The monthly trending tools display information to help you review your system's conferencing growth and determine the right time to upgrade Cisco Unified MeetingPlace.

The data that MeetingTime uses to create the monthly trending charts is stored on the Cisco Unified MeetingPlace system and is purged after a specified amount of time. The amount of time Cisco Unified MeetingPlace stores this data is determined by the Days Until Mtg Stats Purged parameter, which is located in the Configure tab under Scheduling Parameters.

After you run a monthly trending tool for the first time, save the data for that month in an historical file in a central location before you exit the application. (You can copy and past the information, including any graphs, into other word processing programs.) Doing so ensures that the data is available after it has been purged from the system. After you create this file, update it monthly so you can archive information about your system. When you update the historical file, data for the current month(s) is appended to the existing data. You can analyze the information that is stored in the data file to determine system usage trends, even after the meeting data has been purged.

Contents

To Create an Historical File

1. Run a monthly trending tool.
2. In the Capacity Management window, choose **File** menu > **Save** , then specify a name and directory for this file.

   The first time you update the historical data file, you must enter the file name specified above. From then on, MeetingTime remembers the file name entered into the MeetingTime attributes.

To Update an Historical File

1. In the MeetingTime Capacity Management tab, select the monthly trending tool you want to use.
2. For the Update History File parameter, choose **Yes** , and then enter the directory for this file.
3. Click **Execute** .
   The Capacity Management Tool window appears.
4. Choose **File** menu > **Save** .

Conferencing Minutes Tool

The Conferencing Minutes tool displays the amount of monthly conferencing minutes that took place on your system on an aggregate and per-port basis. To help you manage your system conferencing growth, this tool shows usage threshold lines that indicate when the use of your system has reached congested levels. (The usage threshold lines also indicate when more capacity was added to your system.)

To View the Usage Thresholds

1. Choose **View** menu > **Display Options** .
2. In the Display Options dialog box, select **Show Usage Thresholds** .
   You can also use the Display Options dialog box to view monthly conferencing minutes on a per-port basis.

Recommendations for Managing Capacity

To determine how efficiently your system is being used, run the Conferencing Use (minutes per port) capacity management tool at the end of each month. Table: Threshold Levels shows how to interpret the usage threshold levels.

The figures in the table are suggested target points for your organization. Your results may vary depending on factors such as your peak conferencing business hours, international use, the size of your system, and specific conferencing applications. As you continue to track your Cisco Unified MeetingPlace use and service levels, you will be able to better define appropriate minutes per port conferencing levels for your organization.

Note: These traffic level descriptions are for scheduled meetings and do not apply well to reservationless systems. Service quality degrades rapidly on a reservationless system when the traffic gets out of the "efficient usage" zone. Scheduled meetings can be rescheduled for a different time, but if ports are not available for a non-reserved meeting, users perceive a system failure. For reservationless systems, Cisco recommends that the peak traffic demand should never be allowed to exceed available capacity, implying that the average traffic should be kept well within the "efficient zone."

Table: Threshold Levels

Threshold Level	Minutes Per Port (Monthly)	Description
Efficient Usage (below the yellow line)	Under 1,500	System is running efficiently. Capacity is available and meetings can extend and grow.
Busy Usage (between yellow and red lines)	1,500-2,000	Users can schedule and hold conferences, although some scheduling requests may not be satisfied because conferencing ports are unavailable. User satisfaction is beginning to decline. System administrator should add more capacity to offset scheduling failures.
Constrained Usage (above the red line)	Over 2,000	Users are likely to experience several scheduling and attendance failures because ports are in high use. Overflow traffic is most likely going to service bureaus. During peak hours, meetings are not extending and growing. System administrator needs to add more capacity.

Cisco Unified MeetingPlace provides default values for the usage thresholds based on general conferencing use, although these default values should be customized to reflect your company's unique conferencing environment.

Scheduling failures mean that users cannot join meetings or schedule meetings. You must check peak level usage.

To Change the Value of the Usage Thresholds

1. Make sure the usage thresholds are displayed in the chart.
2. Choose **View** menu > **Adjust Thresholds** .
3. Enter the desired value.

Uncaptured Conferencing Traffic Tool

The Uncaptured Conferencing Traffic tool displays how many minutes of monthly conferencing could not be conducted on Cisco Unified MeetingPlace because the system was busy. Upgrading your system can enable Cisco Unified MeetingPlace to fulfill this additional conferencing demand.

Opportunity Cost Tool

The Opportunity Cost tool calculates the cost spent on your uncaptured traffic, assuming the uncaptured traffic went to a service bureau instead of waiting for the system to become available.

To make sure Cisco Unified MeetingPlace correctly calculates the cost of your uncaptured traffic, you must enter the cents-per-minute rate of your service bureau. Enter this rate in the tool attributes area in the Capacity Management tab or in the Display Options dialog box.

Scheduling Failures Tool

The Scheduling Failures tool displays the percent of scheduling attempts that were not satisfied due to insufficient ports. This tool supplies a graphical indication of how often Cisco Unified MeetingPlace could not schedule meetings because the system was busy.

Determining System Service Levels

In addition to determining your minutes-per-port ratio on a monthly basis, also view the Scheduling Failures chart to determine the percentage of scheduling failures that occurred on your system.

If your scheduling failures rate is above five percent, run the Scheduling Failures Report (described in the Scheduling Failures Report) for detailed information about each failure. Usually, these scheduling failures come in two types:

- **Not enough ports are available.** To solve this problem, run the Port Utilization capacity management tool to determine the time of day the system is most busy, and then suggest to users that they schedule meetings at off-peak times.
- **The requested meeting ID is currently unavailable.** To solve this issue, have users assign personalized staff meeting IDs to the meetings they schedule instead of commonly used numeric IDs. Scheduling conflicts occur when two meetings are scheduled for the same time with the same meeting ID.