Consilium SplunkBridge

Onboarding Guide

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Welcome to Consilium SplunkBridge!

This guide will walk you through the simple process of connecting your Webex data to Splunk. By following these steps, you'll unlock powerful insights into your team's performance, customer interactions, and overall service quality.

This setup is designed to be quick and easy. You don't need to be a technical expert—just follow along, and you'll have your data flowing in no time.

What You'll Need

1. **HEC Token** – The authentication token used to send data to Splunk via HEC.

Before you begin, please have the following two pieces of information from your Splunk administrator ready:

1. **Splunk HEC URL:** This is the unique web address for your Splunk service where the data will be sent.
    - *Example:* https://<your-splunk-instance>.com:8088/services/collector
2. **Splunk HEC Token:** This is a secure access key that authorizes the connection to your Splunk account.
    - *Example:* A long string of letters and numbers like e9f4c12b-7d34-4c5a-9b4a-6ce2e6e4f123

With these details in hand, you're ready to start!

Step-by-Step Configuration Guide

Follow these steps to configure the bridge and start sending your Webex data to Splunk.

Step 1. Log in with Your Webex Account

First, you will be directed to the Consilium SplunkBridge portal.

- Click the **Login with Webex** button (as shown in Figure 1).
- You will be prompted to enter your standard Webex username and password. Please do so to continue.

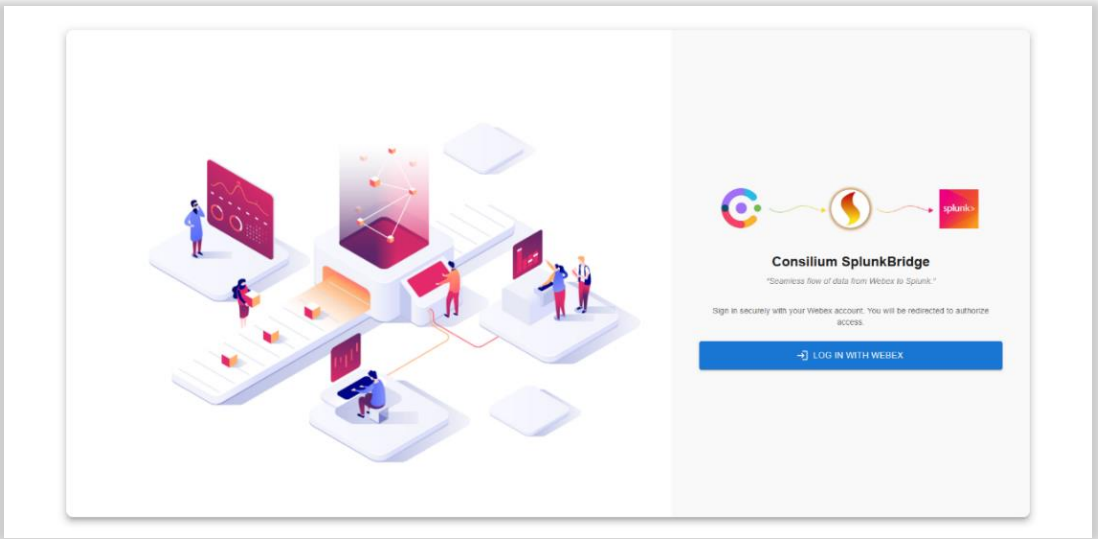

Figure 1

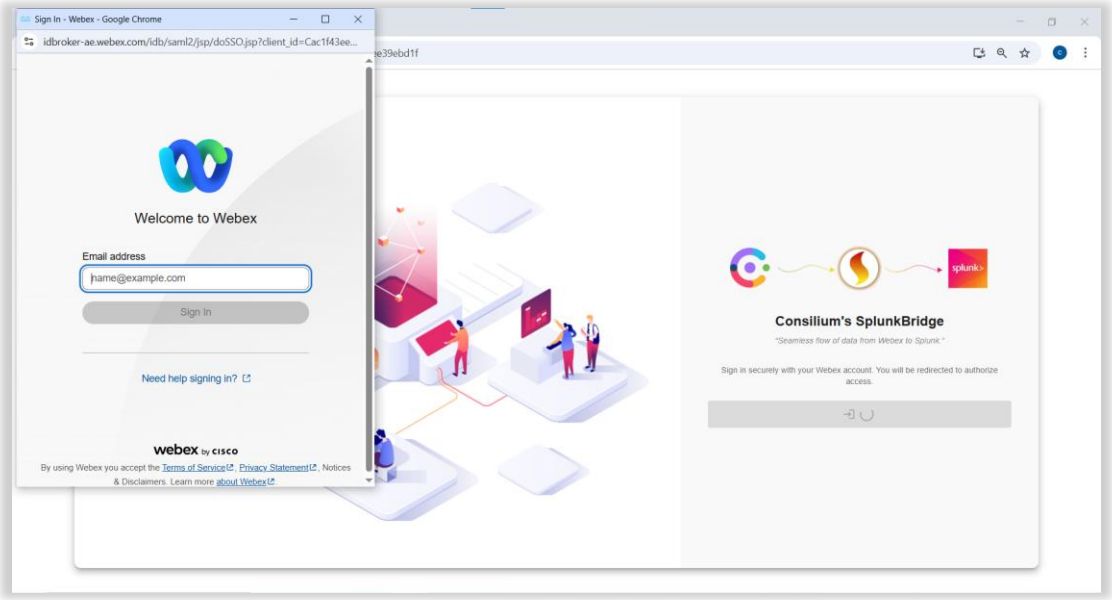

Figure 2

Step 2. Enter Your Splunk Details

After successfully logging in, you will see the configuration screen. This is where you will use the information you gathered earlier.

- Carefully enter your **Splunk HEC URL** and **Splunk HEC Token** into the corresponding fields.

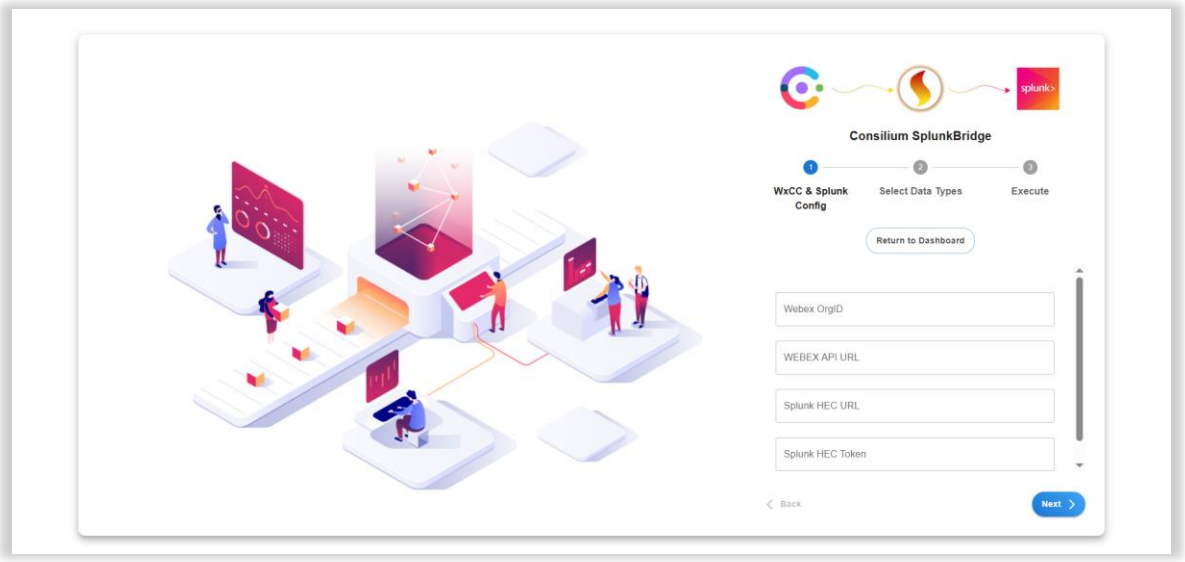

Figure 3

Step 3. Choose the Data You Want to See

Now, you can decide what information you want to analyze in Splunk. You can set a specific "index" for each type of data, which helps organize it in your Splunk dashboard.

- In the fields provided, you can name the indexes for different data types, such as agent activity, call details, and meeting information. You can use simple names like webex_agents or webex_calls.

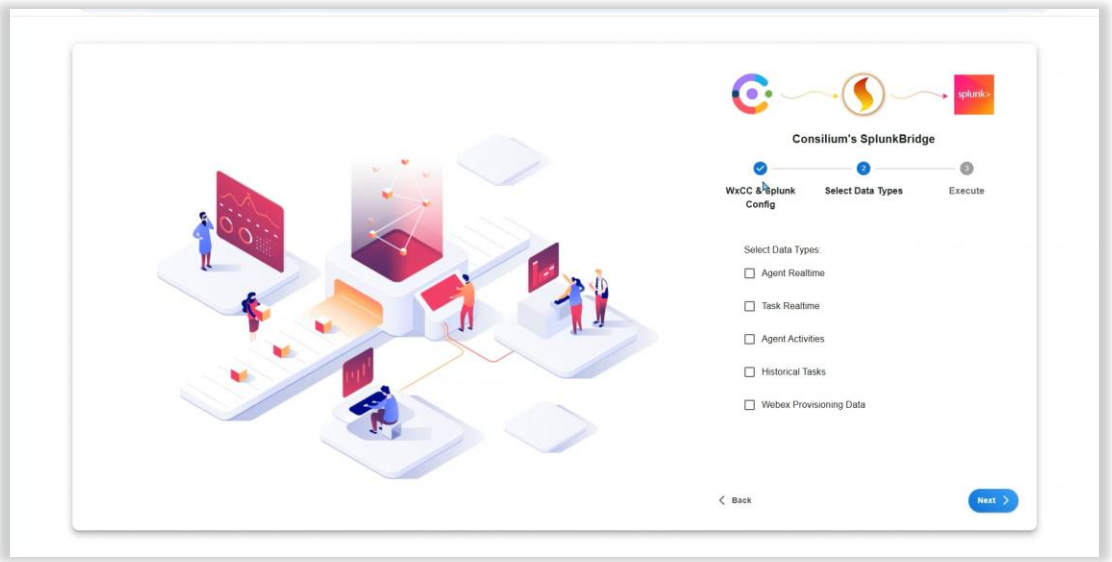

Figure 4

- You have full control over the data you send. Use the checkboxes to select or deselect the specific types of information you wish to push to Splunk.

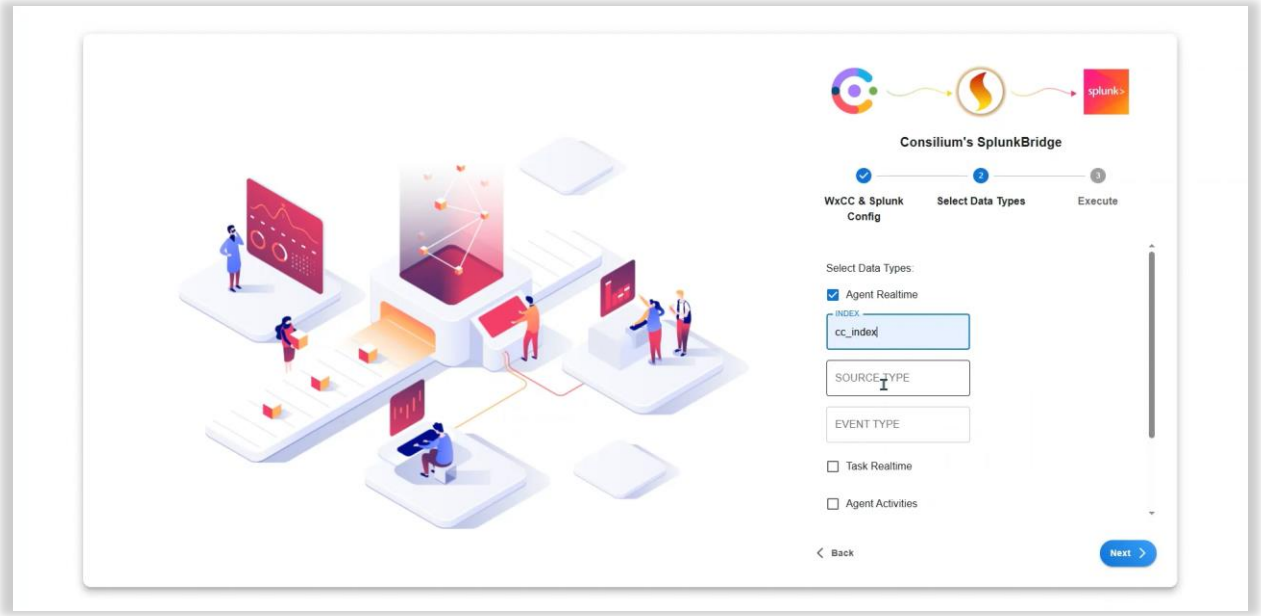

Figure 5

Step 4. Start the Data Flow

Once you have entered your details and selected your data, the final step is to start the process.

- Click the **Execute** button to begin.

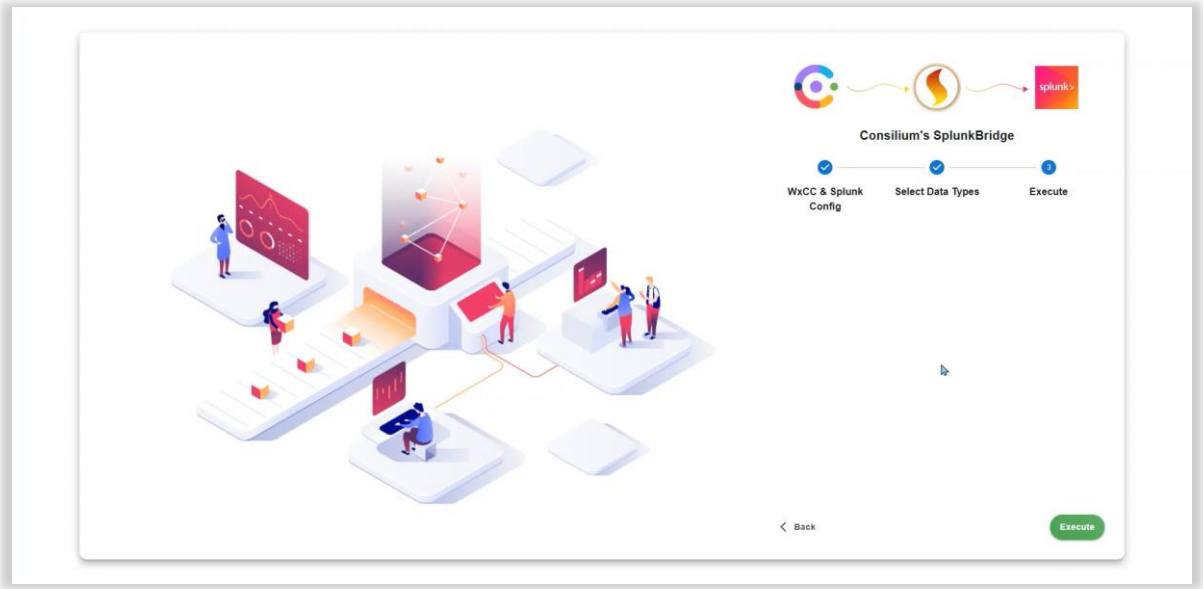

Figure 6

- The system will start processing and sending your selected Webex data directly to your Splunk account. You will see log messages confirming that the data is flowing.

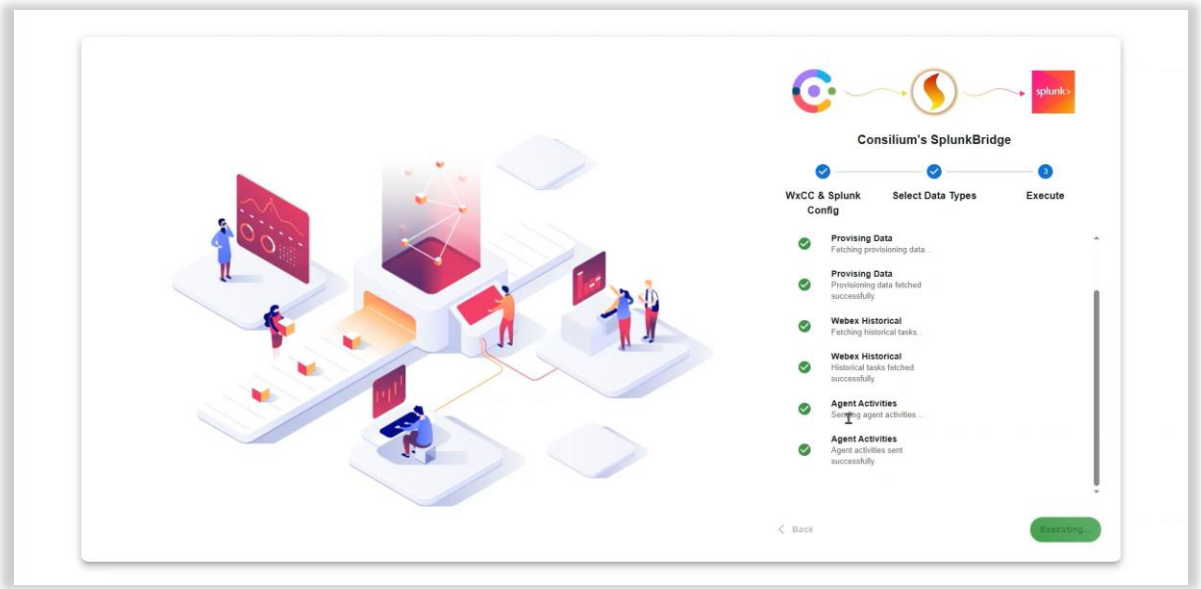

Figure 7

Setting Up Your Splunk Dashboards

Congratulations! Your SplunkBridge is now running. The final step is to visualize this data in Splunk. We've made this easy by providing pre-built dashboard templates.

- On the final screen, you will see a section for setting up your dashboards (Real-time and Historical).
- Simply click to **copy the UI script** provided.
- In your Splunk account, go to the dashboarding section and paste the script into the source editor of a new dashboard.

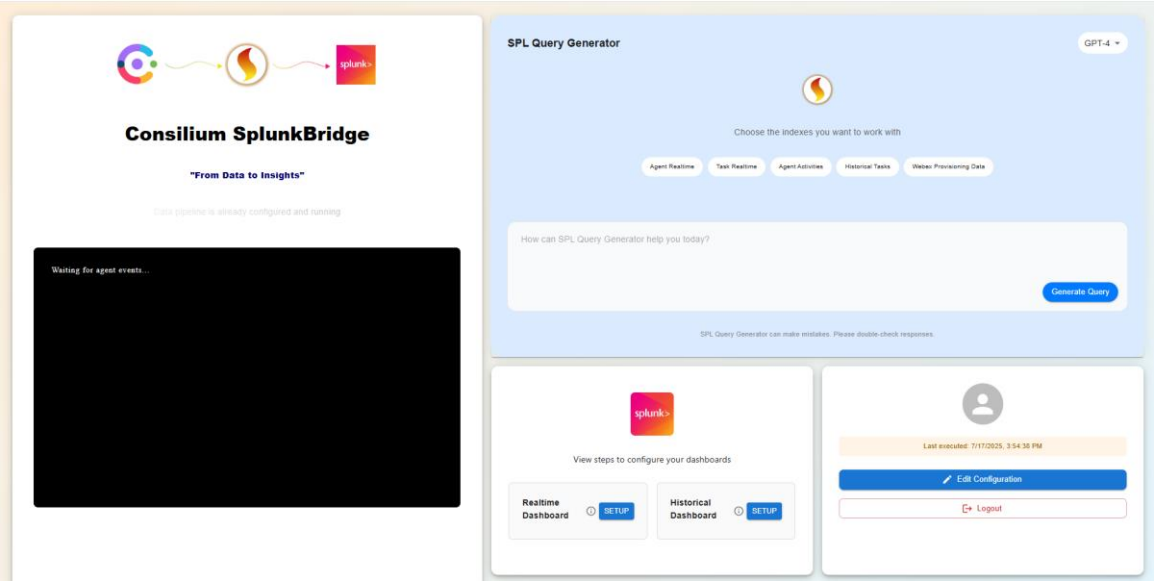

Figure 8

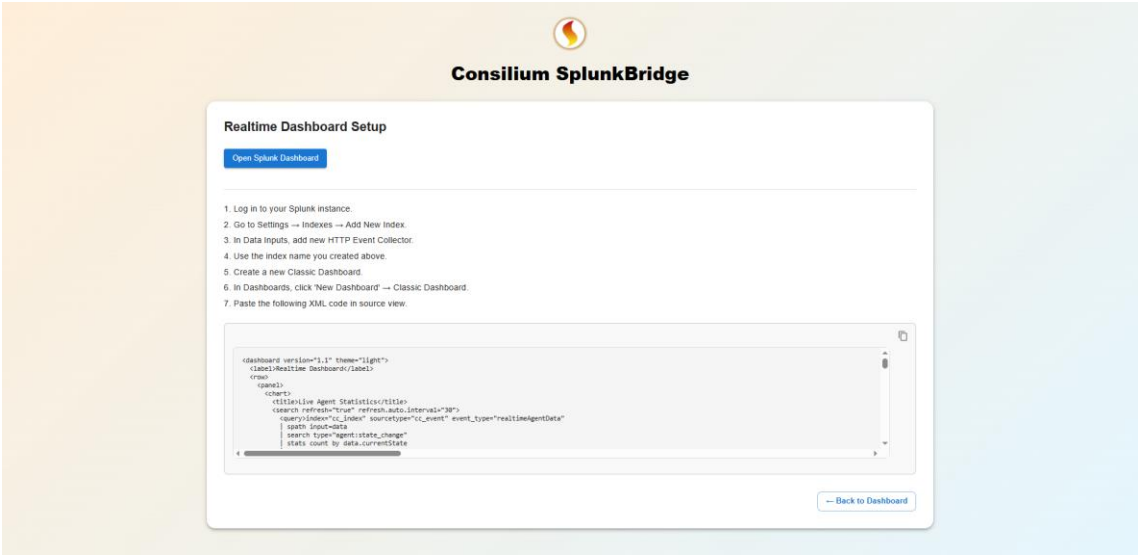

Figure 9

Your dashboards will immediately come to life, showing real-time agent activity, call queue status, and other key metrics from your Webex environment.

If you have any questions or need assistance, please contact your account manager or our support team.