

# Webex Quality Reporter (WQR)

## Touch panel conference survey and problem reporting system



Atea Systems Limited  
PO Box 22 042, Unit 7, 2 Ganges Road  
Khandallah, Wellington, New Zealand

**WQR provides Webex collaboration users with an easy to use interface to provide quality and problem feedback to the business.**

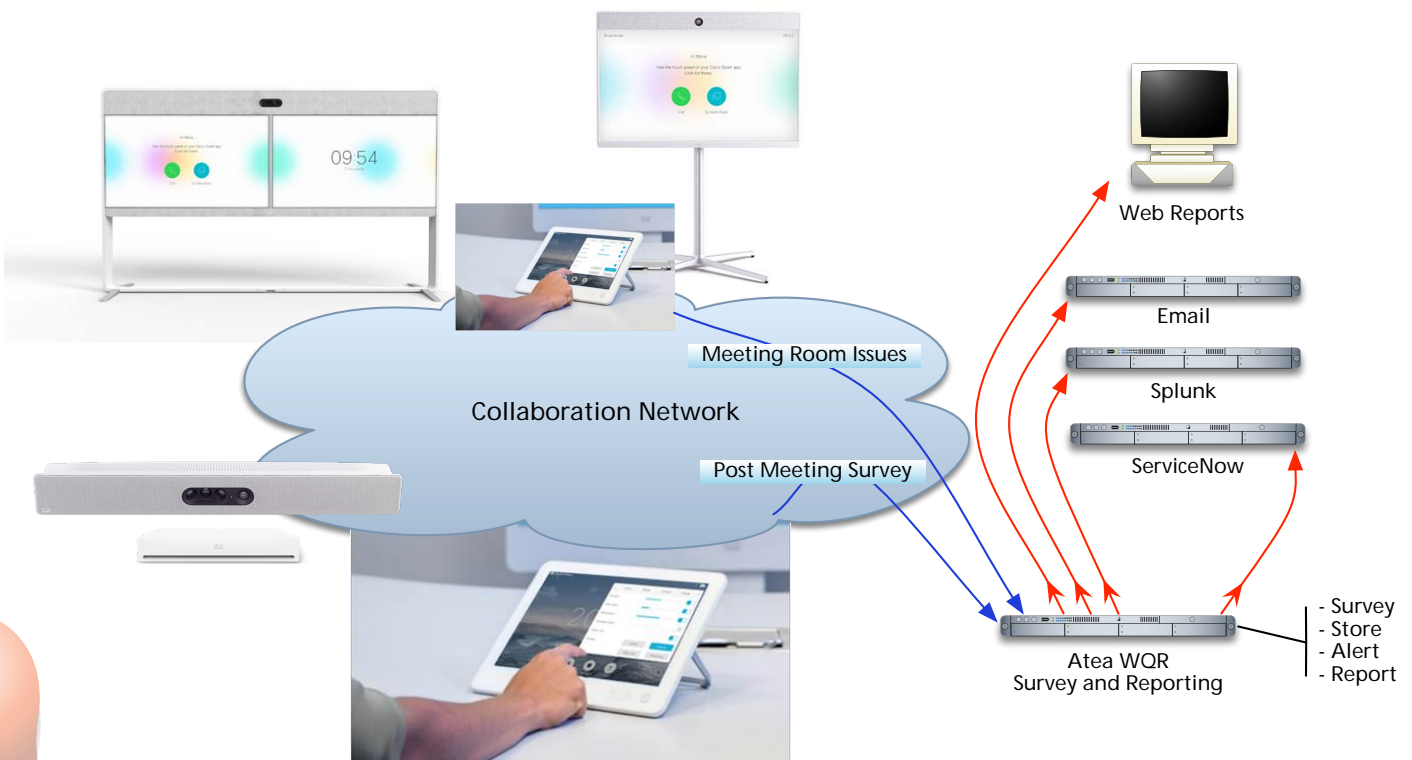
The Atea Webex Quality Reporter provides the business with insights into the use, successes or problems in the distributed collaboration platform. Using the Cisco Touch 10 control unit as an interface, the WQR gathers information from users and then stores it in a database ready for proactive reporting.

The WQR system can then consolidate the information from around the collaboration network. Once consolidated it can be put to good use:

- Generate alerts to the relevant support teams
- Provide a basis for online Quality reporting

### Webex Quality Reporter features:

- **Proactive** survey of users after calls
- Provides a feedback mechanism for meeting rooms to facilities or network teams
- A database and dashboard for reporting
- Alerts generated from problems raised.
- Flexible alerting techniques.
- Independent of Meeting / Collaboration application. ie works with Webex, PexIP etc
- Cloud based application for easy deployment



1. There is a post meeting pop-up to survey the user as to the success of the meeting and take feedback if there are any problems (poor or very poor).

Tell us about your experience

Please provide feedback on this call

Excellent

Good

Average

Poor

Very Poor

ANBPOCC03-CSRoomKit\_01 > 23:18

Tell us about your experience

Please provide feedback as an incident will be raised to remedy this cannot-hear-issue

Please provide details here

Cancel Submit

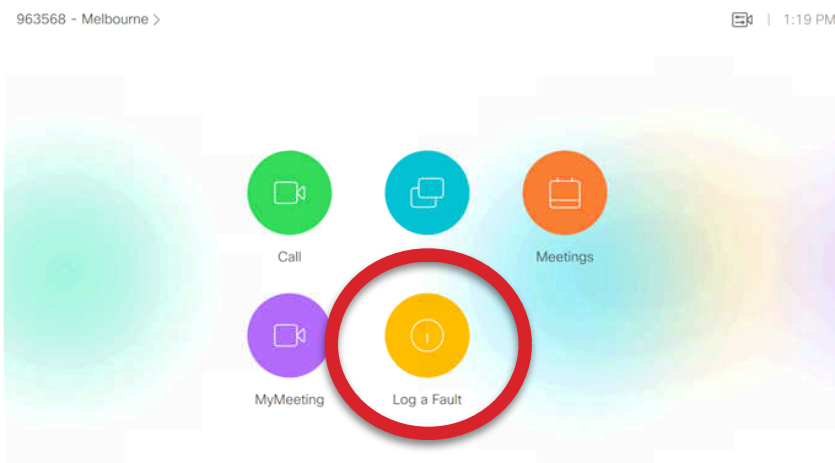
q w e r t y u i o p

a s d f g h j k l - \_

^ z x c v b n m . @ ^

⌨ .123 / .com Submit

2. There is a reporting tool in the meeting room to log any issues when arriving or using the room. These may be unrelated to the meeting itself.



The system is supported on touch 10s on the following products:

- DX Series
  - DX70, DX80
- MX Series
  - MX200 G2, MX300 G2, MX700, MX800
- SX Series
  - SX20 Quick Set
  - SX80 Codec
- Room Series
  - Room Kit, Room Kit Mini, Codec Plus, Codec Pro, Room 55, Room 55 Dual, Room 70, Room 70 G2

The systems have to be running CE9.3 or greater.

Other systems, please ask.

(The SX10 cannot be supported since it cannot support macros.)

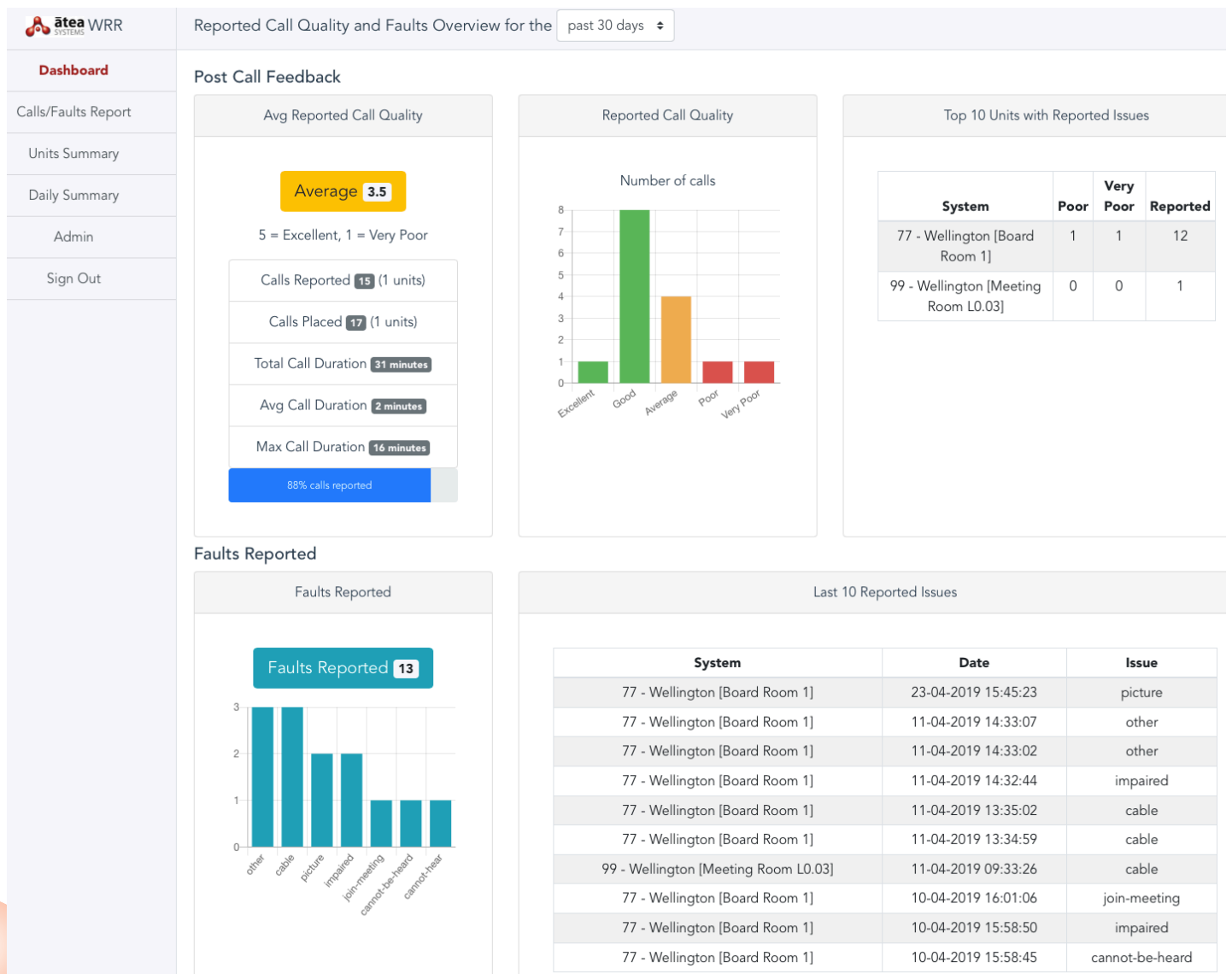
Video
Audio
Room

What was the issue?
Cable
Picture
Join Meeting
Other

The Cisco Touch 10 provides an easy to use and familiar interface for users to provide feedback and problem information.

Once the data has been collated in the central database it can be used for reporting purposes (% of meetings excellent) and most importantly for generating alarms.

### Easy snapshot dashboard



Searching through records is easy:

atea WRR

Dashboard

Calls/Faults Report

Units Summary

Daily Summary

Admin

Sign Out

Reported Calls/Faults for the 

past 30 days

Reported Calls/Faults

Search

Reset

«

<

1

2

3

4

>

»

1-10 of 32 records

System	Description	Mac Address	Ip Address	Date	Issue	Details
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.165]	01-05-2019 14:05:30	post_call_qa	Good
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.165]	29-04-2019 11:34:39	post_call_qa	Good
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.165]	29-04-2019 11:30:58	post_call_qa	Average
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.165]	23-04-2019 15:45:23	picture	
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.165]	17-04-2019 14:11:34	post_call_qa	Good
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.165]	17-04-2019 12:24:55	post_call_qa	Good
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.157]	11-04-2019 16:19:39	post_call_qa	Average
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.157]	11-04-2019 14:33:07	other	
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.157]	11-04-2019 14:33:02	other	
77 - Wellington	Board Room 1	6c:6c:d3:71:2f:73	[10.66.88.157]	11-04-2019 14:32:44	impaired	

Download CSV

Summary per system:

atea WRR

Dashboard

Calls/Faults Report

Units Summary

Daily Summary

Admin

Sign Out

Units Summary for the 

past 30 days

Units Summary

Search

Reset

«

<

1

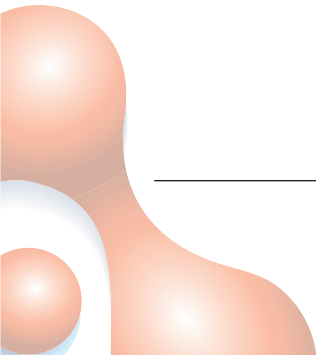
>

»

1-2 of 2 records

System	Description	Excellent	Good	Average	Poor	Very Poor	Total Calls	Total Duration	Issues Reported	Avg People Count
77 - Wellington	Board Room 1	1	8	4	1	1	17	31 minutes	12	1.3
99 - Wellington	Meeting Room L0.03	0	0	0	0	0	0	a few seconds	1	0

Download CSV



Daily Summaries over time:

