



*TOMORROW
starts here.*

Cisco *live!*



Next Generation Collaboration Experience For The Contact Center Business Users

BRKCCT-2011

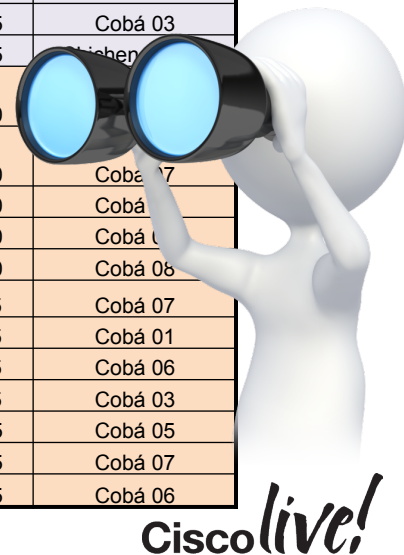
Kal Gouda – Solution Architect

Jawad Shoaib– Consulting Systems Engineer

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Cisco Live Cancun, Collaboration Track

Session ID	Title	Day	Time	Room
TECEVT-2003	Cisco Video Solutions Deployment - Best practices	Tue	13:30	Chichen Itzá 04
BRKCCT-2011	Next Generation Collaboration Experience for the Contact Center Business User	Wed	09:00	Cobá 07
BRKCOL-2020	Cisco Interoperability with Microsoft	Wed	09:00	Cobá 05
BRKUCC-2600	Cisco Enterprise Mobile Collaboration	Wed	09:00	Cobá 01
LTRUCC-2346	Deploying SIP Trunks with Cisco Unified Border Element (CUBE)	Wed	09:00	LAB2
BRKCOL-2777	Emerging Video Technologies: H.265, SVC, and WebRTC	Wed	11:15	Cobá 01
BRKUCC-2051	Cisco Collaboration End Points Update	Wed	11:15	Chichen Itzá 02
BRKUCC-2270	Network-Based Recording	Wed	11:15	Cobá 07
BRKCOL-2113	Business Edition 6000 - Best Practice Session	Wed	13:00	Chichen Itzá 03
BRKEVT-2800	Overview of Cisco TelePresence Solution and Deployments	Wed	16:45	Cobá 03
BRKUCC-2011	Best Practices for Migrating Previous Versions of CUCM to version 10.5	Wed	16:45	Chichen
BRKCCT-2021	Achieving Business Outcomes through Omni-channel Customer Experiences	Thu	09:30	
BRKCCT-2021	Achieving Business Outcomes through Omni-channel Customer Experiences	Thu	09:30	Cobá 07
BRKCOL-2026	Deploying Cisco WebEx in Enterprise Networks	Thu	09:30	Cobá 01
BRKEVT-2823	Multipoint conferencing for telepresence video - Design & Deployment	Thu	09:30	Cobá 01
BRKUCC-2344	Deploying Cisco Jabber on Mobile Devices	Thu	09:30	Cobá 06
BRKCCT-1015	Contact Center Product Update	Thu	11:45	Cobá 07
BRKCOL-1350	Hosted Collaboration Solutions (HCS) - A Customers Perspective	Thu	11:45	Cobá 01
BRKUCC-2006	SIP Trunk design and deployment in Enterprise UC networks	Thu	11:45	Cobá 06
COCCOL-3465	Inside Cisco IT: New Collaboration Tools Today and Tomorrow	Thu	11:45	Cobá 03
BRKCOL-2266	Enabling B2B and B2C Collaboration with Cisco Edge solutions	Thu	14:45	Cobá 05
BRKUCC-2345	Deploying Cisco Jabber On Premise and IM Federation	Thu	14:45	Cobá 07
BRKUCC-2346	UC on UCS Overview	Thu	14:45	Cobá 06



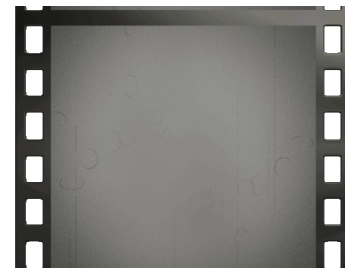
Agenda

- Waves of innovations
- High level architecture
- User experience
 - Desktop
 - Reporting
- Demo
- Q&A





Three Waves of Contact Center Innovations



Customer Collaboration - Waves of Innovations

Wave 1:
Voice Channel
Cost, Transactions



Voice

Toll Free

ACD

Speed &
response

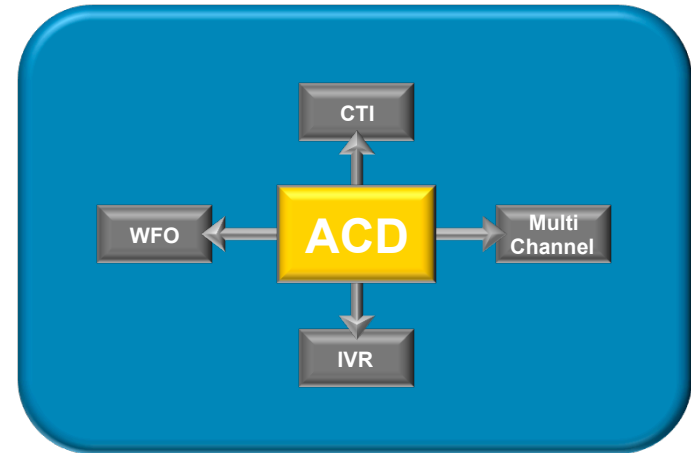
live!

Customer Collaboration - Waves of Innovations

Wave 1:
Voice Channel
Cost, Transactions



Voice



Customer Collaboration - Waves of Innovations



Customer Collaboration - Waves of Innovations

Wave 1:
Voice Channel
Cost, Transactions



Voice



Online

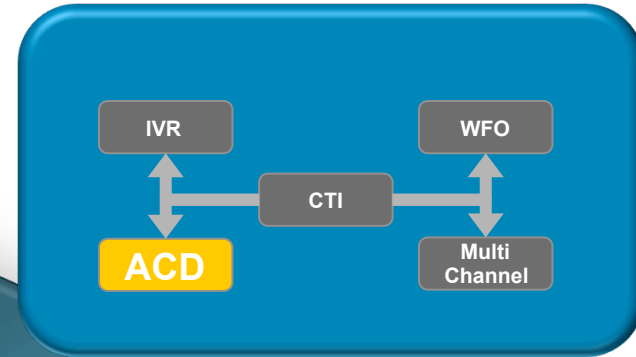


Customer
Care Center



Branch

Wave 2:
Multichannel
Relationship, Interactions



Customer Collaboration - Waves of Innovations



Customer Collaboration - Waves of Innovations



Customer Interaction
Center

CUSTOMER
CARE

Service Center

Engagement Center

Customer
Engagement
Center

Call
Center

Omni-Channel

Contact
Center

Experience
Center

Customer
Experience

Remote
Expert

CUSTOMER ENGAGEMENT

Customer
Service

Interaction
Center



Quick Look At Internet Traffic

Latin America Shows Massive Mobile Internet Growth

By Andy Penfold | on April 14, 2011 | 0 Comment

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0



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g+1

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Pin it

0



Share

0



The Latin American market for mobile internet traffic has shown massive growth in the last year, according to a report by a mobile ad network in the region.

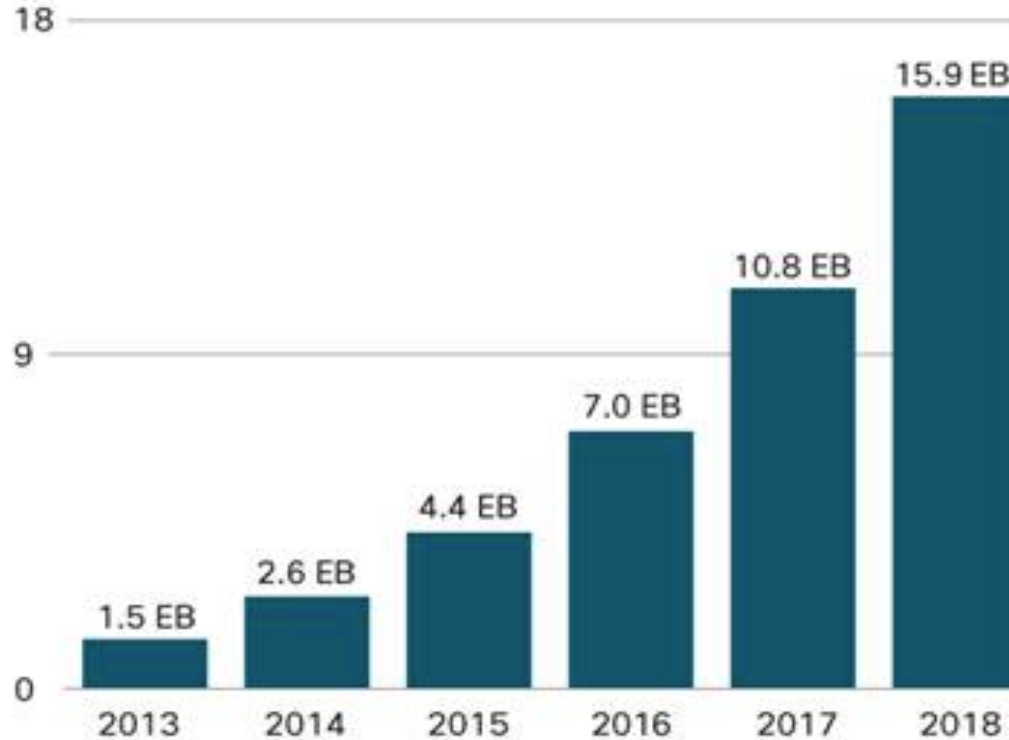
Hunt Mobile Ads has produced a study that shows a 156 per cent growth in mobile traffic in Latin America when comparing the first quarter of 2011 to

the same period in 2010.

Figure 1. Cisco Forecasts 15.9 Exabytes per Month of Mobile Data Traffic by 2018

Exabytes per Month

61% CAGR 2013-2018

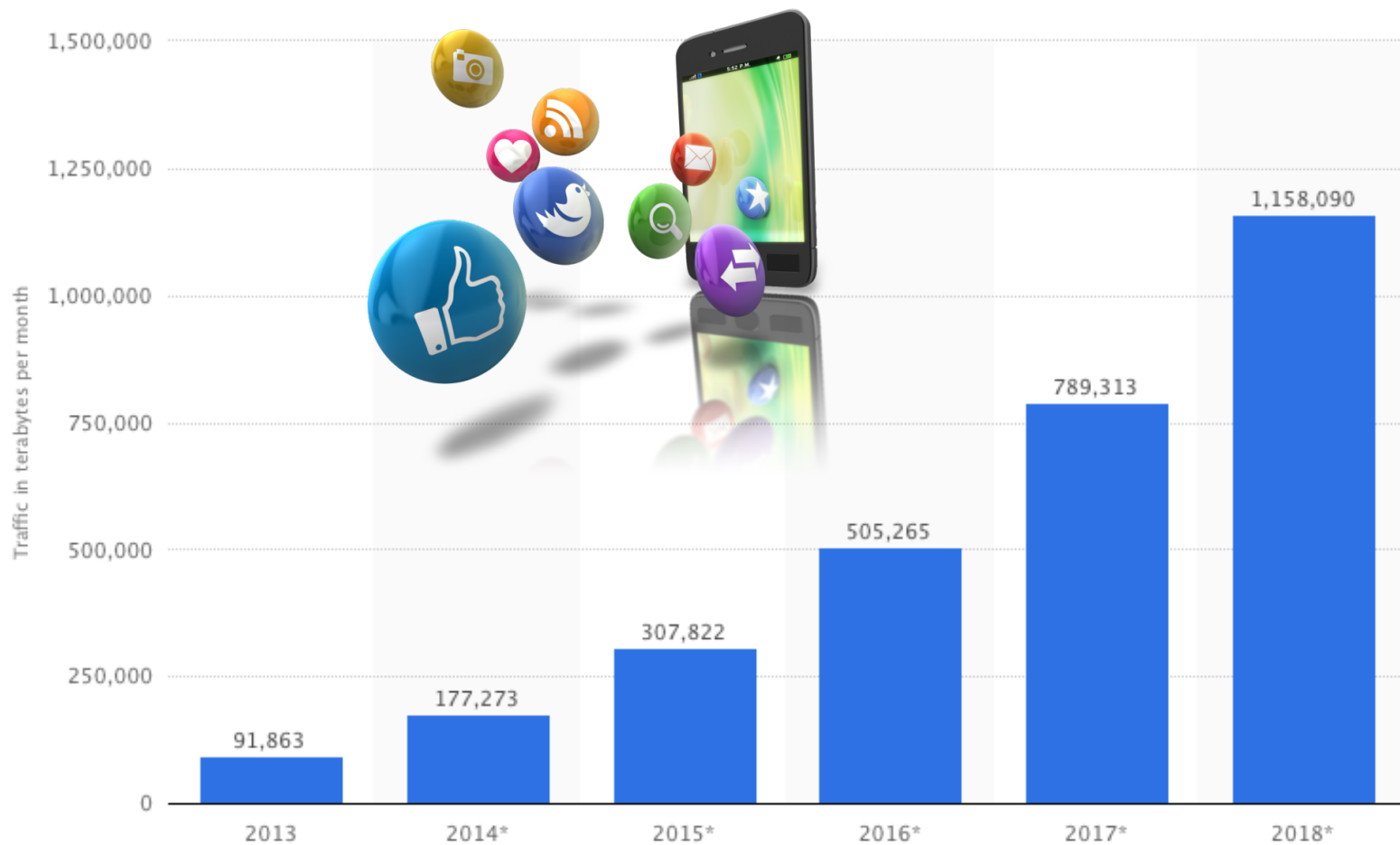


Source: Cisco VNI Mobile, 2014



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Mobile data traffic in Latin America from 2013 to 2018 (in terabytes per month)



A nighttime city street scene with light trails from cars. In the background, there are modern buildings and a pedestrian bridge. A red banner with white text is on the right side of the image.

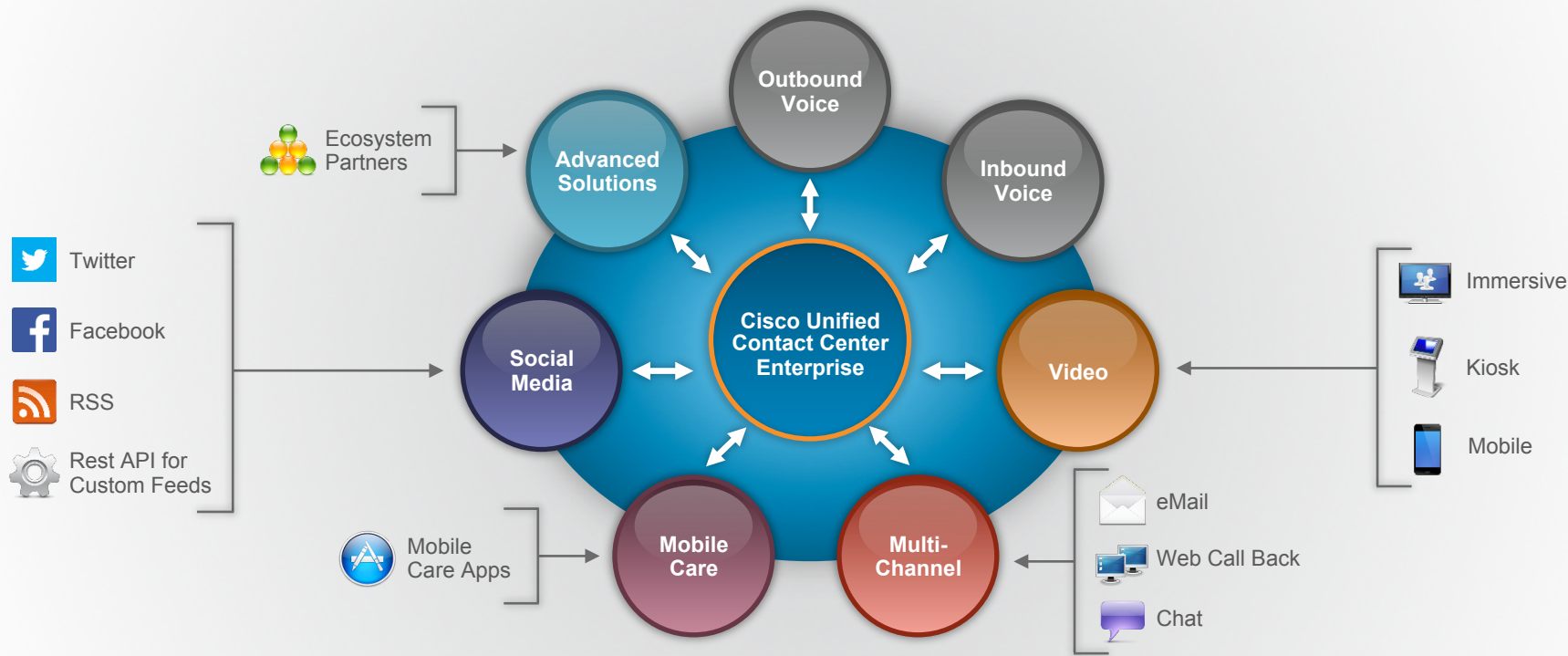
Architecture

ИСТОРИЯ АРХИТЕКТУРЫ

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Cisco Unified Contact Center Enterprise

Omnichannel

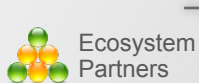


Cisco Unified Contact Center Enterprise

Omnichannel

BRKCCT-2021	Achieving Business Outcomes through Omni-channel Customer Experiences	Thu	09:30	Cobá 07
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- eGain Solutions+
- Cisco Mobile Advisor
- Salesforce.com
- Bucher & Suter
- Upstream Works



Ecosystem
Partners



Twitter



Facebook



RSS



Rest API for
Custom Feeds



Mobile
Care Apps

Advanced
Solutions

Outbound
Voice

Inbound
Voice

Social
Media
(Social
Miner)

Video
(Remote
Expert)

Mobile
Care
(Agent
Request)

Multi-
Channel
(EIM-WIM)

Immersive

Kiosk

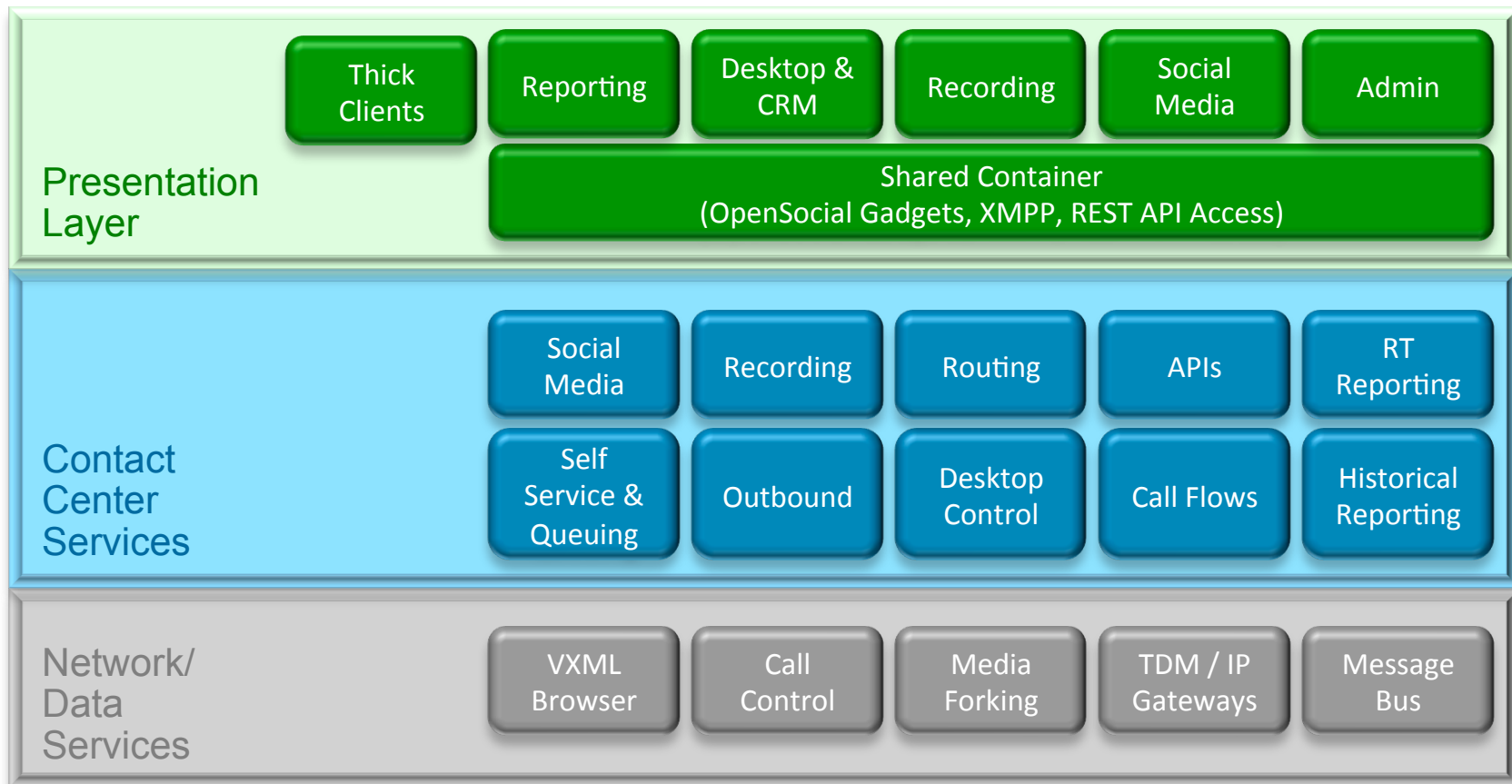
Mobile

eMail

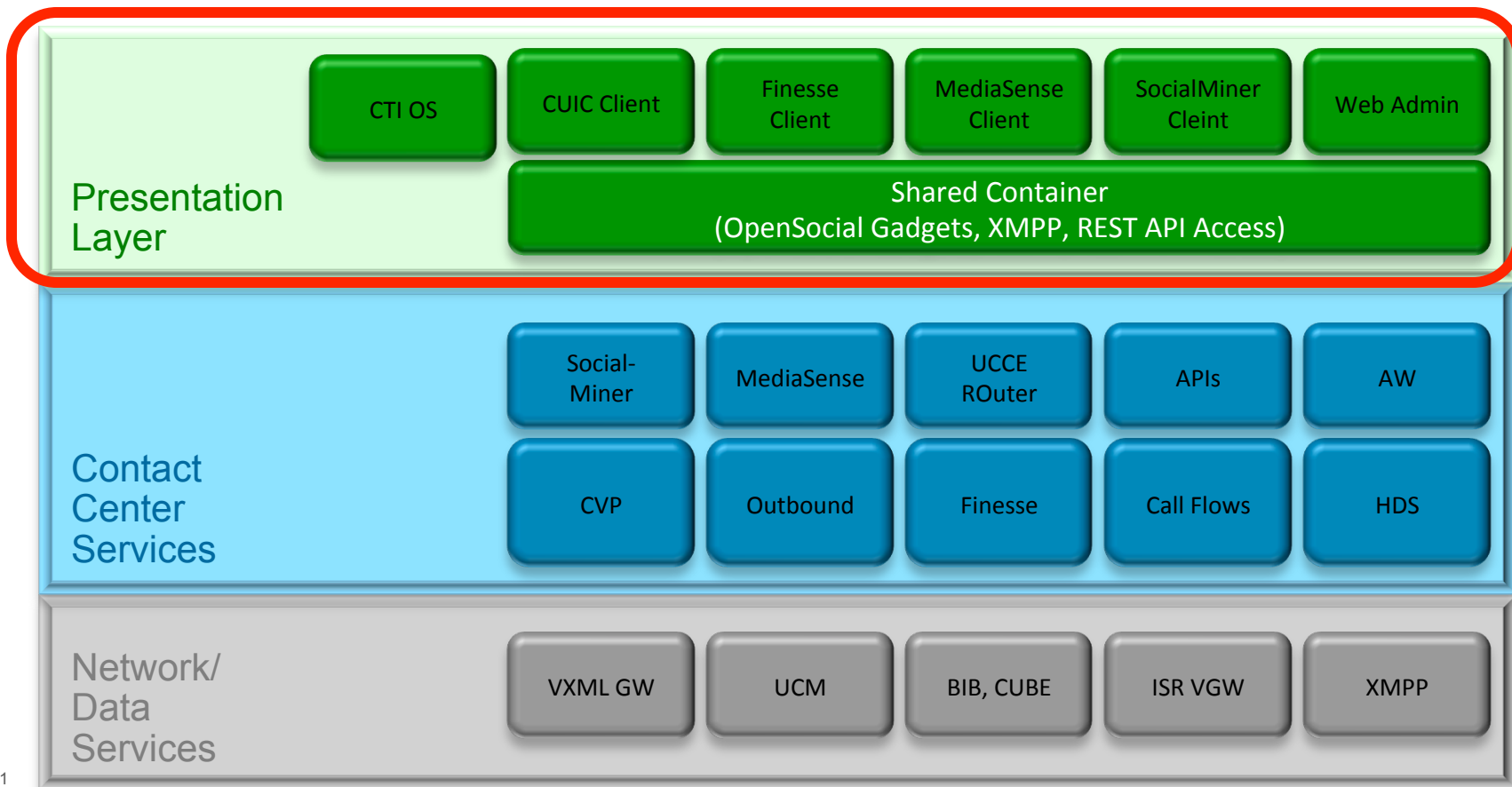
Web Call Back

Chat

UCCE Architecture



UCCE Architecture





Presentation Layer Finesse

Cisco Finesse

Revolutionizing the Contact Center Agent Experience

- Browser-based agent desktop for easy management & upgrades
- Designed to empower agents via user-centered design product
- Flexible and Expandable – Finesse is a web gadget container
 - All applications that agents need (Cisco or 3rd party) contained within Finesse
 - Administrators define agent and supervisor layouts
- Developer Friendly Web API
- Cisco Developer Marketplace to showcase gadgets built by Cisco Development Partners

The screenshot displays the Cisco Finesse web interface in a Firefox browser window. The top navigation bar shows the user is logged in as 'Supervisor Ted Phipps (1201001) - Extension 1201001'. Below this, a red box highlights the 'John Smith' agent's status bar, which includes the extension '1001002', a 'Hold' button, a 'Consult' button, and an 'End' button. Below the status bar, the 'Customer' information is displayed: 'Premium Customer', 'Callbacks: No Callbacks in 24hrs', 'Call Type: Service Question', and 'Acct Number: 56-78-9010'. A 'Wrap-Up Reason' dropdown and an 'Apply' button are also visible. The main section of the interface is titled 'Cisco Unified Intelligence Center Team Data' and contains a table with agent status information. The table has columns for Supervisor, Team Name, Agents On, Active In, Active Out, Media, Hold, and Non-Active After Call work. The data is filtered for 'Team4' and shows agents 11001, 11177, and 11178. The bottom section is titled 'Team Performance' and shows a table with Agent Name, State, and Extension. The agents listed are Chris Two, Gary One, and Gary Three, all with a 'Logged Out' state. The bottom right corner of the interface features the 'Cisco live!' logo.

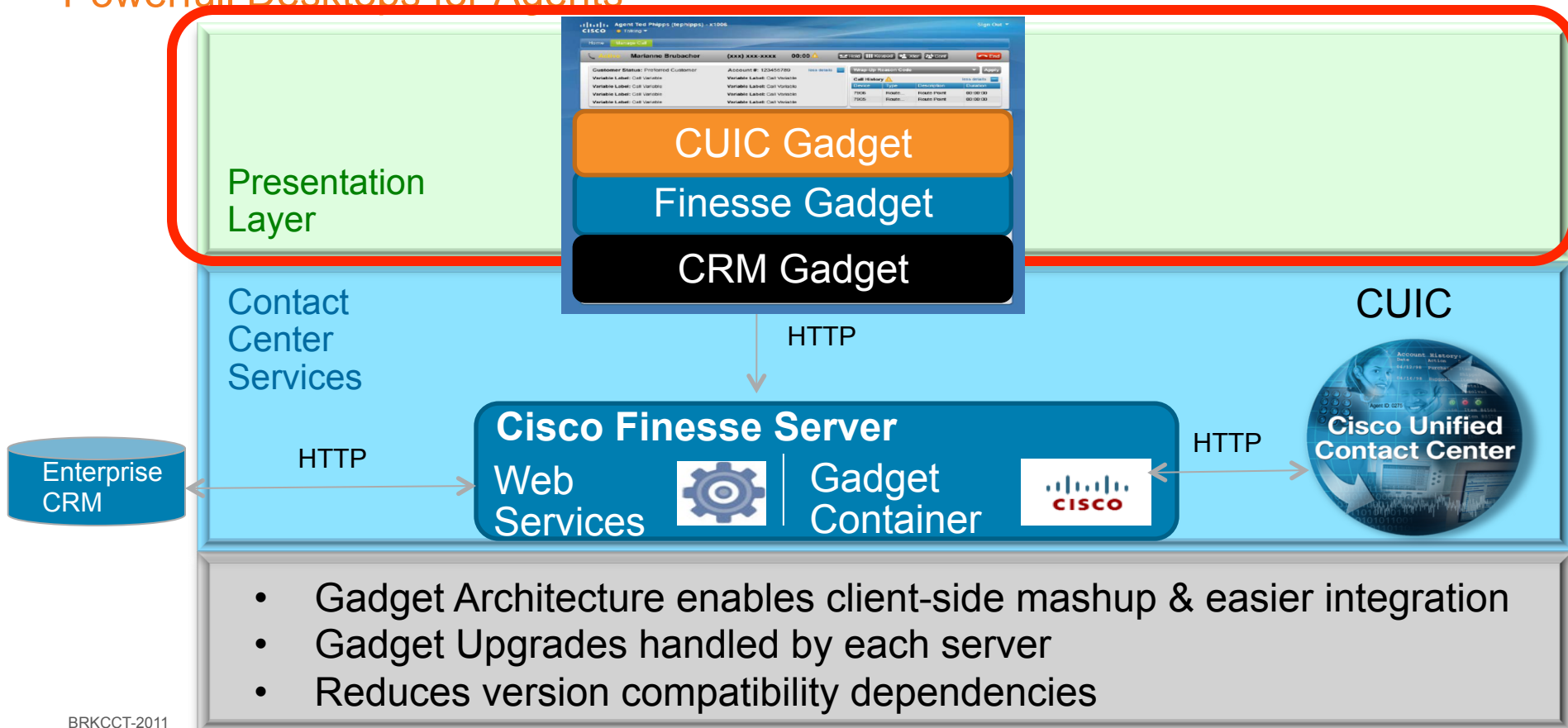
Supervisor	Team Name	Agents On	Active In	Active Out	Media	Hold	Non-Active After Call work
11001, Agent	AT11000	1	0	0	Cisco_Voice	0	0
	AT11002	1	0	0	Cisco_Voice	0	0
	AT11001	2	0	0	Cisco_Voice	1	0
11177, Agent	AT11003	1	0	0	Cisco_Voice	0	0
	AT11004	1	0	0	Cisco_Voice	0	0
	AT11005	1	0	0	Cisco_Voice	1	0
11178, Agent	AT11006	1	0	0	Cisco_Voice	0	0
	AT11007	1	0	0	Cisco_Voice	0	0
	AT11008	1	0	0	Cisco_Voice	0	0
null	AT11009	1	0	0	Cisco_Voice	1	0
		11	0	0		1	0

Generated on March 16, 2012 2:03:31 PM EDT by (10 records).
Filter AgentTeamID: AT11000, AT11001, AT11002, AT11003, AT11004, AT11005, AT11006, AT11007, AT11008, AT11009

Agent Name	State	Extension
Chris Two	Logged Out	
Gary One	Logged Out	
Gary Three	Logged Out	

Enterprise Mashups

Powerfull Desktops for Agents



Finesse Gadgets

Ease of Customization via Modular Architecture

- Mini-web pages assembled into a larger webpage
- A la carte approach to agent desktop
- Utilize OpenSocial for standards-based integration

The screenshot displays the Cisco Finesse agent desktop interface, which is a modular assembly of various gadgets. The main components visible are:

- Team Performance**: A table showing agent states and time in state.
- Agent Statistics**: A table showing call statistics for a specific agent.
- Agent Name**: A section for agent information and controls.
- Customer Status**: A section for customer information and account details.
- Wrap-Up Reason Code**: A section for selecting a reason code for call wrap-up.
- Call History**: A table showing recent call history.
- Agent Statistics (Bottom)**: A summary table of call statistics.

Team Performance Table:

Agent	State	Time in State
Agent Name	Ready	00:00:00
Agent Name	Not Ready	00:00:00
Agent Name	Talking	00:00:00
Agent Name	Ready	00:00:00
Agent Name	Not Ready	00:00:00
Agent Name	Ready	00:00:00
Agent Name	Not Ready	00:00:00
Agent Name	Talking	00:00:00
Agent Name	Talking	00:00:00
Agent Name	Ready	00:00:00

Agent Statistics Table:

Agent				Calls		Talking			Ready			Not R	
Team	Name	ID	Logon	Presented	Handled	Avg.	Max.	Total	Avg.	Max.	Total	Avg.	Max
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Vegas	J. Drisdale	idname	00:00	2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00

Agent Name Section:

Agent Name: **Marianne Brubacher** (xxx) xxx-xxxx 00:00

Customer Status: Preferred Customer Account #: 123456789

Variable Label: Call Variable

Wrap-Up Reason Code: [Dropdown]

Call History:

Device	Type	Description	Duration
7906	Route...	Route Point	00:00:00
7905	Route...	Route Point	00:00:00

Agent Statistics (Bottom) Table:

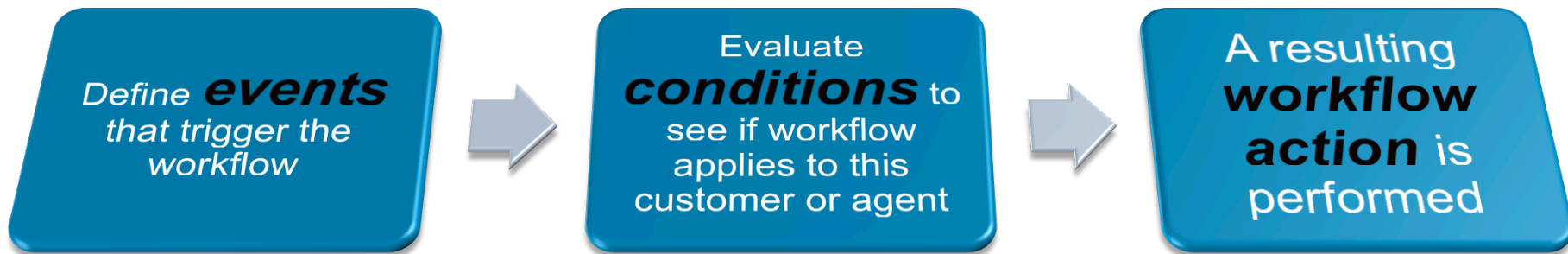
Calls		Talking			Ready			Not Ready			After Call Work		
Presented	Handled	Avg.	Max.	Total	Avg.	Max.	Total	Avg.	Max.	Total	Avg.	Max.	Total
2	1	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00



Finesse Feature Set

Cisco Finesse Workflows

- Customers require a way of triggering screen pops or passing data to other applications without custom development
- Finesse delivers this functionality via flexible workflows
- Finesse supports the ability to do a browser screen pop or call a REST API on Finesse or a 3rd party application



Finesse for CCE

Agent & Supervisor Features

- HTTP & REST API Workflows
- Login via Username
- Localization
- e.164
- PCCE – Live Data Gadgets
- Support for IE, and FireFox

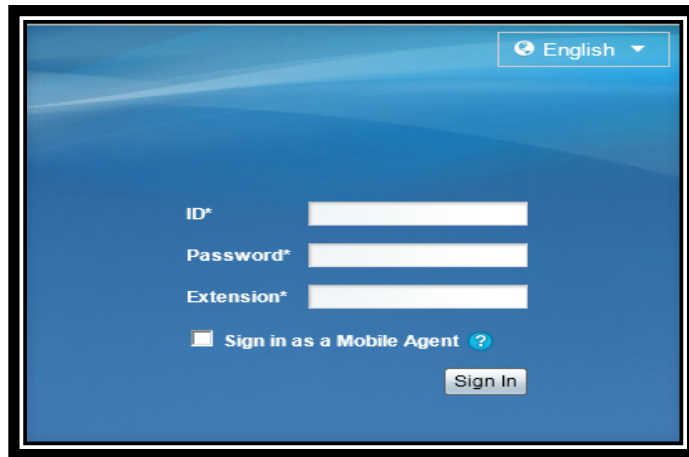
Other Features

- ESXi 5.1 Support
- Support for System CLI
- Automatic Login Upon Failover
- Support for CCE 9 and CCE 10



Finesse for CCE Localization Details

- Agents choose their preferred language at login time
- Agents can choose a different language each time they log in



The screenshot shows the Finesse login interface. In the top right corner, there is a language dropdown menu currently set to 'English'. Below this, there are three input fields labeled 'ID*', 'Password*', and 'Extension*'. Under the 'Extension*' field, there is a checkbox labeled 'Sign in as a Mobile Agent' with a question mark icon. At the bottom right, there is a 'Sign In' button.

Finesse 10.0 Supported Languages		
Danish	Spanish	Norwegian
Dutch	Finnish	Portuguese
English	French	Swedish
German	Italian	

Live Data Gadgets for Packaged CCE

- Agent and Agent Skill Group Real-Time Data via Finesse Agent Gadgets
- Real-time Data Via Message Bus Enables Faster Refresh Rates

Supervisor Gopinath KS (gopks) - Extension 1060

Home Manage Call Sign Out

Team Performance

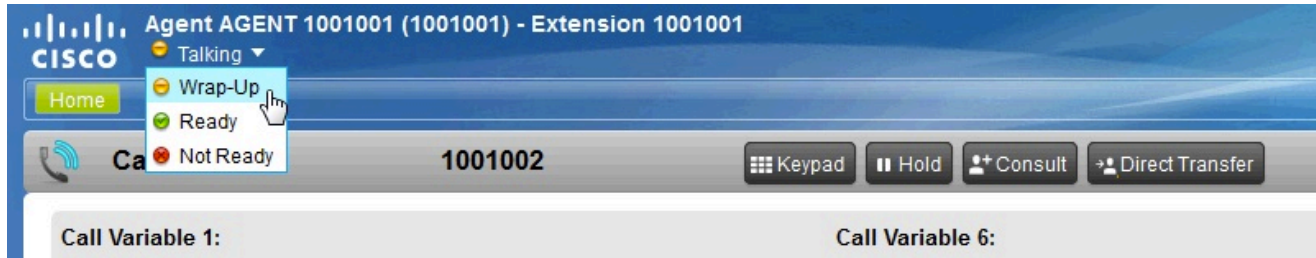
Agent Name	State	Time in State	Extension
rahul Pandita	Talking	00:06:12	1061
Gopinath KS	Talking	00:02:51	1060

Team Summary Report - Short and Long Term Average

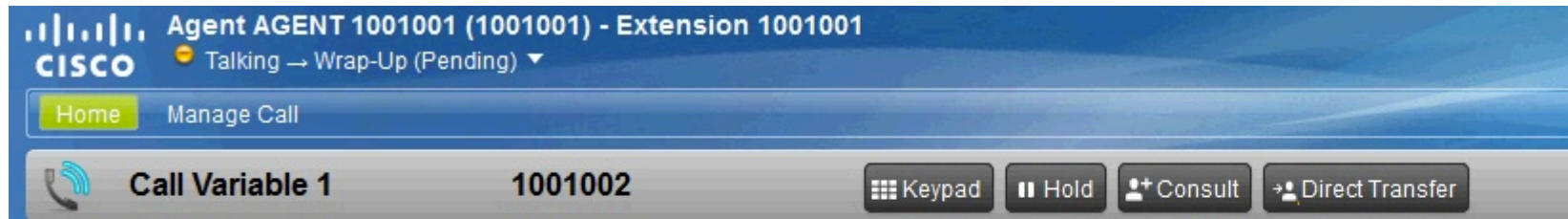
Agent Name	Agent ID	Login Duration	Average Talk Time		Average Hold Time	
			Short Term	Long Term	Short Term	Long Term
rahul Pandita	rahul	14:54:35	Exceeding Time	00:03:48	00:00:00	00:00:00
Gopinath KS	gopks	05:02:39	Exceeding Time	00:02:57	00:00:00	00:00:00

Optional Wrap-Up Codes - CCE

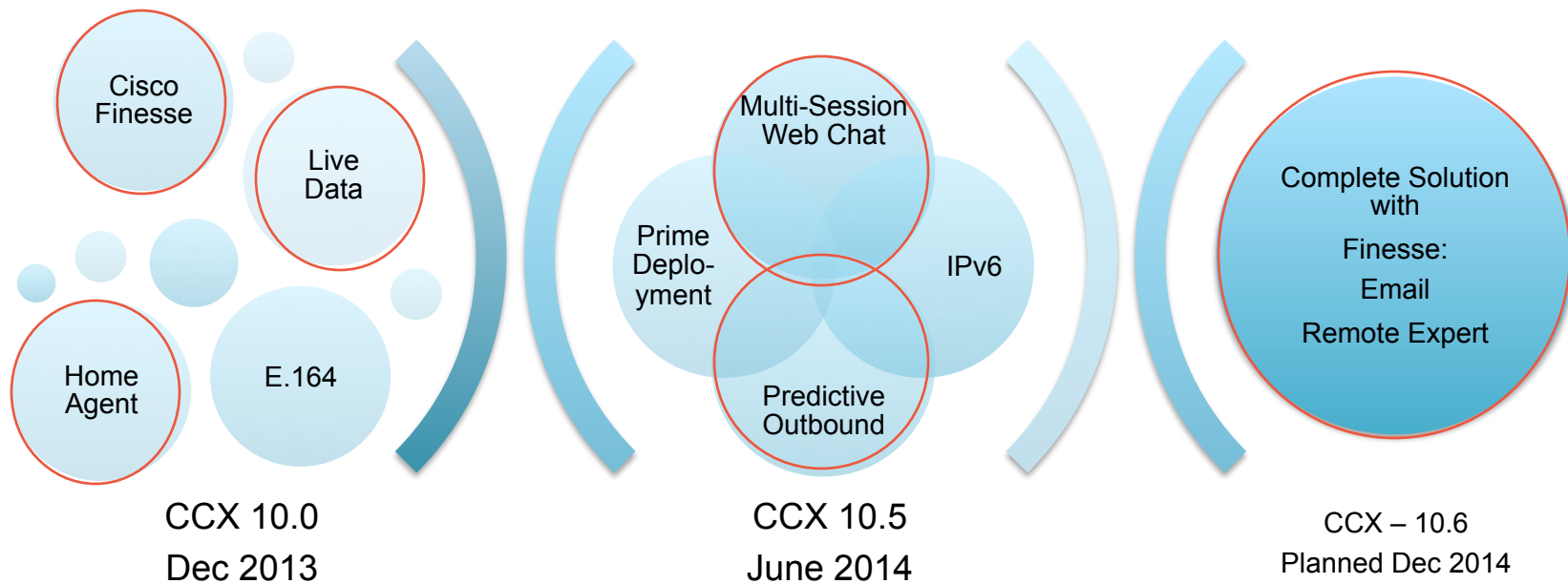
If Agent Desk Settings allow, agents can decide to go into wrap-up after the call....



When the agent selects wrap-up, they are put in a pending wrap-up state



Finesse Capabilities across the board





Finesse 10.5

Cisco *live!*

Direct Preview, Progressive, & Predictive Outbound - CCX

- All Outbound Modes – Agents are put in “Reserved (Outbound)” State
- Direct Preview Mode - A reservation call lets the agent decide how to respond to the contact

CISCO Agent Chris Smith (1021001) – Extension 1021001 Sign Out ▾
Reserved (Outbound) ▾

Home Manage Call

Brad D. Taylor 954-835-0733 ✓ Accept ✗ Decline ▾

Campaign: Buy Some Bunnies **Last Purchase Date:** 3/15/2011
Account Number: 263-14-4372 **Last Purchase Amount:** \$4356.23
Customer Since: 9/2002 **Likes:** Little Bunnies, Big Bunnies, Any Bunies
Is VIP?: YES!!! **Discount Offer:** 47%

Reject - Return Record to Campaign
Close - Remove Record from Campaign

- Direct Preview Mode- When the agent accepts the contact, the outbound call is made

CISCO Agent Chris Smith (1021001) – Extension 1021001 Sign Out ▾
Talking ▾

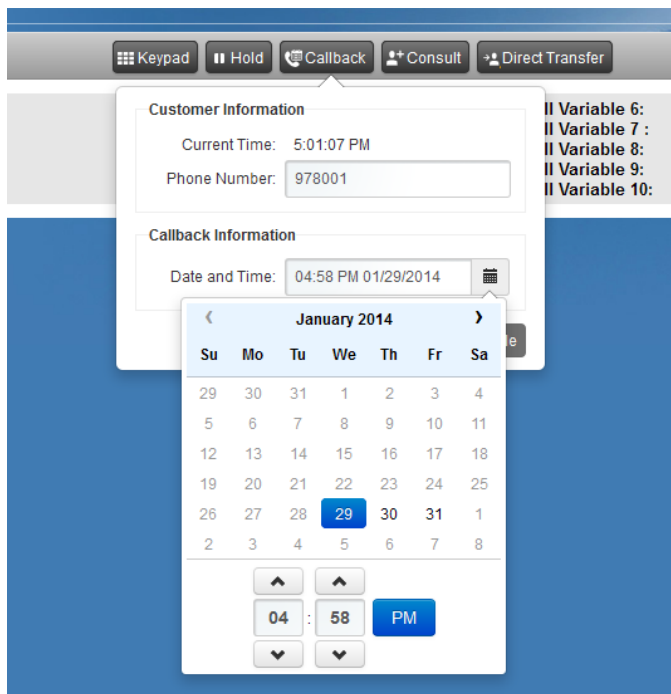
Home Manage Call

Brad D. Taylor 954-835-0733 Keypad Hold Consult Direct Transfer End

Campaign: Buy Some Bunnies **Last Purchase Date:** 3/15/2011
Account Number: 263-14-4372 **Last Purchase Amount:** \$4356.23
Customer Since: 9/2002 **Likes:** Little Bunnies, Big Bunnies, Any Bunies
Is VIP?: YES!!! **Discount Offer:** 47%

Scheduled & Personal Callback– CCX/CCE

Enabling Outbound Option Campaigns



Keypad Hold Callback Consult Direct Transfer

Customer Information

Current Time: 5:01:07 PM

Phone Number: 978001

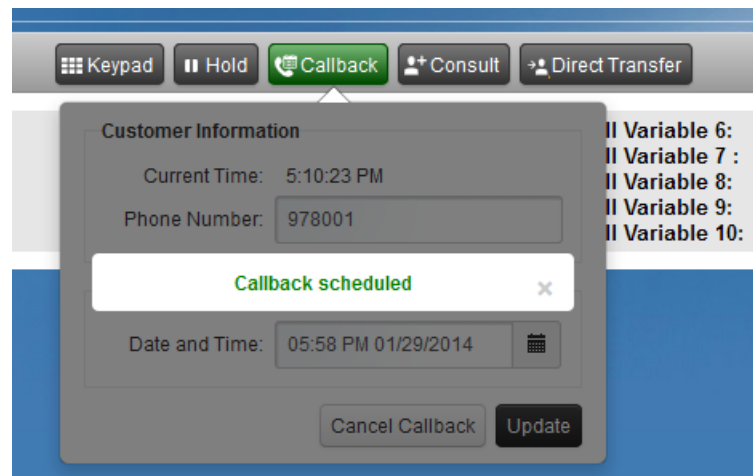
Callback Information

Date and Time: 04:58 PM 01/29/2014

January 2014

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

04 : 58 PM



Keypad Hold Callback Consult Direct Transfer

Customer Information

Current Time: 5:10:23 PM

Phone Number: 978001

Callback scheduled





Date and Time: 05:58 PM 01/29/2014





Cancel Callback Update

Supervisor Set Agents to Not-Ready State - CCX/CCE

- Supervisor can set the agent to Not-Ready State
- Reason code is a reserved code signifying that the action was initiated by the supervisor

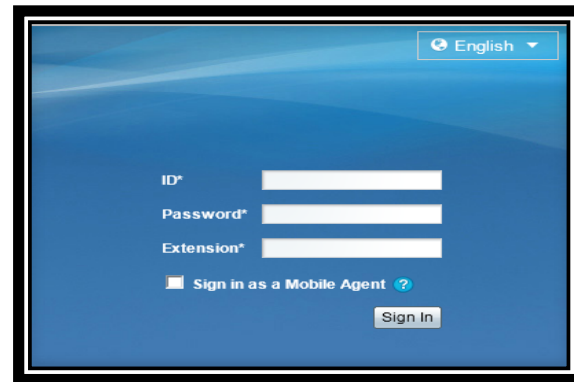
Team Performance

 Start Monitoring  Ready  Not Ready  Sign Out

Agent Name ▲	State
AGENT 1001001	 Ready
AGENT 1001002	 Logged Out
AGENT 1001003	 Logged Out
AGENT 1001004	 Logged Out

Finesse for 10.5 Localization Details

- Agents choose their preferred language at login time
- Agents can choose a different language each time they log in

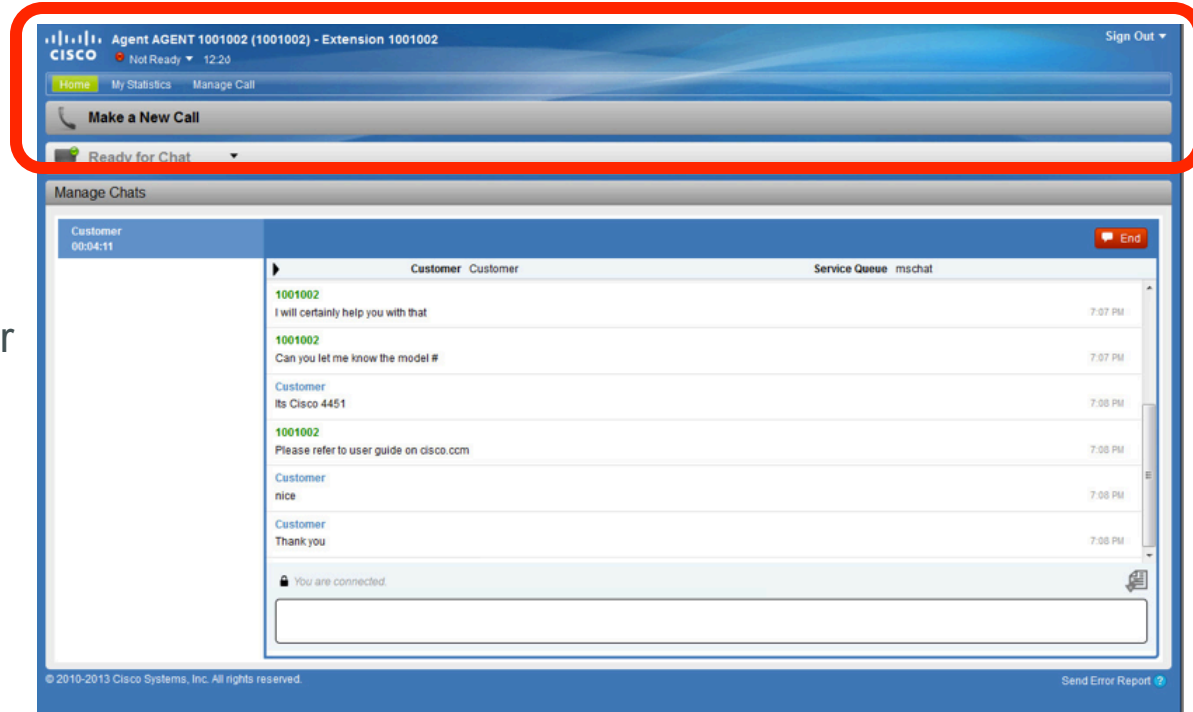


Finesse Supported Languages

Chinese – simplified	Finnish	Polish
Chinese - traditional	French	Portuguese
Danish	Italian	Russian
Dutch	Japanese	Spanish
English	Korean	Swedish
German	Norwegian	Turkish

Web Chat Enhancements - CCX

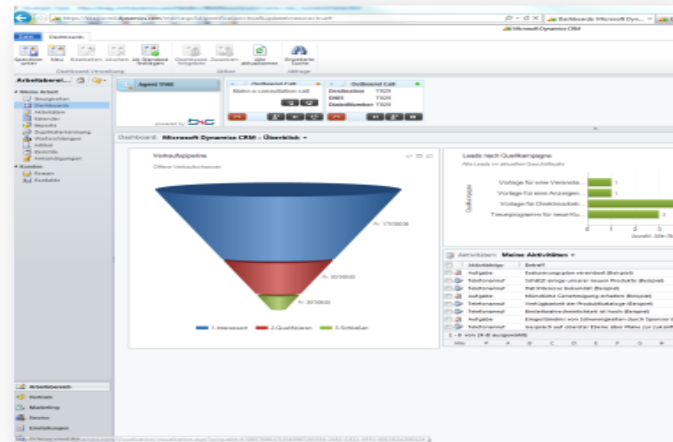
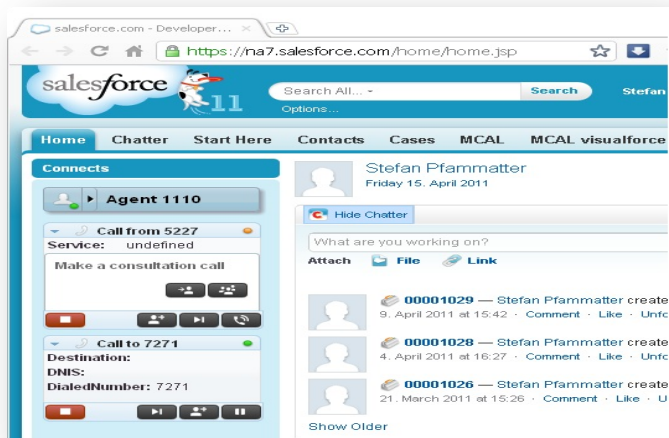
- Finesse Gadgets
- Multi-Session Support
- Response templates
- Download transcript by customer
- Reports enhancements for new functionalities



Cisco Finesse

CRM Connectors

- Connectors from Bucher+Suter
 - Salesforce.com
 - Microsoft Dynamics



Simplification

Changes in 10.0

- Virtualized deployments only
 - VM template changes
- Historical Reports and Live Data via CUIC
 - HRC support dropped (CCX)
- Parent Child Deployment support dropped

Changes in 10.5

- CAD-BE support dropped (CCX)
- Increased number of Skills and CSQs to 250 (CCX)





Next Priorities

CAD and Finesse Mixed Mode

New
with
10.6

- Essential because
 - Adoption of Finesse is essential for achieving benefits of solution
 - Existing customers need CAD users training/migration to Finesse in gradual planned way
- Mixed operation of CAD and Finesse
 - Supported with Unified CCX 10.6
 - Team wise migration support for inbound voice agents and Preview Outbound Agents.
 - No partial team migration
 - Supervisor capabilities and Live data at team level
 - Web Chat and Email agents need to be flash cutover at start
- Whitepaper will be available post 10.6 launch for detailed guideline on design considerations and planning process
- CAD removal in CCX 11.0



Intelligent Center

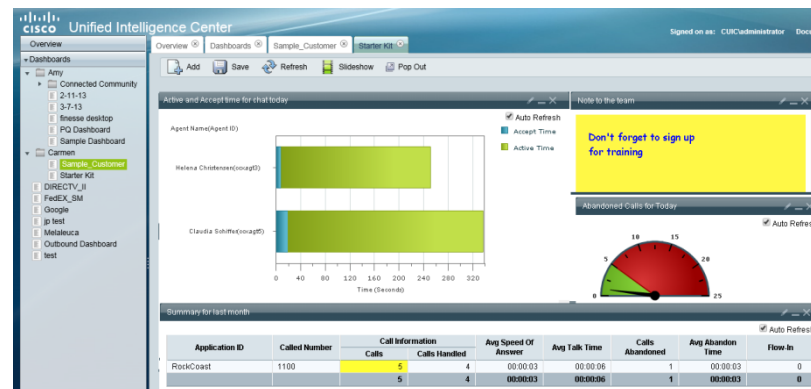


Cisco Unified Intelligence Center

- CUIC is the reporting services for for Contact Center enterprise (UCCE, PCCE), CVP, SoicalMiner, UCCX, and HCS.
- Platform for report development
- Dashboard
- Extend reporting
 - Direct Export
 - Scheduled delivery
 - Click-to-report
- Link reports using drill down
- Segmented access by user and role

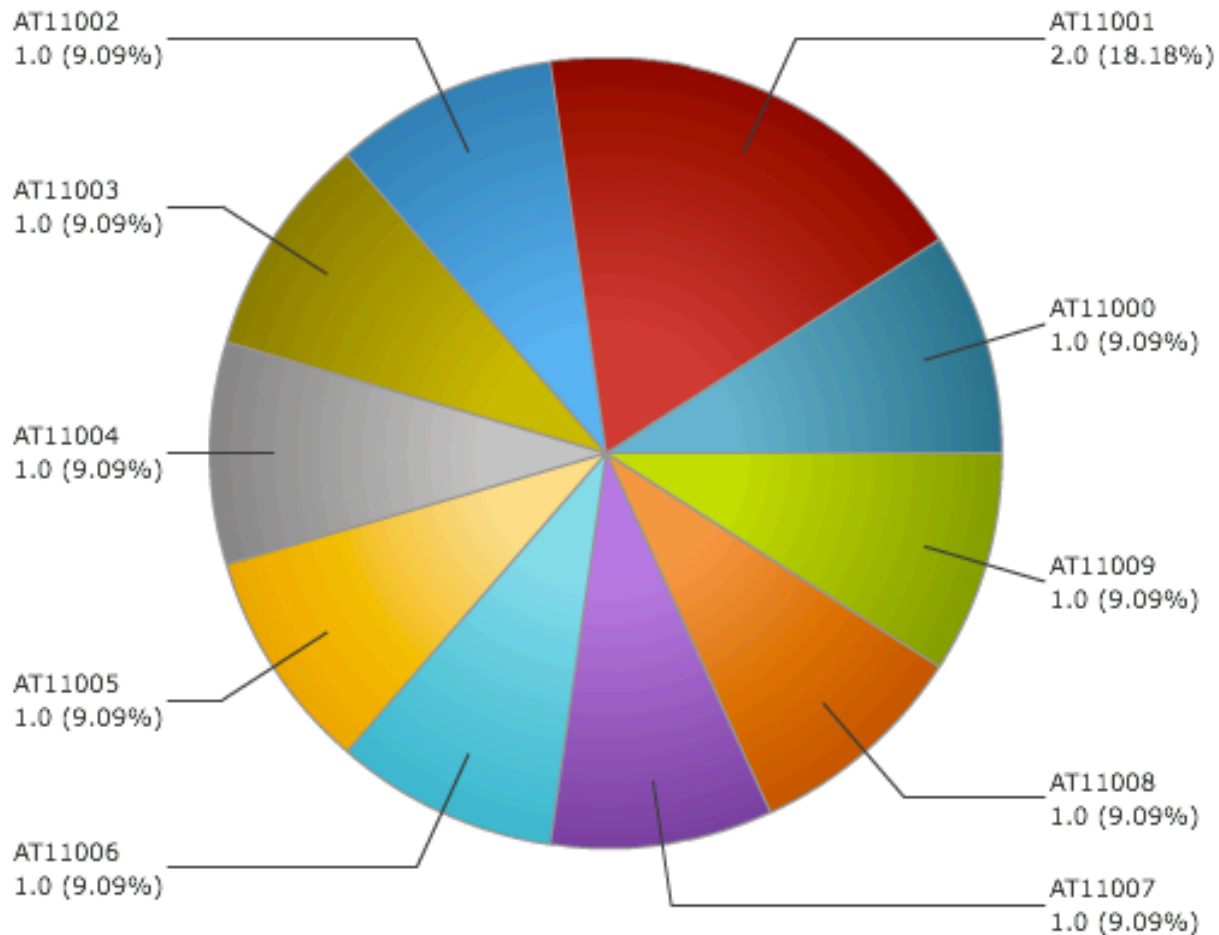
Report: Agent Skill Group

Agent ID	Precision ID	Agent Name	State	Duration	Domain	Direction	Reason Code	Logins	Destination	Precision ID	Test Header	Agent ID	Agent Name
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight10	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight11	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight12	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight13	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight14	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight15	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight16	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight17	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight18	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight19	5001	5001, 110000
5001	straight_call	5001, 110000	Not Ready	00:00:45	Cisco_Voice	Not	None	20:25:4	Not	Applicable	precision straight20	5001	5001, 110000

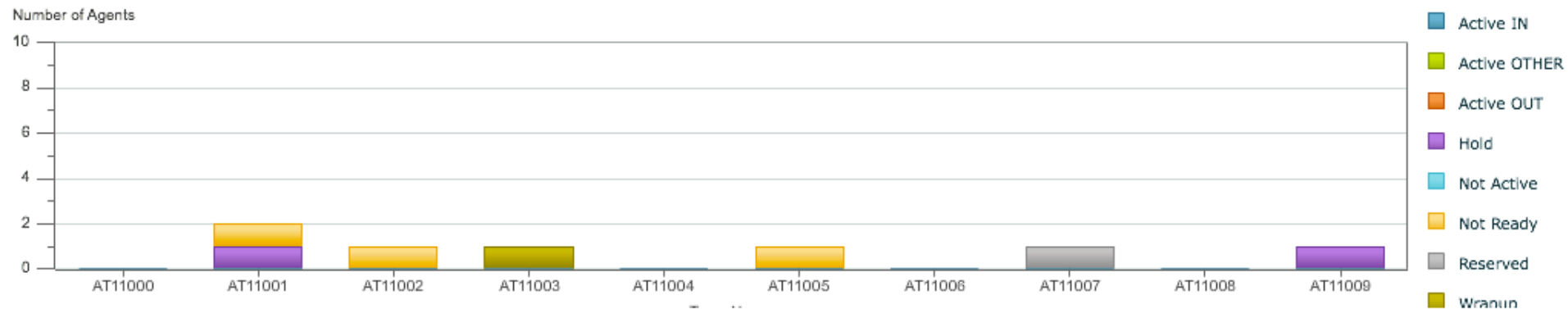


Report

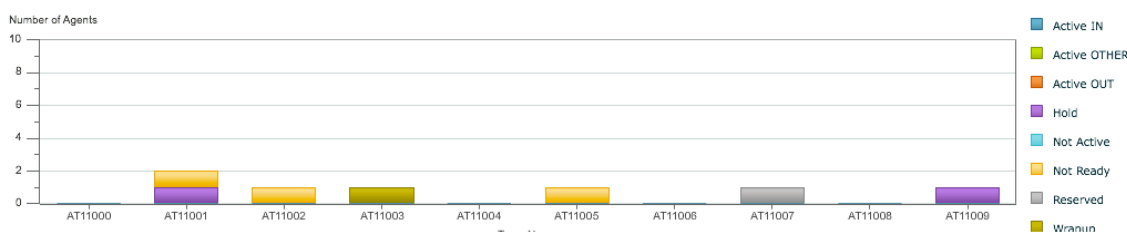
Supervisor	Agent Team Name	Total On Team	#Logged On	Media	Active States				Hold	Wrap Up
					Not Ready	Active In	Active Out	Not Active		
	AT11009	9	1	Cisco_Voice	0	0	0	0	1	0
		9	1		0	0	0	0	1	0
11001, Agent	AT11000	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11001	9	2	Cisco_Voice	1	0	0	0	1	0
	AT11002	9	1	Cisco_Voice	1	0	0	0	0	0
11001, Agent		27	4		2	0	0	0	1	0
11177, Agent	AT11003	9	1	Cisco_Voice	0	0	0	0	0	1
	AT11004	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11005	9	1	Cisco_Voice	1	0	0	0	0	0
11177, Agent		27	3		1	0	0	0	0	1
11178, Agent	AT11006	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11007	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11008	9	1	Cisco_Voice	0	0	0	0	0	0
11178, Agent		27	3		0	0	0	0	0	0
		90	11		3	0	0	0	2	1



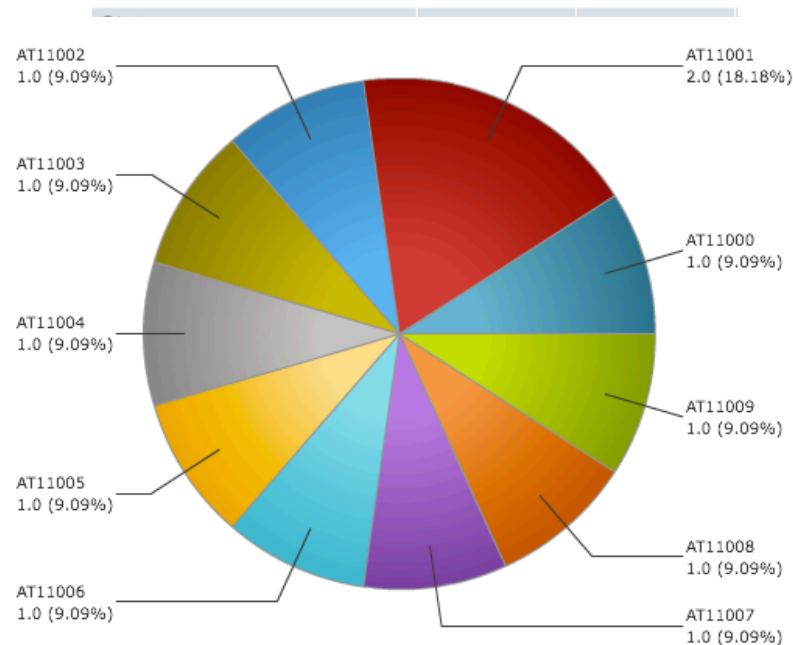
This is the same report



This is also the same report



Supervisor	Agent Team Name	Total On Team	#Logged On	Media	Not Ready
	AT11009	9	1	Cisco_Voice	0
		9	1		0
11001, Agent	AT11000	9	1	Cisco_Voice	0
	AT11001	9	2	Cisco_Voice	1
	AT11002	9	1	Cisco_Voice	1
11001, Agent		27	4		2
11177, Agent	AT11003	9	1	Cisco_Voice	0
	AT11004	9	1	Cisco_Voice	0
	AT11005	9	1	Cisco_Voice	1
11177, Agent		27	3		1
11178, Agent	AT11006	9	1	Cisco_Voice	0
	AT11007	9	1	Cisco_Voice	0
	AT11008	9	1	Cisco_Voice	0
11178, Agent		27	3		0
		90	11		3










One report, multiple views

Cisco *live!*

Multiple Views

Associate multiple report views with the same report data definition

<div><<  Edit  Print  Filter  SQL  Refresh  Pop Out  Export >></div>									
<div>Chat Agent Detail Report Chat Agent Detail Report Talk Time Gauge Total Active,Accept Time by Agent Chart</div>									
<input checked="" type="checkbox"/> Auto Refresh									
CSR Name	Agent ID	Chat Type	Chat Routed CSQ	Chat Skills	Chat Start Time	Chat End Time	Duration	Active Time	Accept Time
Claudia Schiffer	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 7:59:37 AM	6/26/12 8:01:03 AM	00:01:26	00:01:20	00:00:05
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 2:30:00 AM	6/26/12 2:30:41 AM	00:00:41	00:00:36	00:00:04
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 9:51:53 AM	6/26/12 9:52:26 AM	00:00:33	00:00:27	00:00:05
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 3:52:16 AM	6/26/12 3:54:53 AM	00:02:37	00:02:32	00:00:03
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 11:45:17 AM	6/26/12 11:45:44 AM	00:00:27	00:00:23	00:00:02
Claudia Schiffer								00:05:18	00:00:19
Helena Christensen	ccxagt3	Incoming	Chat_Support	Support	6/6/12 4:52:49 PM	6/6/12 4:55:40 PM	00:02:51	00:02:44	00:00:06
	ccxagt3	Incoming	Chat_Support	Support	6/6/12 3:52:59 PM	6/6/12 3:54:20 PM	00:01:21	00:01:19	00:00:02
Helena Christensen								00:04:03	00:00:08
								00:09:21	00:00:27

Scheduling Reports

- Distribute via .pdf, .xls or embedded in email
- Publish to a .csv file for flat file integration

The screenshot shows the 'Cisco Unified Intelligence Center' interface. On the left is a navigation menu with options: Overview, Dashboards, Report Definitions, Reports, Data Sources, Value Lists, Security, and Scheduler (which is highlighted in green). The main content area is titled 'Scheduler' and has tabs for 'General Settings', 'Email', and 'Save To Remote Location'. The 'Email' tab is active. At the top of the main area are buttons for 'Save', 'Cancel', and 'Refresh'. Below these is a legend: '* = Required fields'. A note states: '*Note: Add an email for entering other details. Email configuration settings must be configured in the Administration console for email to work properly.' The 'Email Distribution' section contains a text input field with 'calogue@cisco.com' and 'Add' and 'Delete' buttons. Below this are three required fields: 'Email View', 'Email Subject', and 'Email File Type'. The 'Email File Type' dropdown menu is open, showing options: 'INLINE HTML' (selected), 'XLS (Zipped)', and 'PDF'. At the bottom of the main area are 'Save', 'Cancel', and 'Refresh' buttons. The footer of the interface reads 'Copyright 2010 Cisco Systems Inc.'

Schedule Reports: Best Practices

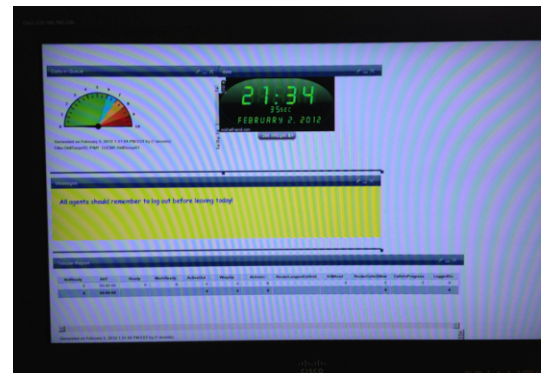
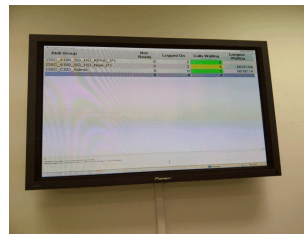
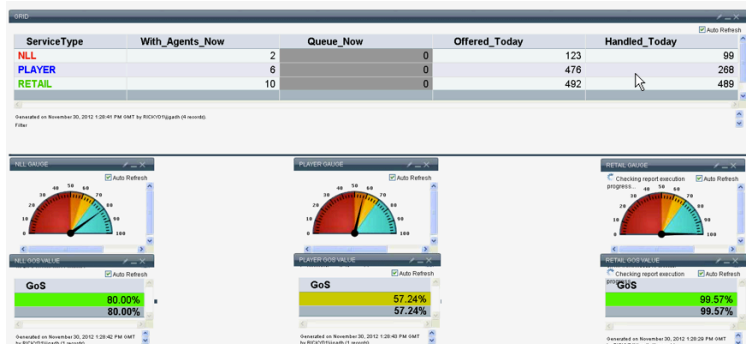
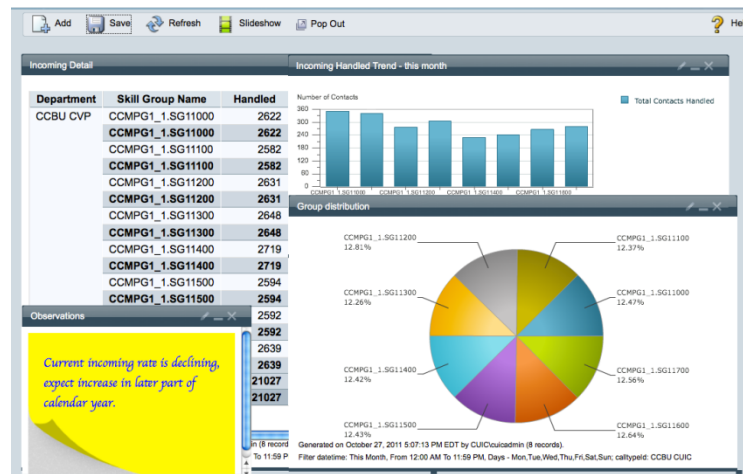
- System load during schedule report execution
 - Schedule reports during non-production hours
 - Don't schedule reports at 00:00Hrs
 - Stagger the scheduled reports

Schedule List								
Name contains		<input type="text"/>	Filter	Clear				
	Schedule Name	Scheduled Execution		Destination		Next Scheduled Run	Scheduled By	Frequency
		Last Run	Last Status	Type	Result			
<input type="radio"/>	Agent Team - Daily	5/14/14 09:15		Dashboard		5/15/14 01:05	CUIC\administrator	Daily
<input type="radio"/>	Dashboard Scheduled Report	5/14/14 09:17		Dashboard		5/15/14 01:00	CUIC\administrator	Daily
<div>Create Edit Delete Enable Disable Run Now Refresh</div>								

Dashboards

Consolidate reports and other content

- Scheduled Reports
- Sticky Notes
- Web pages
- Widgets



Permanent Web Link

- Simplify distribution of reports and dashboards
 - Distribute for internal mobile users
- Provide one-click access to reports
- Enable Digital Signage or large screen monitors



A smartphone screen displaying a table with three columns: Agent Name, State, and State Time. The table lists eight agents with their current status and the time they reached that state. States are color-coded: Not Ready (red), Ready (green), and Hold (yellow).

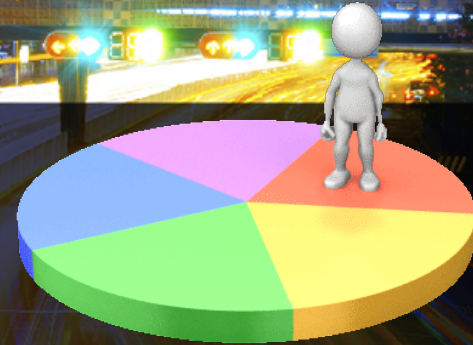
Agent Name	State	State Time
11001, Agent	Not Ready	00:00:42
11002, Agent	Not Ready	00:00:34
11003, Agent	Not Ready	00:01:20
11004, Agent	Ready	00:00:48
11005, Agent	Hold	00:00:54
11006, Agent	Ready	00:00:26
11007, Agent	Not Ready	00:00:08
11008, Agent	Not Ready	00:00:48



A large screen monitor displaying a detailed data table with multiple columns. The table includes numerical data, percentages, and categorical labels. Some cells are highlighted in red or yellow to indicate specific values of interest.

NCO	NCH	ABN%	ASA	LOB	QUE	LCW	#AVL	#NR
7	7	0	0:06	Asia_Pacific	0	0:00	0	5
41	41	0	0:04	Bank	0	0:00	0	67
9	9	0	0:03	Bank_Gold	0	0:00	2	43
4	4	0	0:01	Concierge	0	0:00	4	1
0	0	0	0:00	DRS	0	0:00	1	0
221	219	0.9	0:08	Elite	0	0:00	1	44
49	43	12.2	0:49	Fraud-AAS	0	0:00	1	9
426	421	1.2	0:06	Gold	0	0:00	3	96
294	292	0.7	0:09	MainStreet	0	0:00	0	63
121	120	0.8	0:09	Platinum_RM	0	0:00	29	26
30	30	0	0:07	Platinum_Svc	0	0:00	3	3
10	10	0	0:10	Research	0	0:00	0	21
207	206	0.5	0:09	Stock_Plans	0	0:00	10	35
13	13	0	0:12	Syndicate_Ops	0	0:00	1	11
23	23	0	0:08	Tax_Retirement	0	0:00	2	12
21	19	9.5	0:22	Tech	0	0:00	1	16

CUIC Stock Reports




Intelligence Center Stock Report Packages

- Template zip file:
 - XML that represents the report and report definition
 - Report Online Help(OLH)
 - Localization files to support localization of report and OLH
- Stock Report Packages are
 - Included with Contact Center Express
 - Downloadable for all other products
 - Cisco.com software download area for Cisco Stock reports
 - Developer.cisco.com for beta and/or partner developed reports


Importing Reports from cisco.com

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Cisco Unified Intelligence Center


[Expand All](#) | [Collapse All](#)

▼ Latest

9.1.2

10.0.2

8.5.4

▼ All Releases



▼ 10

10.0.2

10.0.1

► 9

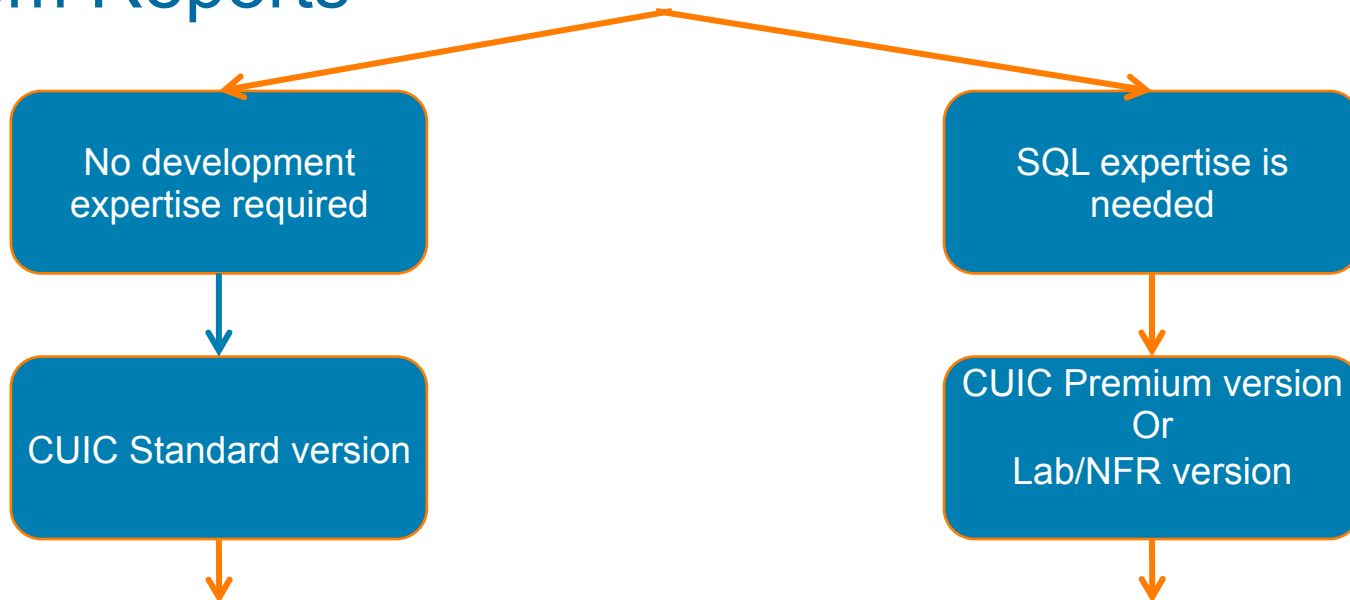
► 8

Release 10.0.1	File Information	Release Date	Size	
Release Notes for 10.0.1  Add Devices  Add Notification	CUIC 10 Admin Security Templates_CUIC_10.0.1_AS_10.0.1.zip	13-DEC-2013	0.57 MB	Download Add to cart Publish
	EIM/WIM 9 Historical Templates_EIMWIM_9_HS_10.0.1.zip	05-DEC-2013	0.04 MB	Download Add to cart Publish
	PCCE 10.0(1) Live Data Templates_PCCE_10.0.1_LD_10.0.1.zip	05-DEC-2013	0.05 MB	Download

Contact Center Reports

- UCCE
 - CUIC Admin Security (3)
 - SocialMiner Historical (6)
 - EIM/WIM Historical (3)
 - CCE Historical All Fields (20)
 - CCE Realtime All Fields (14)
 - CCE Historical Outbound (10)
 - CCE Realtime Outbound(4)
 - CCE Historical Transition (32)
 - CCE Realtime Transition (11)
 - PCCE Live Data (4)
- UCCX
 - CUIC Admin Security (3)
 - CCX Chat (5)
 - CCX Email (6)
 - CCX Inbound Agent (10)
 - CCX Inbound CSQ (9)
 - CCX Inbound Other (7)
 - CCX Outbound (5)
 - CCX System (4)
 - TOTAL: Each report has multiple views making it about 150 reports

Custom Reports



- Create new views
- Rearrange Column fields, Rename fields
- Add thresholds to identify compliance violations

- Customize SQL query
- Add a formulas
- Add Calculations

A long-exposure photograph of a city street at night. The foreground is filled with vibrant, curved light trails from car headlights and taillights in shades of yellow, orange, and red. In the middle ground, a modern pedestrian bridge with blue lighting spans across the street. The background features tall city buildings with illuminated windows and storefronts. The overall scene conveys a sense of motion and urban energy.

Back to the presentation Layer

Reports Within Finesse...

Agent MELISSA DREGER (17634) - Extension 17634
Not Ready
Sign Out

[Home](#)
[Manage Call](#)

Make a New Call

AB Queue and Agent Activity

3/21/14 2:20:19 PM EDT (15 Records)

Skill Group Name	Calls Queued Now
US_BUF_SLS_AB_14	0
US_BUF_SLS_AB_21	0
US_BUF_SLS_AB_30	0
US_BUF_SLS_AB_41	0
US_BUF_SLS_AB_50	1
US_BUF_SLS_AB_60	0
US_BUF_SLS_AB_70	0
US_BUF_SLS_AB_BRANCH	0
US_BUF_SLS_AB_CENTRAL	0
US_BUF_SLS_AB_EAST	0
US_BUF_SLS_AB_ESCALATION	0
US_BUF_SLS_AB_OVED	0
US_BUF_SLS_AB_NEWACCTS	0
US_BUF_SLS_AB_NEWBUSDEV	0
US_BUF_SLS_AB_WEST	0
Total	1

3/21/14 2:08:33 PM EDT (15 Records)

Agent Name	Inbound (ACD)		Outbound (External)	
	Calls Handled In	Average Handle Time In	Direct Extension Calls Placed	Direct Extension Calls Total Talk Time Out
BROOKS, TAMMY	10	00:02:33	17	01:34:39
CZEKANSKI, BENJAMIN	5	00:02:26	9	00:19:28
DRAGER, MELANIE	0	00:00:00	2	00:00:05
FISHLOCK, KIMBERLY	6	00:03:02	6	00:11:56
GREGORY, KATIE	4	00:07:23	24	00:30:01
HOUSEMAN, PETER	2	00:00:51	15	00:41:49
HUGHES, MICHAEL	5	00:03:55	7	00:22:32
KACALA, CHRISTOPHER	0	00:00:00	0	00:00:00
MCMANUS, SEAN	1	00:02:20	2	00:31:53
NOWKA, TIMOTHY	4	00:03:25	8	00:12:36
REINHARDT, PATRICIA	10	00:01:35	2	00:32:18
RIVERA, KEVIN	6	00:03:04	3	00:06:47
SCHERER, KRISTIN	3	00:04:26	3	00:07:28
SEIFERT, MICHAEL	2	00:02:21	12	00:27:21
WIZA, JEFFREY	3	00:01:21	14	00:25:59
Total	61	00:02:56	124	06:04:52

Live Data

- Updated in real-time: subscription versus “refresh rates”
- Agent and Agent Skill Group Real-Time Data
- Lightweight access to reporting

Agent Name	State	Last State Change	Direction	Reason Code	Precision Queue / Skill Group	Attributes
None110005, Agent	WORK_READY	8/27/13 3:21:18 PM	1	0	PG1_CCM1.P1B01S0000	
None110006, Agent	WORK_READY	8/27/13 3:21:41 PM	1	0	PG1_CCM1.P1B01S0000	
None110003, Agent	TALKING	8/27/13 3:21:15 PM	1	0	SPQ0001	
None110004, Agent	TALKING	8/27/13 3:21:24 PM	1	0	SPQ0001	
None110001, Agent	TALKING	8/27/13 3:21:41 PM	1	0	PG1_CCM1.P1B01S0000	
None110002, Agent	WORK_READY	8/27/13 3:21:42 PM	1	0	SPQ0001	
None110000, Agent	READY	8/27/13 3:21:40 PM	0	0		
None112700, Agent	NOT_READY	8/26/13 6:43:57 PM	0	50002		
None110008, Agent	WORK_READY	8/27/13 3:21:19 PM	1	0	PG1_CCM1.P1B01S0000	
None110007, Agent	TALKING	8/27/13 3:20:50 PM	1	0	PG1_CCM1.P1B01S0000	

Supervisor Gopinath KS (gopks) - Extension 1060

Manage Call

Team Performance

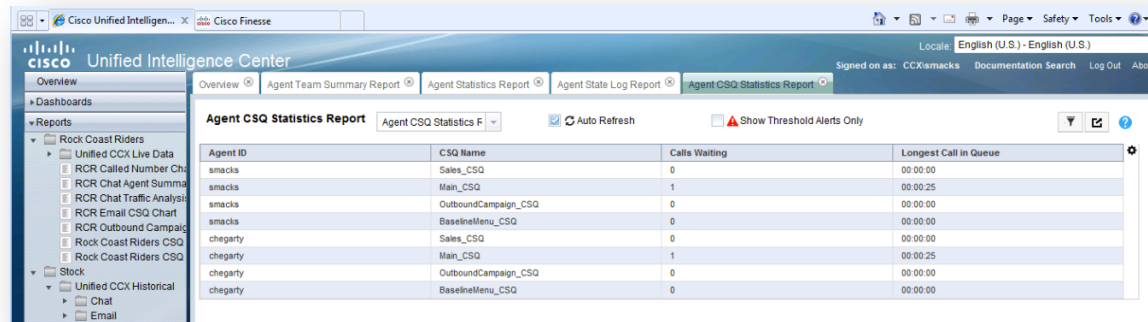
Agent Name	State	Time in State	Extension
rahul Pandita	Talking	00:06:12	1061
Gopinath KS	Talking	00:02:51	1060

Team Summary Report - Short and Long Term Average

Agent Name	Agent ID	Login Duration	Average Talk Time	Average Hold Time		
			Short Term	Long Term	Short Term	Long Term
rahul Pandita	rahul	14:54:35	Exceeding Time	00:03:48	00:00:00	00:00:00
Gopinath KS	gopks	05:02:39	Exceeding Time	00:02:57	00:00:00	00:00:00

Live Data for Unified CCX

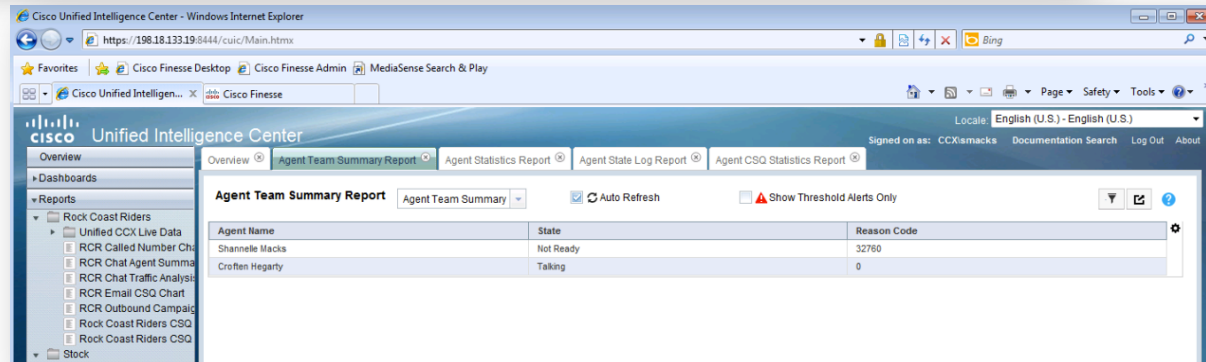
- Supervisor Reports
 - Team State
 - Team Summary
 - CSQ Summary
 - CSQ Detail



The screenshot shows the Cisco Unified Intelligence Center interface. The left sidebar contains a navigation tree with 'Reports' expanded, showing 'Unified CCX Live Data' and 'Stock'. The main content area displays the 'Agent CSQ Statistics Report' for 'Agent CSQ Statistics F'. The report includes a table with columns: Agent ID, CSQ Name, Calls Waiting, and Longest Call in Queue. The table lists agents like smacks, chegary, and OutboundCampaign_CSQ with their respective statistics. The interface also shows 'Auto Refresh' and 'Show Threshold Alerts Only' options.

Agent ID	CSQ Name	Calls Waiting	Longest Call in Queue
smacks	Sales_CSQ	0	00:00:00
smacks	Main_CSQ	1	00:00:25
smacks	OutboundCampaign_CSQ	0	00:00:00
smacks	BaselineMenu_CSQ	0	00:00:00
chegarty	Sales_CSQ	0	00:00:00
chegarty	Main_CSQ	1	00:00:25
chegarty	OutboundCampaign_CSQ	0	00:00:00
chegarty	BaselineMenu_CSQ	0	00:00:00

- Agent Reports
 - Agent State Log
 - Agent Statistics
 - Agent CSQ statistics
 - Agent Team Summary



The screenshot shows the Cisco Unified Intelligence Center interface. The left sidebar contains a navigation tree with 'Reports' expanded, showing 'Unified CCX Live Data' and 'Stock'. The main content area displays the 'Agent Team Summary Report' for 'Agent Team Summary'. The report includes a table with columns: Agent Name, State, and Reason Code. The table lists agents like Shannelle Macks and Croften Hegarty with their respective states and reason codes. The interface also shows 'Auto Refresh' and 'Show Threshold Alerts Only' options.

Agent Name	State	Reason Code
Shannelle Macks	Not Ready	32760
Croften Hegarty	Talking	0

Reporting Gadgets on Cisco Finesse

Live Data reporting as gadgets

Supervisor Shannelle Macks (smacks) - Extension 1081

Calling Number: 9785491014

Name: Joe Smith
Address: 1717 N Akard St
City, State: Dallas, TX

IVR Option Selected:
Code: 2143435633
Account Number: 11502

Wrap-Up Reason Apply

Voice CSQ Summary Report

CSQ Name	Agents Logged In	Agents Talking	Agents Ready	Agents Not Ready	Agents in After Call Work	Agents Reserved	Longest Call in Queue
Sales_CSQ	2	1	0	1	0	0	00:00:00
Main_CSQ	2	1	0	1	0	0	00:00:00
OutboundCampaign_CSQ	2	1	0	1	0	0	00:00:00
BaselineMenu_CSQ	2	1	0	1	0	0	00:00:00

Voice CSQ Agent Detail Report

CSQ	Agent Name	Agent ID	Current State	Duration	Reason Code
Sales_CSQ	Croften Hegarty	chegarty	Not Ready	00:03:47	32758
BaselineMenu_CSQ	Croften Hegarty	chegarty	Not Ready	00:03:47	32758
OutboundCampaign_CSQ	Croften Hegarty	chegarty	Not Ready	00:03:47	32758
Main_CSQ	Croften Hegarty	chegarty	Not Ready	00:03:47	32758
Sales_CSQ	Shannelle Macks	smacks	Talking	00:00:22	0
BaselineMenu_CSQ	Shannelle Macks	smacks	Talking	00:00:22	0

Live Data Gadgets – For Agents

- Gadgets are added to the default gadget layout / no manual configuration

Agent Statistics Report

Calls Offered	Calls Handled	Talk Time			Hold Time			Ready			Not Ready			After Call Work		
		Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total
0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:18	00:00:18	00:00:18	00:02:33	00:03:47	00:08:30	00:00:00	00:00:00	00:00:00

Agent State Log Report

Start Time	Agent State	Wrap-up Data	Reason Code	Duration
Oct 30, 2013 2:41 PM	Login		0	00:00:00
Oct 30, 2013 2:45 PM	Logout		32766	00:00:00
Oct 30, 2013 2:45 PM	Login		0	00:00:00
Oct 30, 2013 2:48 PM	Logout		255	00:00:00
Oct 30, 2013 2:49 PM	Login		0	00:00:00

Live Data Gadgets – For Supervisors

- Gadgets are added to the default gadget layout / no manual configuration

Supervisor Venus (venus) - Extension 1060 Not Ready Sign Out

Manage Team **Team Data** Queue Data Manage Call

Make a New Call

Team Summary Report

Agent Name	Agent ID	Login Duration	Average Talk Time		Average Hold Time	
			Short Term	Long Term	Short Term	Long Term
Venus	venus	00:18:19	00:00:00	00:00:00	00:00:00	00:00:00
rahul Pandita	rahul1	00:23:57	00:00:00	00:00:00	00:00:00	00:00:00

Team Summary Report

Agent Name	Agent ID	Login Duration	Calls Offered	Calls Handled	Average Ring Time	Talk Time			Hold Time			Ready Time			Not Ready Time			After Call Work Time		
						Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total	Avg	Max	Total
Venus	venus	00:18:19	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:24	00:01:16	00:04:07	00:00:45	00:03:53	00:14:12	00:00:00	00:00:00	00:00:00
rahul Pandita	rahul1	00:23:57	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:28	00:00:45	00:01:24	00:03:21	00:17:46	00:22:32	00:00:00	00:00:00	00:00:00

Live Data Gadgets – For Supervisors

- Gadgets are added to the default gadget layout / no manual configuration

Supervisor Venus (venus) - Extension 1060 Sign Out ▾

Not Ready ▾

Manage Team Team Data Queue Data Manage Call

Make a New Call

Voice CSQ Summary Report

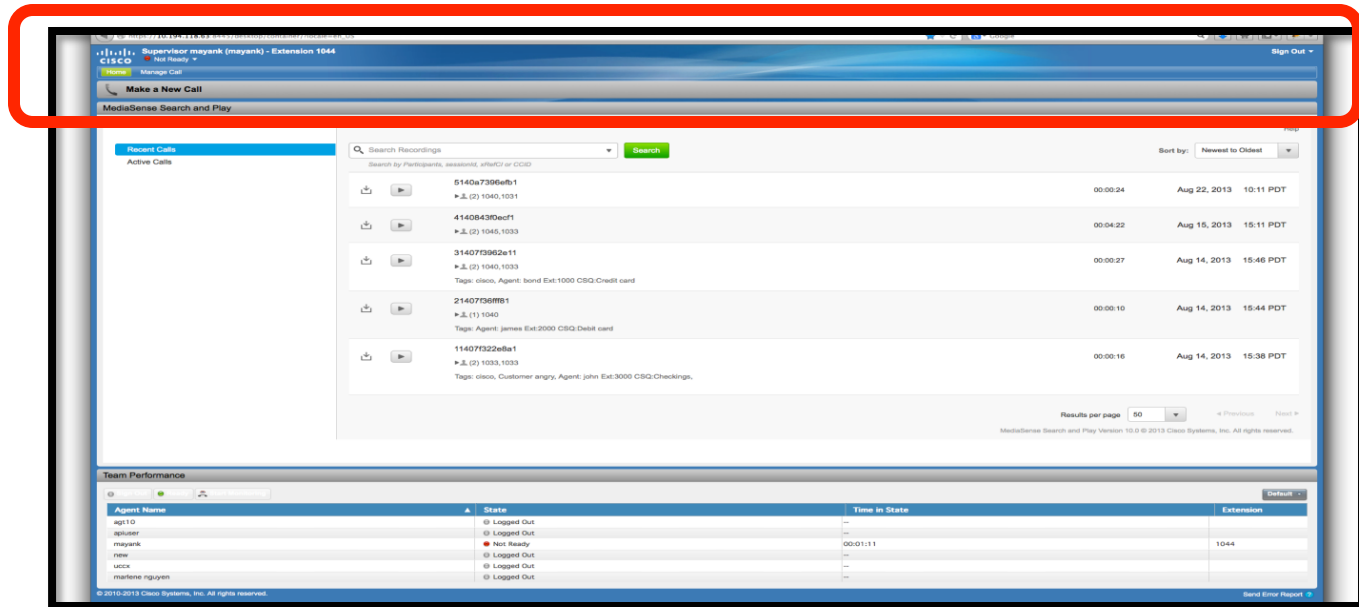
CSQ Name	Agents Logged In	Agents Talking	Agents Ready	Agents Not Ready	Agents in After Call Work	Agents Reserved	Longest Call in Queue
csq1	1	0	0	1	0	0	00:00:00
OB_csq2	0	0	0	0	0	0	00:00:00
OB_csq1	0	0	0	0	0	0	00:00:00
RESTStepCSQ	0	0	0	0	0	0	00:00:00
Auto_CSQ	0	0	0	1	0	0	00:00:00

Voice CSQ Agent Detail Report

CSQ	Agent Name	Agent ID	Current State	Duration	Reason Code
Auto_CSQ	Venus	venus	Not Ready	00:01:08	32760
csq1	Venus	venus	Not Ready	00:01:08	32760

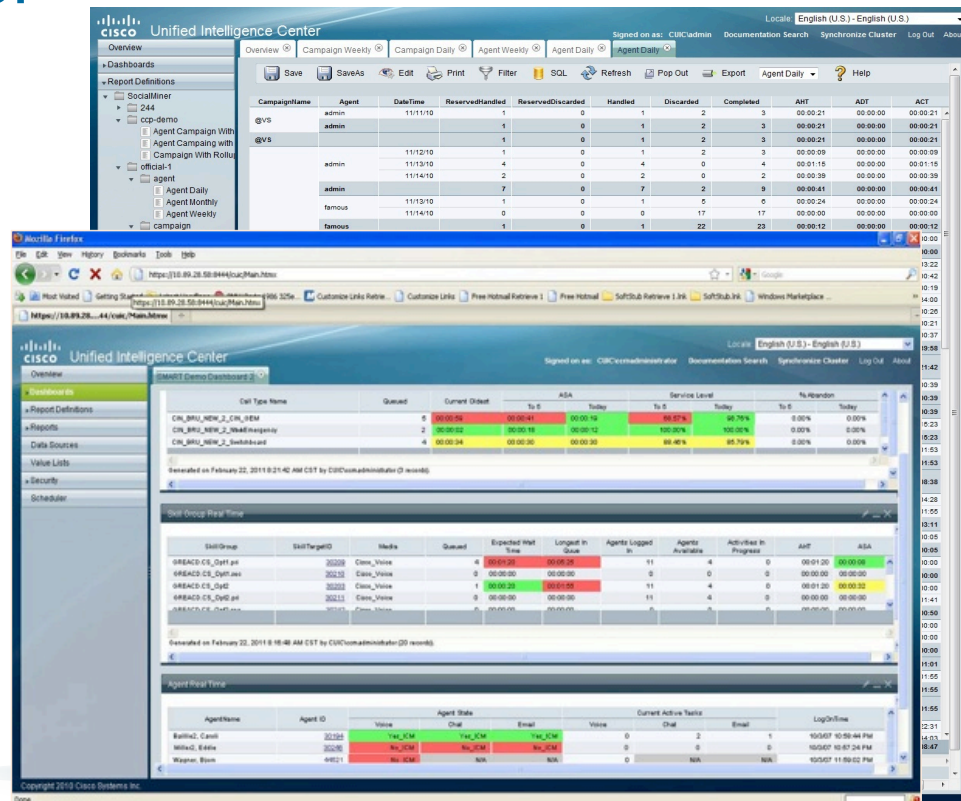
Recording with MediaSense

- MediaSense Gadget embedded in Finesse Supervisor desktop
- Workflows dynamically activate recording



Reporting with SocialMiner

- SocialMiner maintains metrics on social, chat, mobile contact volume and agent activities
- There are two main categories of reports:
 - *Campaign Reports* – These metrics provide total posting volume by customers as well as the responsiveness to customers.
 - *Agent Reports* – These metrics provide an indication of the agent productivity.






Additional Resources

Main DevNet Page for Contact Center

<http://developer.cisco.com/web/contact/home>

 DevNet

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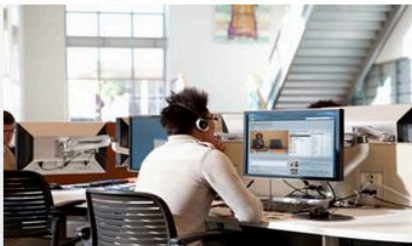
Menu ▼ Overview

HOME > CONTACT CENTER > CONTACT > OVERVIEW

Contact

Cisco Unified Contact Solutions


Cisco Unified Customer Contact solutions provide an open, strategic platform.



The Latest

- [Welcome!](#) (Adrienne Moherek)
- [Welcome to the new CURRI Developer Experience!](#) (Adrienne Moherek)
- [New Recording Feature Update](#) (Adrienne Moherek)

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Centric Experiences


Cisco Unified Customer Contact solutions provide an open, strategic platform that extends customer care

- [Cisco Finesse](#)
- [Cisco SocialMiner](#)
- [Cisco Unified Intelligence Center](#)

- [Computer Telephony Integration Object Server \(CTIOS\) Toolkit](#)
- [CTI Server Protocol \(GED-188\)](#)

Cisco DevNet - Finesse

<http://developer.cisco.com/web/finesse/home>

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Menu ▾ Overview Documentation


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Finesse



Get Started with Cisco Finesse

Ramp up with Cisco Finesse in no time with our quick start guide. In a few easy steps, we'll have you up-to-speed on everything you need to know to develop products.




Technical Overview of Cisco Finesse

Not sure Cisco Finesse is right for you and your organization? The technical overview describes the basics: how to use, where it fits in the architecture, and some requirements.

Cisco Finesse provides both an "out-of-the-box" agent desktop and a web services toolkit to enable thin client agent desktops for Cisco Unified Contact Center Enterprise. The Finesse web services SDK is based on RESTful web services and is built to enable lower cost desktop customizations through an easy-to-use API.


Understand Cisco Finesse



This guide includes the key features and overview of Finesse.

[Download Cisco Finesse Guide >](#)


Finesse Screenpop gadget



Getting Started with the Finesse Screenpop sample gadget

[Learn about Screenpop >](#)

Sample Gadgets



Check out these Finesse sample gadgets to get started developing your own gadgets.

[Click here for Sample Gadgets >](#)

- Finesse Developer's Guide describes all of the Finesse REST API's (including Configuration and Serviceability API's not used on the Desktop)
- Finesse JavaScript Library contains the library for building gadgets as well as the JS Doc that goes with it.
- Sample Gadgets that demonstrate various features of Finesse.
- Getting Started for quickly getting going on Finesse

Ciscolive!

Cisco DevNet - CUIC

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Contact Center Reporting (CCR) Developer Center

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Get Started with Cisco CCR

Ramp up with Cisco CCR in no time with our quick start guide. In 5 easy steps, we'll have you up-to-speed on everything you need to know to develop products.



Technical Overview of Cisco CCR

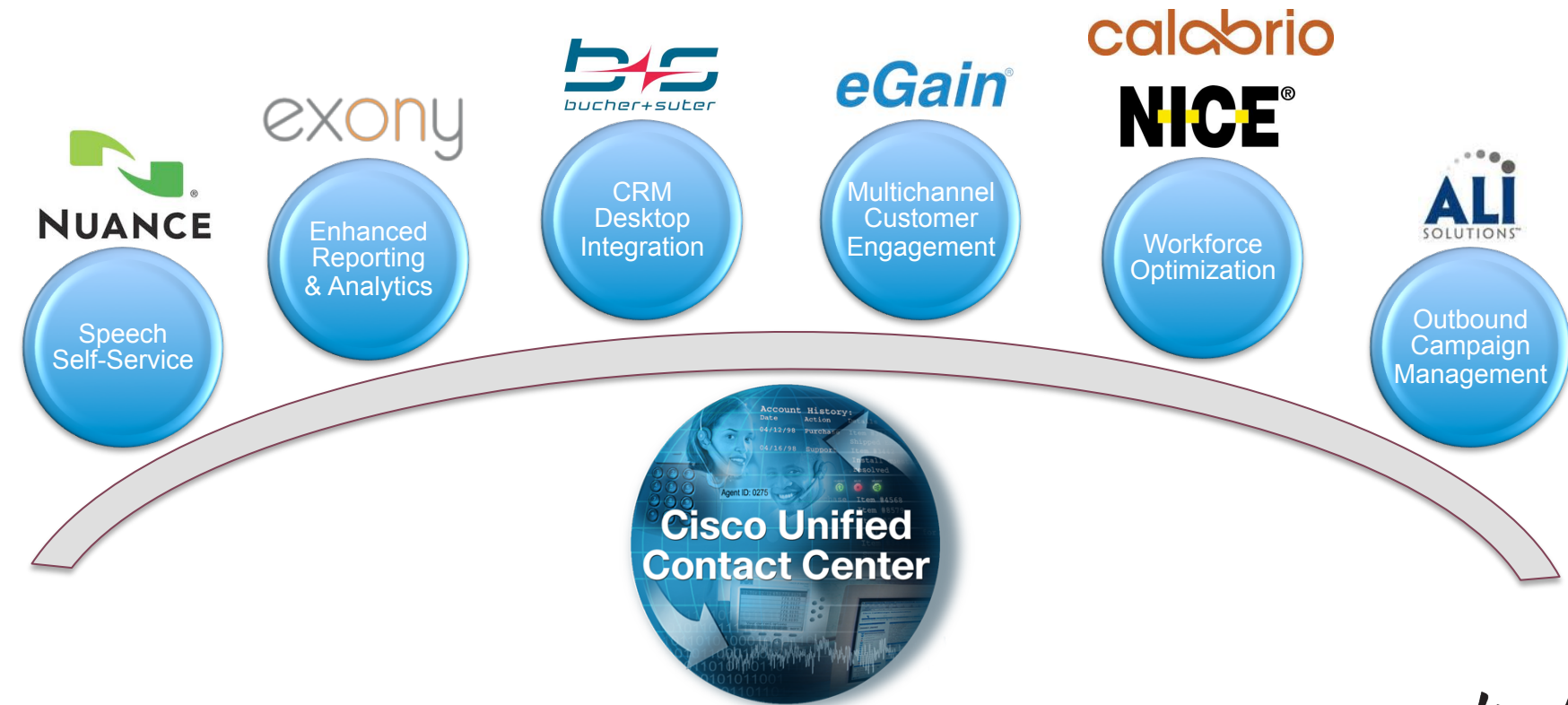
Not sure Cisco CCR is right for you and your organization? The technical overview describes the basics: how to use, where it fits in the architecture, and some requirements.

Cisco's Contact Center Enterprise databases contain extensive detail and interval data about activities at the Cisco IVR (Customer Voice Portal or IP-IVR), agent and call activity as well as information about chat and email activities in the contact center. This area is intended to share information and sample reports, and answer questions about Cisco Contact Center Enterprise databases.

Stock reporting is available with Cisco Unified Intelligence Center. Cisco Unified Intelligence Center is a web-based, graphical user interface that provides real-time and historical reporting in a wizard-based application for Cisco Unified Contact Center Enterprise and Hosted, and Customer Voice Portal.

Unified Intelligence Center is built on an extensible interactive web framework, which allows partners and customers to extend the boundaries of traditional contact center reporting to an information portal where data can be integrated from multiple sources and shared throughout the organization.

Partners (example but not a complete list)



Demo



Cisco *live!*



Q&A

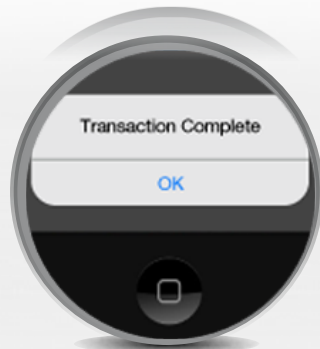
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Takeaways



Increase Agents Productivity

Common tools and infrastructure



Increase Profit and Revenue

Higher close rate
Increase in up-sell and cross-sell



Differentiated Customer Experience

Consistent and Personalized



Faster Time to Serve the Customer

Accelerating to customers' pace

Complete your Session Evaluation now

on the mobile application

Follow the conversation

on Social Media using the hashtag
#CiscoLiveLA



@cisco_la



/CiscoLatinoamerica



#CiscoLiveLA

Instagram

Cisco *live!*

Download the Mobile App

get all the information you need
at your fingertips!

English version



or at

http://cs.co/ciscolive_en

Spanish version



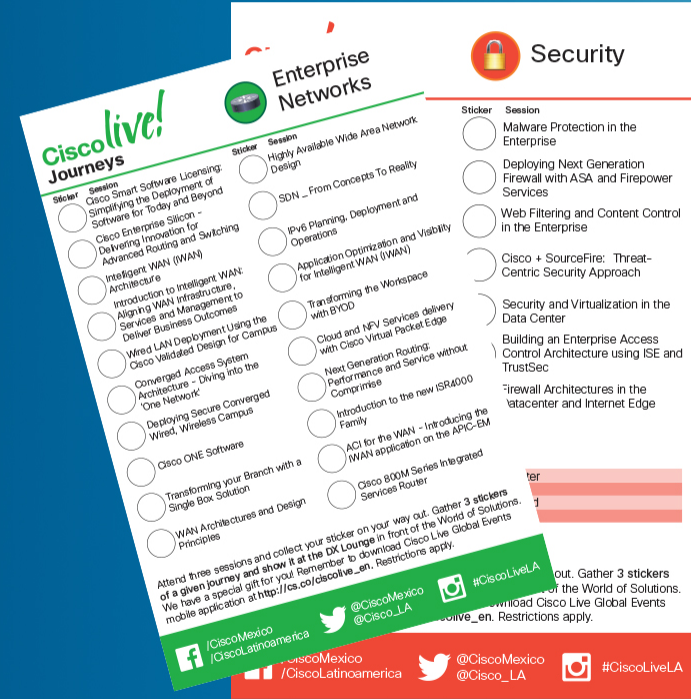
or at

http://cs.co/ciscolive_es

Not sure which session to go next?

Look for the **Cisco Live Journeys** checklists at the registration desks, on your mobile application, or in the kiosk at the Cisco Campus in the World of Solutions. **Each Journey groups sessions, labs, demos and other activities related to a specific trend or topic.**

Ask for your sticker on the way out of this session, collect three stickers of a given Journey and go to the DX Lounge outside the World of Solutions. **We have a special gift for you!**



Continue Your Education

- Demos in the Cisco Campus
- Walk-in Self-Paced Labs
- Table Topics
- Meet the Engineer 1:1 meetings





Thank you.

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CISCO

A long-exposure photograph of a city street at night. The foreground is filled with vibrant, curved light trails from car headlights and taillights in shades of yellow, orange, and red. In the background, a modern pedestrian bridge with blue lighting spans the street. Tall buildings with lit windows and storefronts line the street, and several flags are visible on the left. The overall scene is a dynamic urban environment.

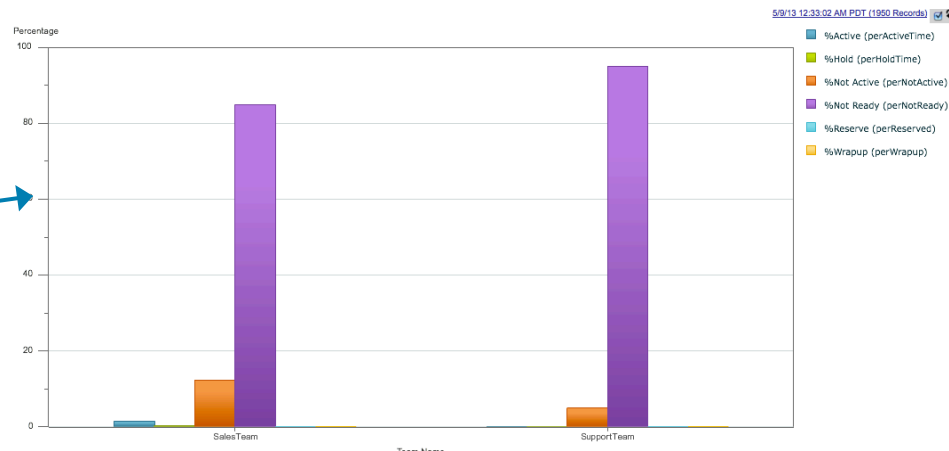
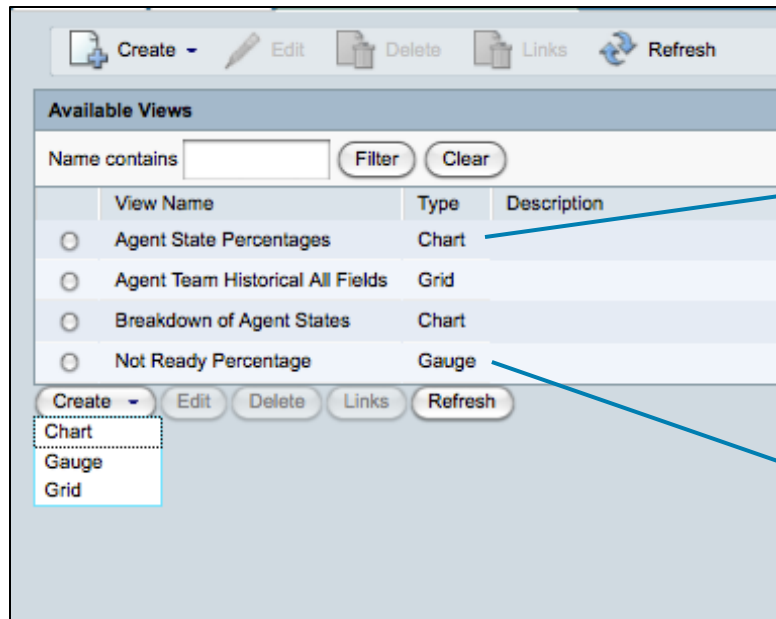
CUSTOM REPORTING

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Visual Customization

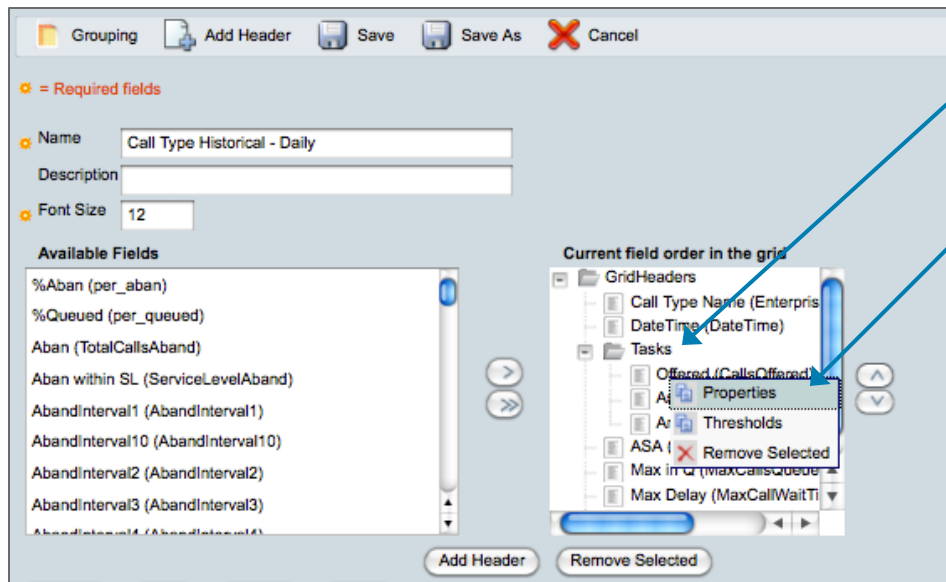
Create New Views

- Choose the right format what you want to display
 - Gauges for single values, charts for multiple



Visual Customization

Rearrange Column fields, Rename fields



- Group items together logically with headers
- Right-click on the field:
 - Properties
 - Thresholds
- Name columns to match company conventions

Visual Customization

Add thresholds to identify compliance violations

- Change colors or font or images based on values
- Stack up multiple thresholds

Thresholds available for the field: Active Time (talk_time)

☐ Greater Than:60

☐ Greater Than:120

CSR Name	Agent ID	Chat Type	Chat Routed CSQ	Chat Skills	Chat Timing				
					Chat Start Time	Chat End Time	Duration	Active Time	Accept Time
Claudia Schiffer	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 7:59:37 AM	6/26/12 8:01:03 AM	00:01:26	00:01:20	00:00:05
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 2:30:00 AM	6/26/12 2:30:41 AM	00:00:41	00:00:36	00:00:04
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 9:51:53 AM	6/26/12 9:52:26 AM	00:00:33	00:00:27	00:00:05
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 3:52:16 AM	6/26/12 3:54:53 AM	00:02:37	00:02:32	00:00:03
	ccxagt5	Incoming	Chat_Sales	Sales	6/26/12 11:45:17 AM	6/26/12 11:45:44 AM	00:00:27	00:00:23	00:00:02
Claudia Schiffer								00:05:18	00:00:19
Helena Christensen	ccxagt3	Incoming	Chat_Support	Support	6/6/12 4:52:49 PM	6/6/12 4:55:40 PM	00:02:51	00:02:44	00:00:06
	ccxagt3	Incoming	Chat_Support	Support	6/6/12 3:52:59 PM	6/6/12 3:54:20 PM	00:01:21	00:01:19	00:00:02
Helena Christensen								00:04:03	00:00:08
								00:09:21	00:00:27

Visual Customization

Provide additional groupings, summarizations and sorting

- Daily, Weekly, Monthly Groupings

Number Of Groups ☐ 0 ☐ 1 ☐ 2 ☒ 3

Unique Value Vertical Alignment ☒ Top ☐ Middle ☐ Bottom

* = Required fields

☒ Show Summary Only

Group1

* Grouped By Skill Group Name (SkillGroupName)

☒ Show Summary

Group2

* Grouped By Agent Name (FullName)

☒ Show Summary

Group3

* Grouped By DateTime (Interval)

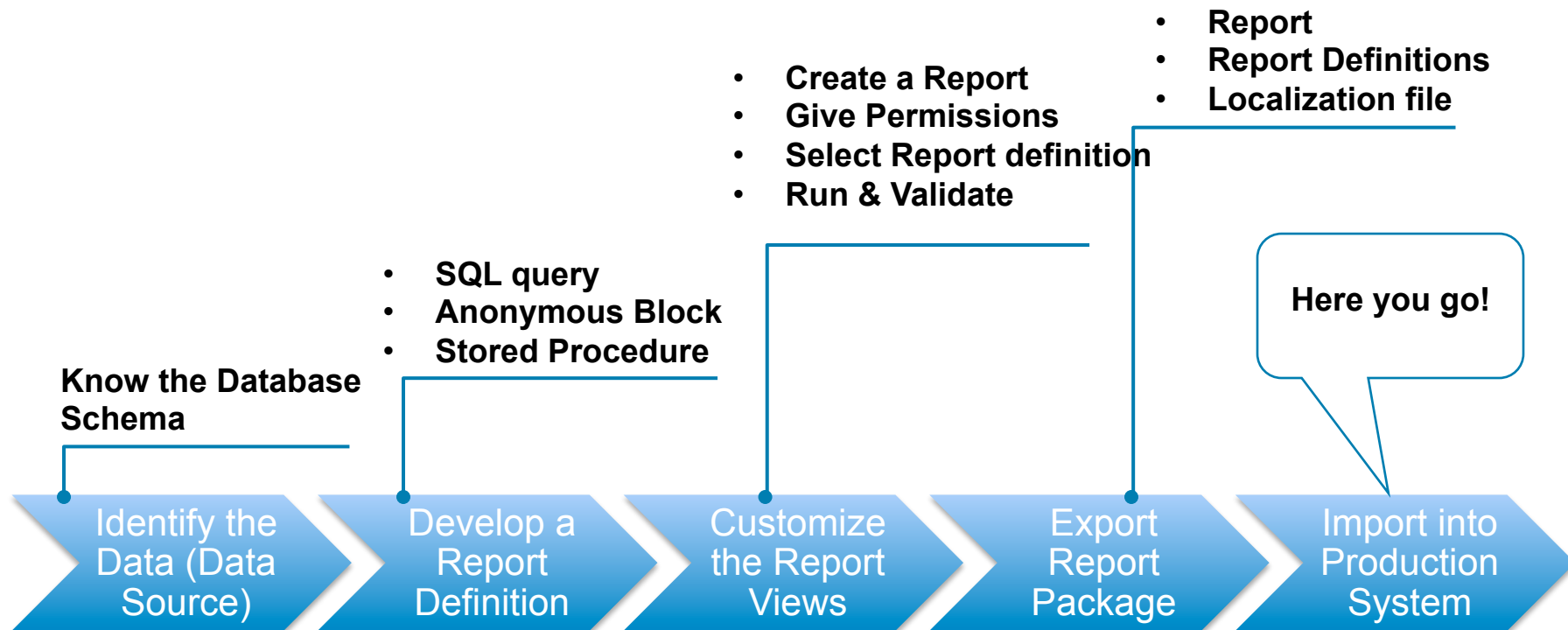
☐ None ☒ Daily ☐ Weekly ☐ Monthly

Skill Group Name	Agent Name	DateTime	Completed Tasks					
			Handled	AHT	Held	Avg Hold	Aban Rings	RONA
Agent_PIM.Cisco_Voice.defa.66603	Amy, Roberge	05/06/2013	0	00:00:00	0	00:00:00	0	0
	Amy, Roberge	05/08/2013	0	00:00:00	0	00:00:00	0	0
	Amy, Roberge	05/08/2013	0	00:00:00	0	00:00:00	0	0
	Cole, Brian	05/08/2013	0	00:00:00	0	00:00:00	0	0
	Cole, Brian	05/08/2013	0	00:00:00	0	00:00:00	0	0
	Roberge, Amy	05/01/2013	0	00:00:00	0	00:00:00	0	0
	Roberge, Amy	05/03/2013	0	00:00:00	0	00:00:00	0	0
	Roberge, Amy	05/06/2013	0	00:00:00	0	00:00:00	0	0
	Roberge, Amy	05/08/2013	0	00:00:00	0	00:00:00	0	0
	Washington, George	05/08/2013	0	00:00:00	0	00:00:00	0	0
Agent_PIM.Cisco_Voice.defa.66603	Washington, George	05/08/2013	0	00:00:00	0	00:00:00	0	0
sales_credit_cards	Washington, George	05/08/2013	0	00:00:00	0	00:00:00	0	0
sales_credit_cards	Washington, George	05/08/2013	0	00:00:00	0	00:00:00	0	0
sales_insurance	Washington, George	05/08/2013	0	00:00:00	0	00:00:00	0	0
sales_insurance	Washington, George	05/08/2013	0	00:00:00	0	00:00:00	0	0
sales_personal_loans	Washington, George	05/08/2013	0	00:00:00	0	00:00:00	0	0
sales_personal_loans	Washington, George	05/08/2013	0	00:00:00	0	00:00:00	0	0

Visual Customization: Best Practices

- Choose the right stock report
- 'Save As' Custom
- Save in a folder structure – Easy to find your reports
- Grant 'execute' permission for access only
- Choose the right view
 - Gauge for single values
 - Charts for multiple

CUIC Report Development





Need more customizations?

New Report Development

Pre – requisites

- Install Intelligence Center Standalone
- Premium / NFR / Lab License
- Ensure you have correct permissions
- Understanding of SQL, Schema is a must

Customize SQL query

- Choose the right Stock report
- 'Save As' a custom report
- Click on Report Definitions
- Go to Data Sources
- Customize SQL query

The screenshot shows a configuration window with four tabs: 'Data Source', 'Fields', 'Parameters', and 'Properties'. The 'Data Source' tab is selected. It contains the following fields:

- Query Type:** Database Query (dropdown)
- Data Source:** UCCE Historical (dropdown)
- Data Source Type:** Microsoft SQL Server (text field)
- Data Source Status:** ☒ Online
- Query:** A text area containing the SQL query: `SELECT DateTime, NewCallTo5, LateCallsTo5, TimeoutCallsTo5 FROM Routing_Client_Five_Minute`

At the bottom, there is a 'Create Fields' button and a message: 'The query validated successfully, and the field(s) were created.'

Custom reporting: Best Practices

`SELECT *` `FROM Routing_Client_Five_Minute`



The diagram shows a SQL query snippet enclosed in a dashed box. The words 'SELECT' and '*' are each in their own small dashed boxes. A red 'X' is drawn over the '*' symbol. Three blue arrows originate from the diagram: one from 'SELECT' pointing down to 'Give me', one from the red 'X' over '*' pointing down to 'All of the data', and one from 'FROM Routing_Client_Five_Minute' pointing down to 'From the Routing_Client_Five_Minute table'.

“Give me”

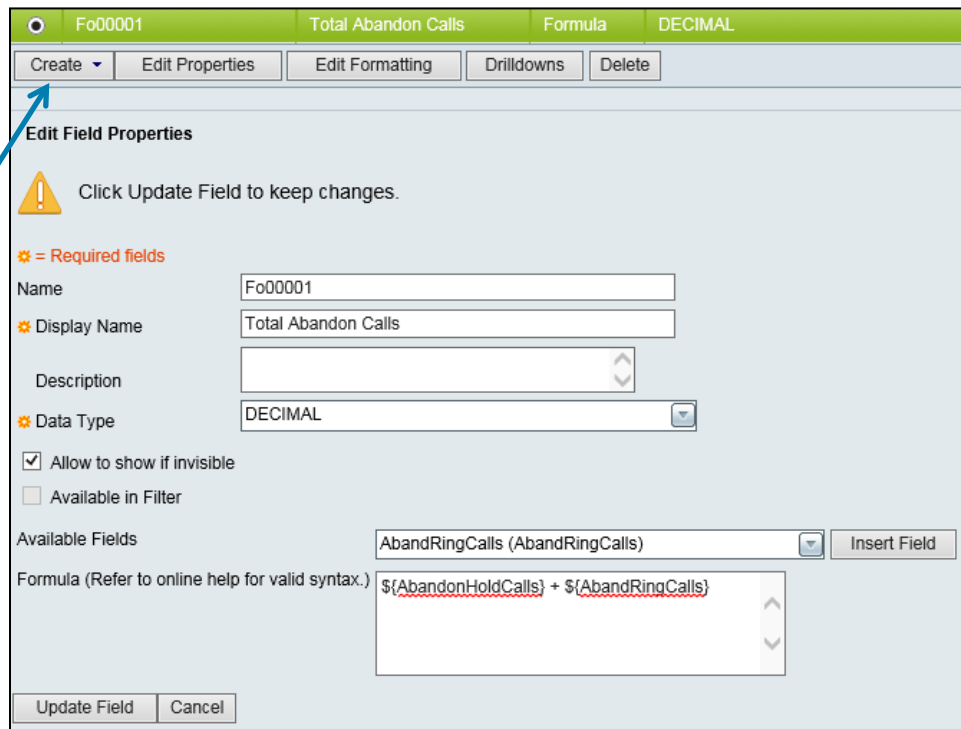
“All of the data”

“From the Routing_Client_Five_Minute table”

CUIC needs to know which fields you want. “All” isn’t specific enough.

Add a formula

- Choose the right Stock report
- 'Save As' a custom report
- Click on Report Definitions
- Go to fields
- Create a New Formula field

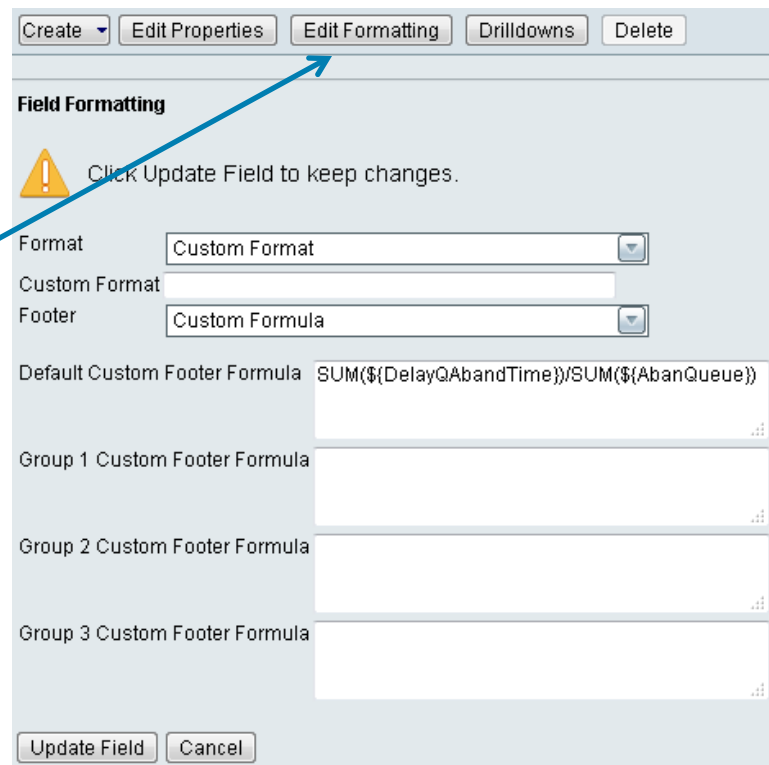


The screenshot shows the 'Edit Field Properties' dialog box for a field named 'Fo00001'. The dialog has a green header bar with the field name and type, and a light blue body. A blue arrow points from the 'Create' button in the top bar to the 'Fo00001' field name. The dialog contains the following elements:

- Buttons:** 'Create', 'Edit Properties', 'Edit Formatting', 'Drilldowns', 'Delete' (top bar); 'Update Field', 'Cancel' (bottom bar); 'Insert Field' (bottom right).
- Message:** 'Click Update Field to keep changes.' with a warning icon.
- Required fields:** Indicated by orange star icons.
- Fields:**
 - Name:** Fo00001
 - Display Name:** Total Abandon Calls
 - Description:** (empty text box)
 - Data Type:** DECIMAL (dropdown menu)
- Options:**
 - ☒ Allow to show if invisible
 - ☐ Available in Filter
- Available Fields:** A list box containing 'AbandRingCalls (AbandRingCalls)' with a dropdown arrow.
- Formula:** A text box containing the formula: $\${AbandonHoldCalls} + \${AbandRingCalls}$. The text box has a dropdown arrow on the right.

Add more calculations

- Choose the right Stock report
- 'Save As' a custom report
- Click on Report Definitions
- Go to fields
- Click Edit Formatting



The screenshot shows a 'Field Formatting' dialog box with a blue arrow pointing to the 'Edit Formatting' button. The dialog box has a title bar with buttons: 'Create', 'Edit Properties', 'Edit Formatting', 'Drilldowns', and 'Delete'. Below the title bar, the 'Field Formatting' section contains a warning icon and the text 'Click Update Field to keep changes.' The 'Format' dropdown is set to 'Custom Format'. The 'Custom Format' text box is empty. The 'Footer' dropdown is set to 'Custom Formula'. The 'Default Custom Footer Formula' text box contains the formula $\text{SUM}(\{\text{DelayQAbandTime}\})/\text{SUM}(\{\text{AbanQueue}\})$. Below this are three empty text boxes for 'Group 1 Custom Footer Formula', 'Group 2 Custom Footer Formula', and 'Group 3 Custom Footer Formula'. At the bottom are 'Update Field' and 'Cancel' buttons.

Customizing reports

Unified Contact Center Express

- Unified Intelligence Center **Standard version**
 - Available out-of-the-box Co-res
 - Allows visual customization
 - Does not allow report definition customization
- Unified Intelligence Center **Lab/NFR version** (limited to 5 users)
 - Standalone lab setup
 - Create new reports from scratch
 - Create drill-downs, change refresh intervals
 - Export reports to be imported into Production

Customizing reports

Unified Contact Center Enterprise

- Unified Intelligence Center **Standard version**
 - Allows visual customization
 - Does not allow report definition customization
- Unified Intelligence Center **Lab/NFR version** (limited to 5 users)
 - Create new reports from scratch
 - Create drill-downs, change refresh intervals
 - Export reports to be imported into Production
- Unified Intelligence Center **Premium version**
 - Create new reports from scratch
 - Create drill-downs, change refresh intervals
 - Export reports to be imported into Production

Intelligence Center 10.5

10.0

- Live Data Phase 1
 - Live Data in UCCX, PCCE
 - Live Data reporting gadget in Finesse
 - Improved UI
- Time zone handling for relative dates

10.5

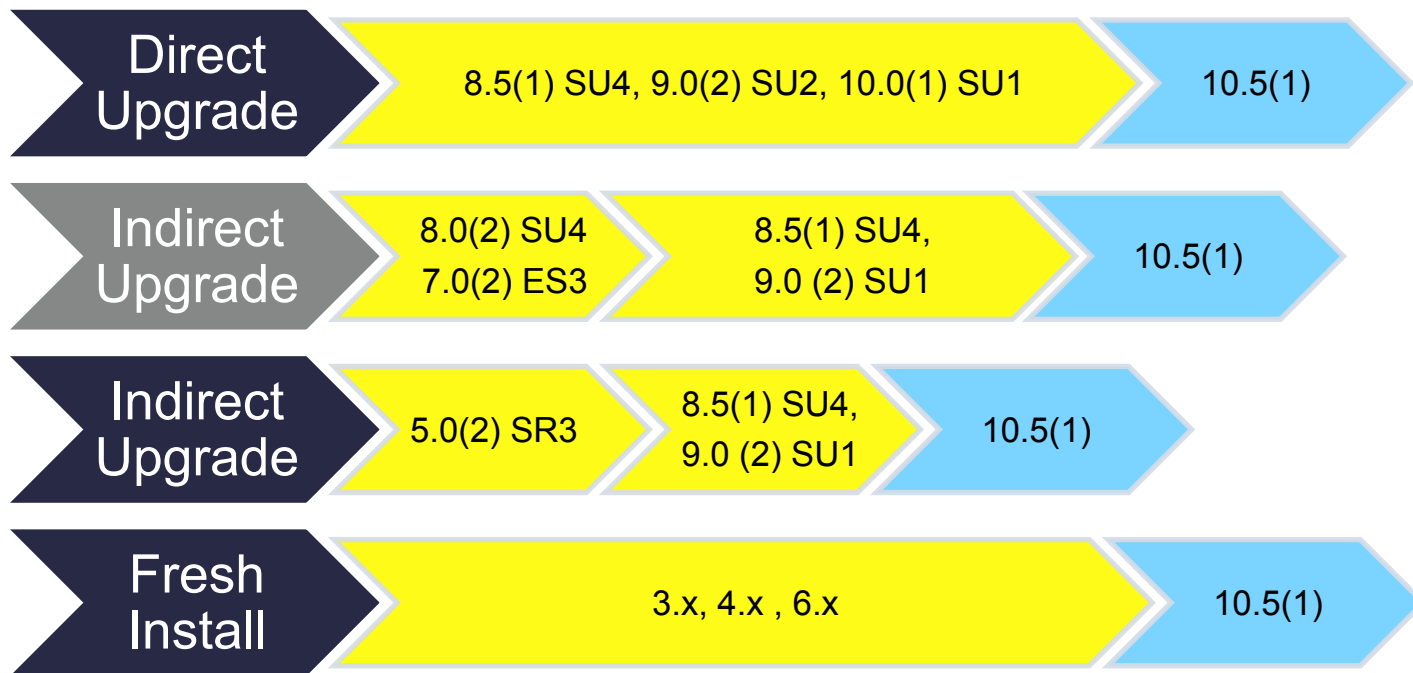
- Live Data Phase 2
 - Live Data gadgets failover
 - Skill group and Precision Queue Live Data Reports in PCCE
 - Chat & Outbound Live Data report for UCCX
- Support for 25K characters in report definition query
- Serviceability Improvements



Thank you.

Cisco *live!*

Upgrade Paths



Cisco Unified Contact Center Express

CCX 10.5 Available Today

- Embedded Finesse for CCX phase 2
 - Multi Line
 - Outbound Option Support
 - Extension Mobility
 - Localization
- Web Chat enhancements
 - Finesse Gadgets
 - Multi Session
 - Response Templates
- Predictive outbound agent
- Reporting enhancements
 - Web Chat Live Data
 - Preview/Predictive Agent Live Data
- IPv6 (Dual mode support)

CCX 10.6: 2HCY2014

- Finesse Agent Email phase 1
- RE Mobile Basic (with CCX 10.5)
- A-law recorded prompts
- Nuance 10.0 qualified
- Mixed Mode – CAD + Finesse

CCX 11: 1HCY2015

- **CAD Removal**
- Agent E-mail phase 2
 - Live Data, Office 365, Gmail
- Outbound Enhancements
 - Multiple GW, CUBE Support, Campaign Management API
- Web Chat Phase 2
 - Requeue