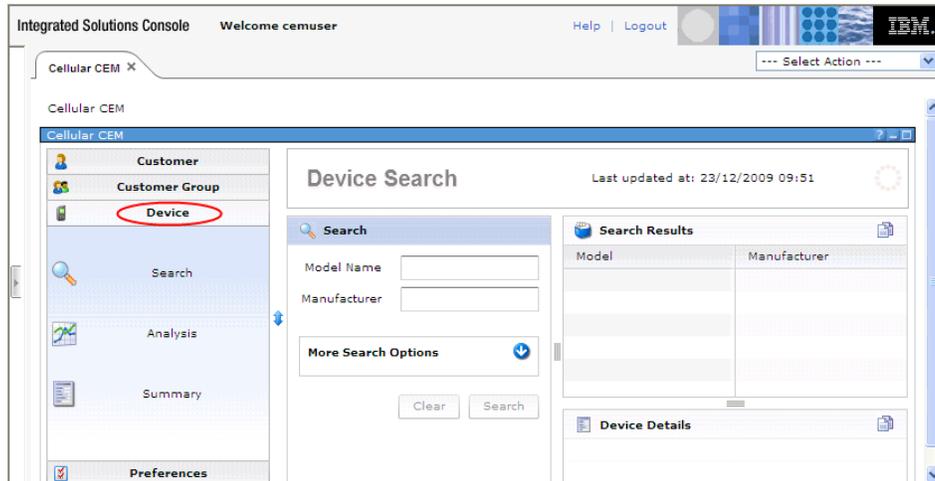
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Customer group analysis details.

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

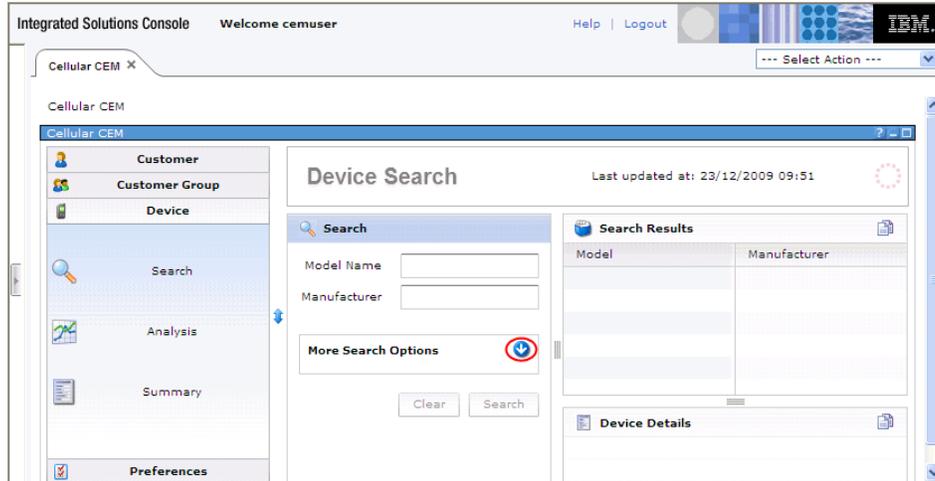


Device analysis view.

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

Expand device search options

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



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 shows the 'Device Search' interface in the Integrated Solutions Console. The search form includes the following elements:

- Model Name:** A text input field containing the value 'DeviceType3_15'.
- Manufacturer:** An empty text input field.
- More Search Options:** A section containing two checkboxes: 'Match Case' and 'Exact Match'.
- Buttons:** 'Clear' and 'Search' buttons are located at the bottom of the search form.
- Search Results:** A table with columns 'Model' and 'Manufacturer' is currently 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 'Integrated Solutions Console' interface for 'Cellular CEM'. The main area is titled 'Device Search' and shows search results for 'DeviceType3_15'. The search criteria include 'Model Name: DeviceType3_15' and 'Manufacturer'. The search results table lists the following entries:

Model	Manufacturer
DeviceType3_15_CEM_SMS	Manufacturer3_CEM_SMS

The 'Device Details' section for the selected device shows:

Model	DeviceType3_15_CEM_SMS
Manufacturer	Manufacturer3_CEM_SMS

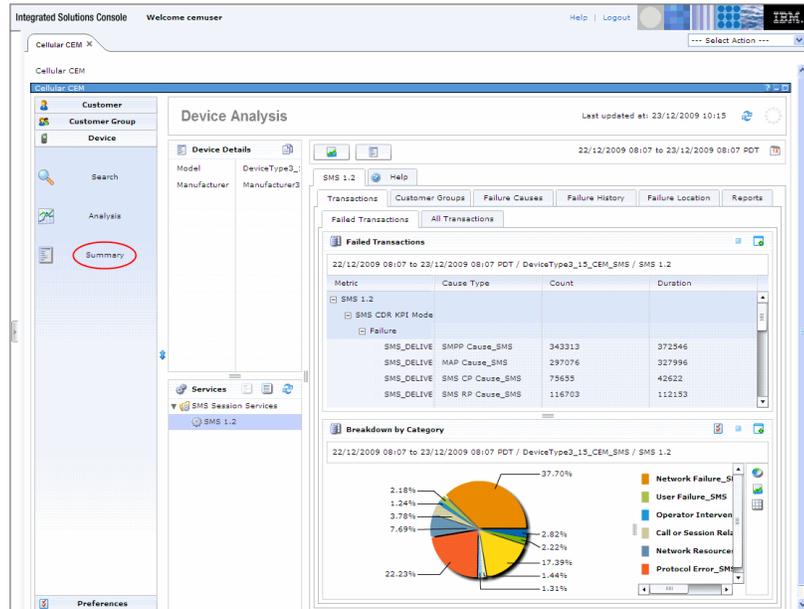
At the bottom of the page, the text reads: 34 Customer Experience Manager user function © 2010 IBM Corporation

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



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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

The screenshot shows the 'Device Summary' page in the IBM Integrated Solutions Console. The page title is 'Device Summary' and it is last updated at 23/12/2009 10:49. The service selected is 'SMS 1.2' under 'SMS Session Services'. The manufacturer list is set to 'All Manufacturers' and includes 'Manufacturer10_CEM_SMS', 'Manufacturer1_CEM_SMS', 'Manufacturer2_CEM_SMS', and 'Manufacturer3_CEM_SMS'. Below this are two tables: 'Best Devices' and 'Worst Devices', both showing columns for Device Name, Manufacturer, Transactions, Failures, and Failure Rate.

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%
DeviceType9_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%

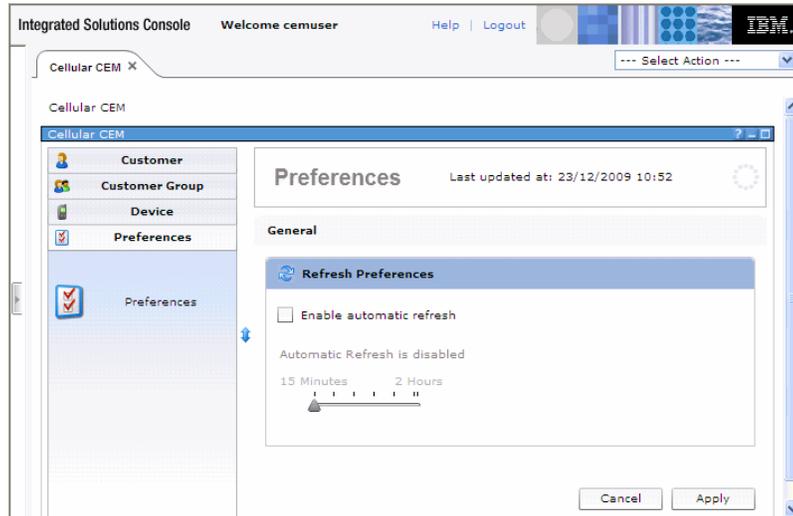
Device Name	Manufacturer	Transactions	Failures	Failure Rate
DeviceType5_3_CEM_...	Manufacturer5_CEM_S	79886578	4262570	5.33%
DeviceType5_11_CEM_...	Manufacturer5_CEM_S	79177179	4221085	5.33%
DeviceType7_14_CEM_...	Manufacturer7_CEM_S	81407750	4312508	5.29%
DeviceType4_5_CEM_...	Manufacturer4_CEM_S	80397620	4244345	5.27%
DeviceType8_12_CEM_...	Manufacturer8_CEM_S	79556664	4194225	5.27%

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

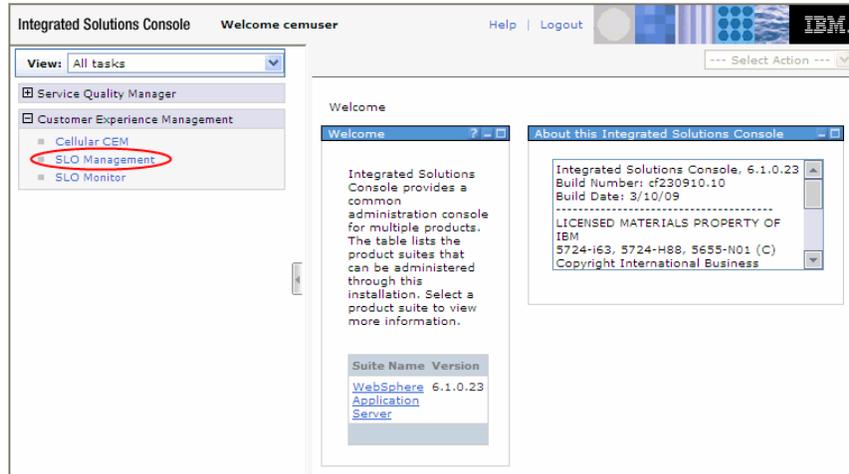


Preferences.

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

SLO management

Click **SLO Management**

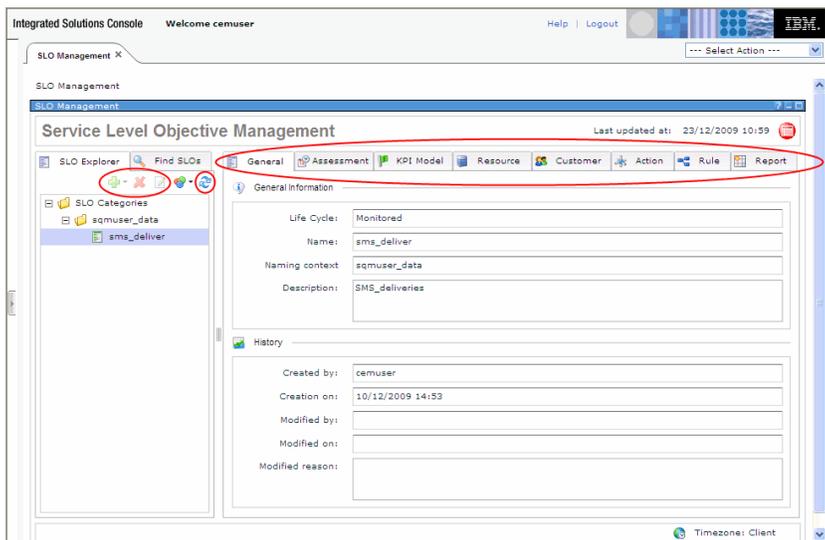


SLO management.

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

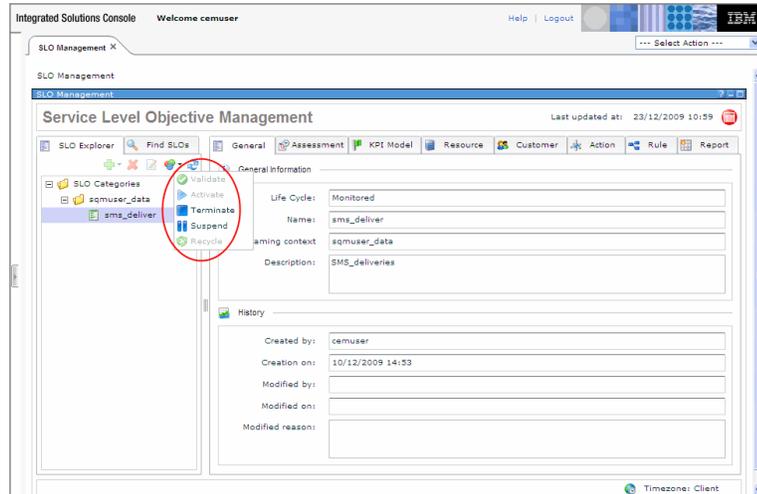


SLO explorer.

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**

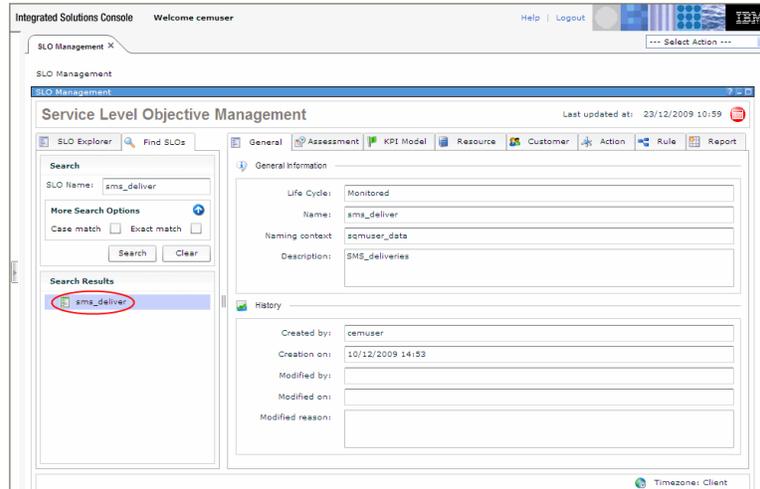
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Find SLOs.

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

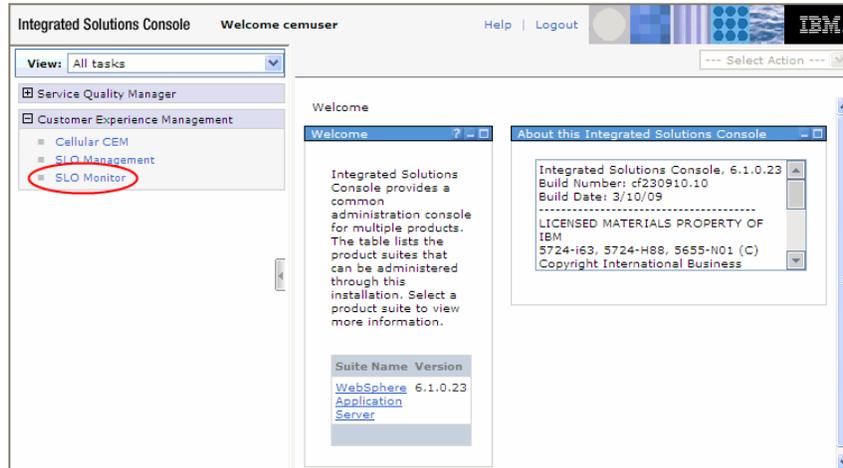


Search results.

Click **sms_deliver** to see SLO information.

SLO monitor

Click **SLO Monitor**

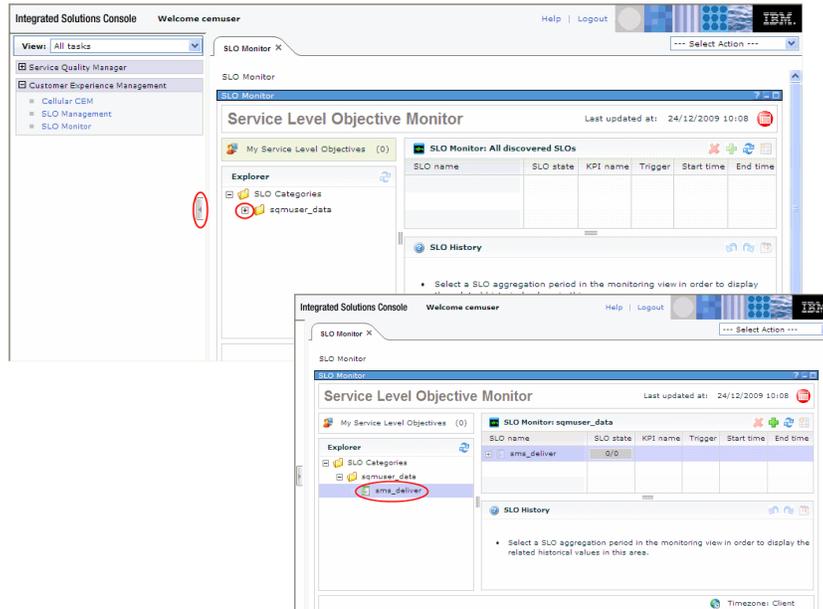


SLO monitor.

Click **SLO Monitor.**

Monitor SLO

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



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Customer Experience Manager user function

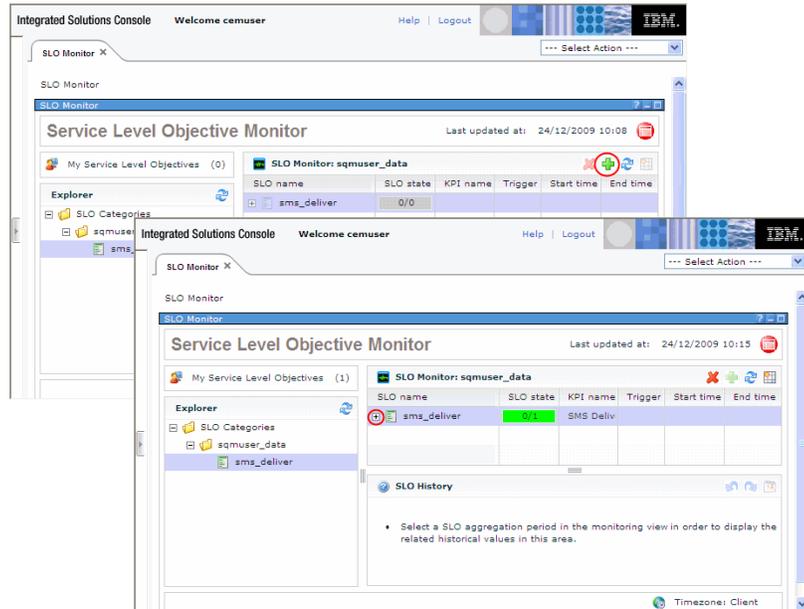
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Monitor SLO.

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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Customer Experience Manager user function

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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

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Monitor x

SLO Monitor

Service Level Objective Monitor Last updated at: 24/12/2009 10:18

My Service Level Objectives (1)

Explorer

- SLO Categories
 - sqmuser_data
 - sms_deliver

SLO name	SLO state	KPI name	Trigger	Start time	End time
sms_deliver	0/1	SMS Deliv			
Period: 15 min	39,723	SMS Deliv		24/12 09:	24/12 09

SLO History

- Select a SLO aggregation period in the monitoring view in order to display the related historical values in this area.

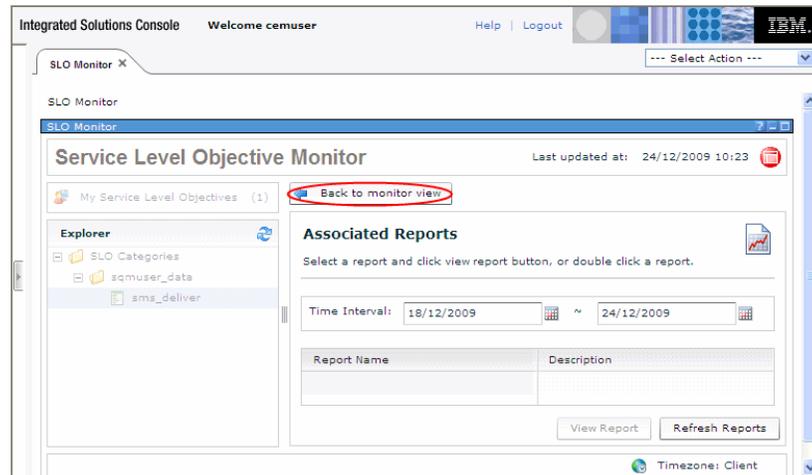
Timezone: Client

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

Integrated Solutions Console Welcome cemuser Help | Logout

SLO Monitor X ... Select Action ...

SLO Monitor

Service Level Objective Monitor Last updated at: 24/12/2009 10:23

My Service Level Objectives (1)

Explorer

- SLO Categories
 - sqmuser_data
 - sms_deliver

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 History

- Select a SLO aggregation period in the monitoring view in order to display the related historical values in this area.

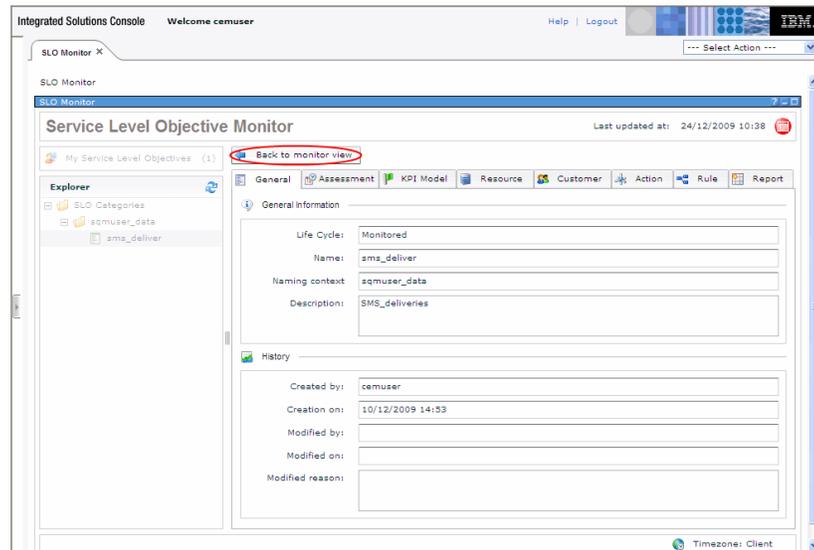
Timezone: Client

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

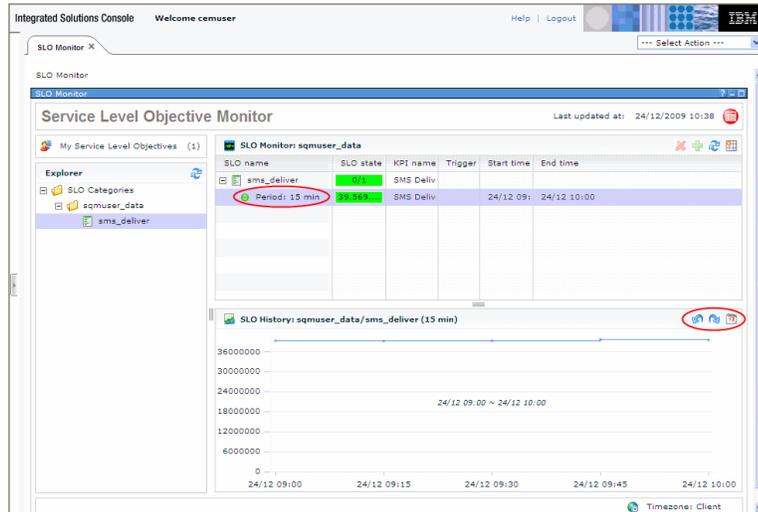


SLO monitor service data tabs view.

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



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

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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