



*LET'S
BUILD
TOMORROW
TODAY*

Contact Center Reporting and Analytics: Cisco Unified Intelligence Center

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BRKCCT-2056

Agenda

- Overview of Cisco Reporting and Analytics Offerings
- Understanding CCE & CCX Stock Reports
- Intelligence Center Report Customization
- Roadmap
- Demonstrations, Materials & Resources
- Q&A

“Just getting better
from current levels
feels good”

Chetan Bhagat

Cisco *live!*

BRKCCT - 20



Overview of CUIC

Cisco Unified Intelligence Center



Platform for report development



Dashboard



Extend reporting

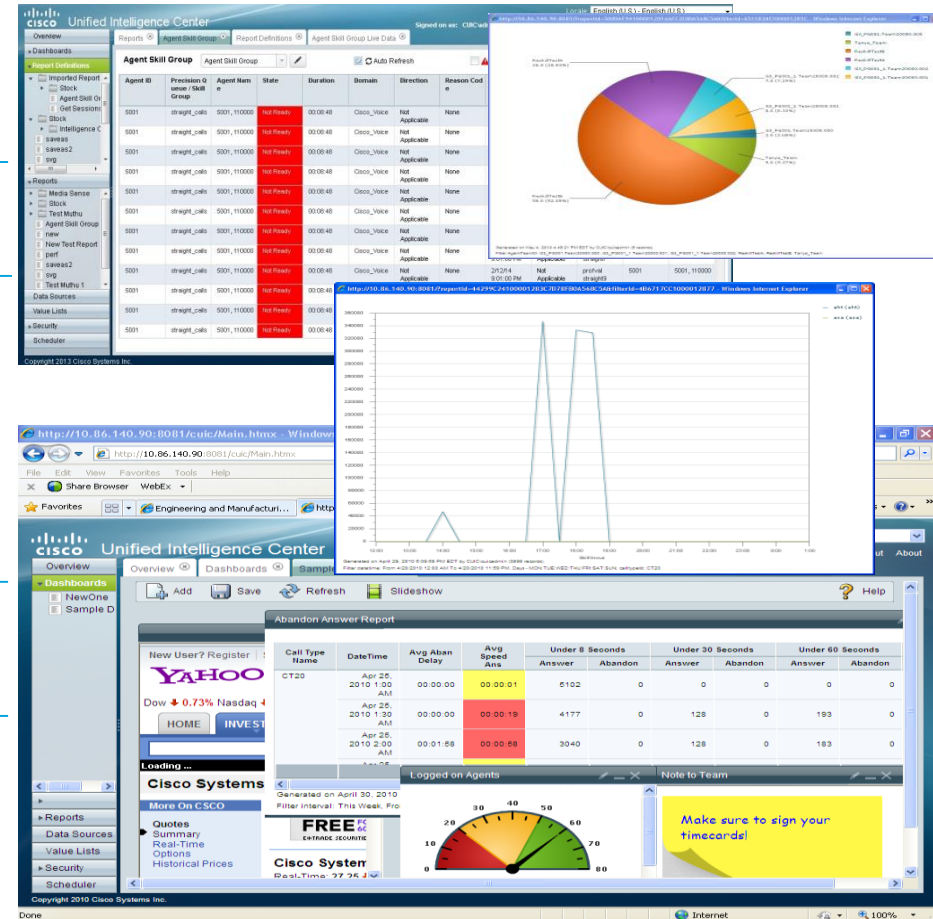
- Direct Export
- Scheduled delivery
- Click-to-report



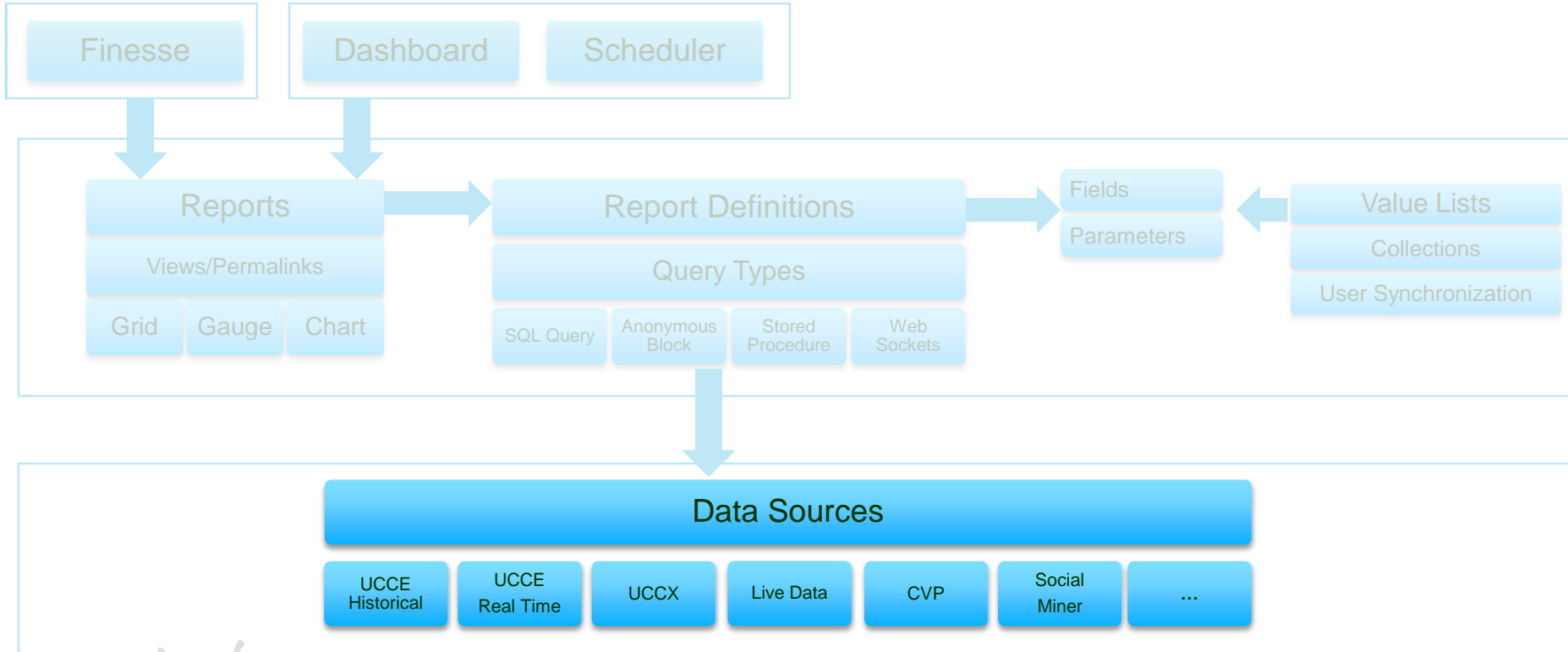
Link reports using drill down



Segmented access by user and role



Intelligence Center functionality



Pre-Defined Data Source Objects

UCCE Configuration changes required, allows standby configuration, needed for stock UCCE reports

Data Sources					
	Name	Connected Node	Standby Node	Type	Datasource Host
<input type="radio"/>	CUIC			Informix	\${HOSTNAME}
<input type="radio"/>	Live Data Streaming Data Source	Active	Active	Streaming	acton-livdata1.boston.com:12008 acton-livdata2.boston.com:12008
<input type="radio"/>	UCCE Historical			Microsoft SQL Server	acton-p-cc.boston.com
<input type="radio"/>	UCCE Realtime			Microsoft SQL Server	acton-p-cc.boston.com

Pre-Defined Data Source Objects

PCCE Configuration for Live Data stock PCCE reports

Data Sources							
	Name	Connected Node		Standby Node	Type	Datasource Host	
<input type="radio"/>	CUIC	<input checked="" type="checkbox"/>			Informix	\${HOSTNAME}	
<input type="radio"/>	Live Data Streaming Data Source	<input checked="" type="checkbox"/>	Active	<input checked="" type="checkbox"/>	Active	Streaming	acton-livedata1.boston.com:12008 acton-livedata2.boston.com:12008
<input type="radio"/>	PCCE Historical	<input checked="" type="checkbox"/>			Microsoft SQL Server	acton-p-cc.boston.com	
<input type="radio"/>	PCCE Realtime	<input checked="" type="checkbox"/>			Microsoft SQL Server	acton-p-cc.boston.com	

Pre-Defined Data Source Objects

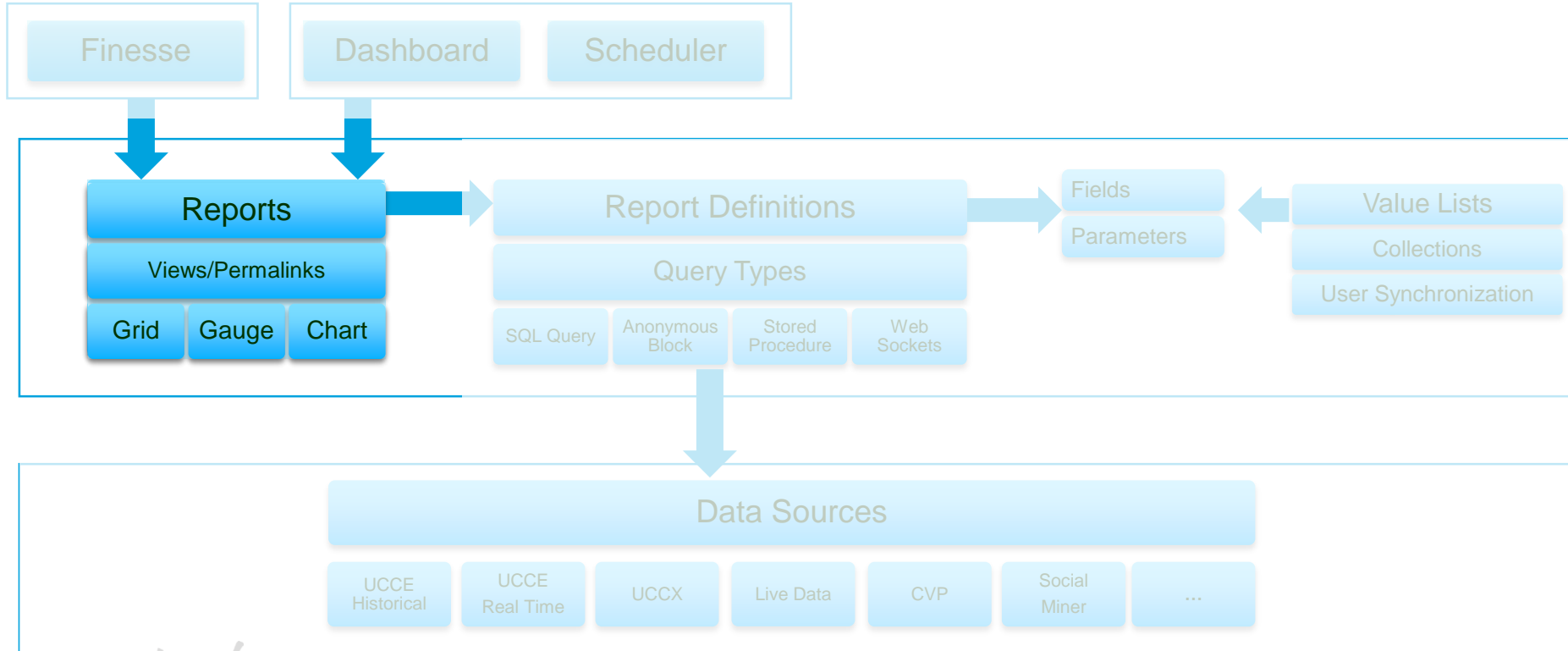
UCCX Automatically configured in co-res deployments, needed for stock UCCX reports

Data Sources					
	Name	Connected Node	Standby Node	Type	Datasource Host
<input type="radio"/>	UCCX			Informix	10.78.91.52
<input type="radio"/>	UCCX_JMS			Java Message Service (JMS)	<u>Broker URL</u>

CUIC Always in online state, no change required, needed for stock system reports (eg., Audit Report)

Data Sources							
	Name	Connected Node	Standby Node	Type	Database Host	Database Name	Charset
<input type="radio"/>	CUIC			Informix	\${HOSTNAME}	\${CUIC_DB_NAME}	UTF-8

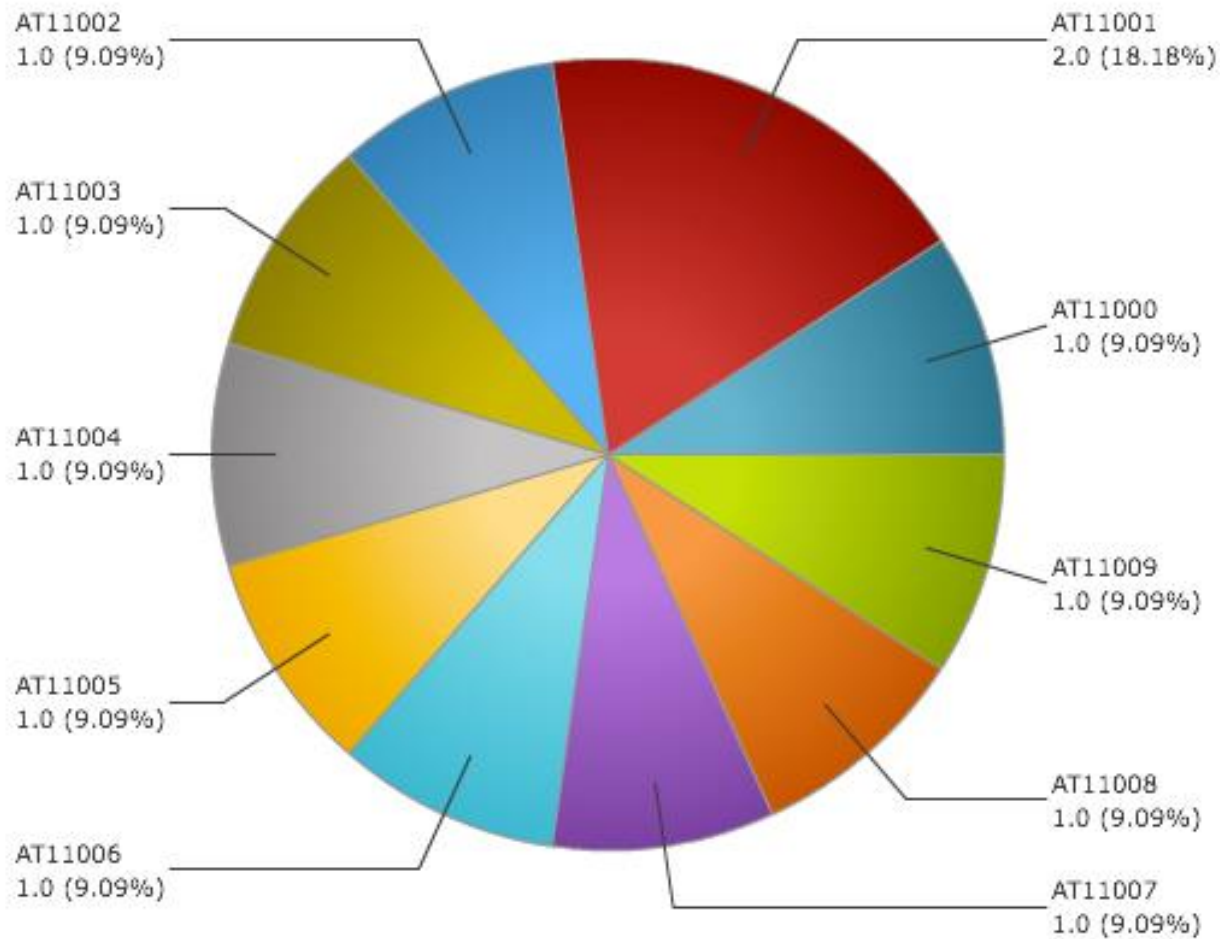
Intelligence Center functionality



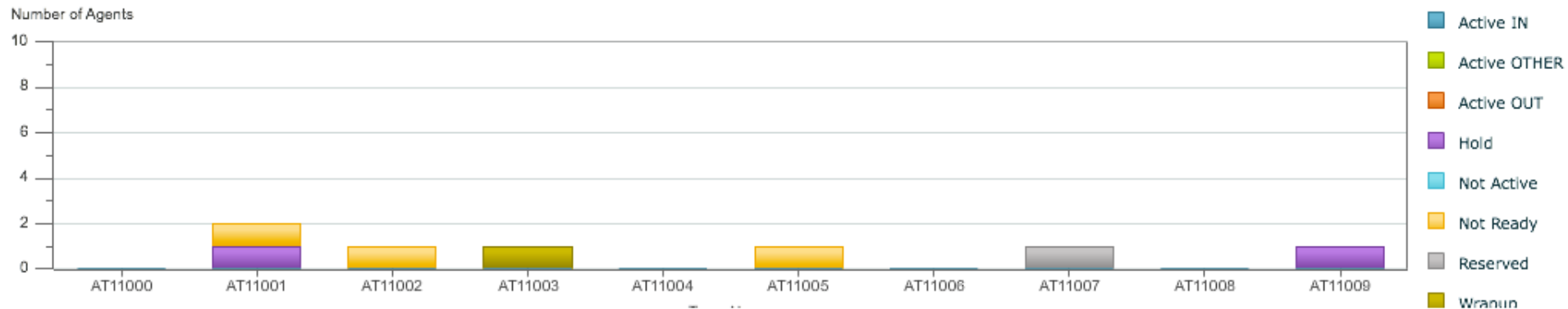
Report

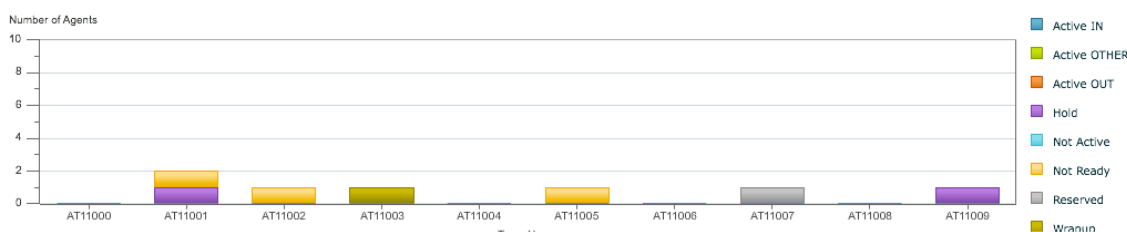
Supervisor	Agent Team Name	Total On Team	#Logged On	Media	Active States				Hold	Wrap Up
					Not Ready	Active In	Active Out	Not Active		
	AT11009	9	1	Cisco_Voice	0	0	0	0	1	0
		9	1		0	0	0	0	1	0
11001, Agent	AT11000	9	1	Cisco_Voice	0	0	0	0	0	0
	AT11001	9	2	Cisco_Voice	1	0	0	0	1	0
	AT11002	9	1	Cisco_Voice	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



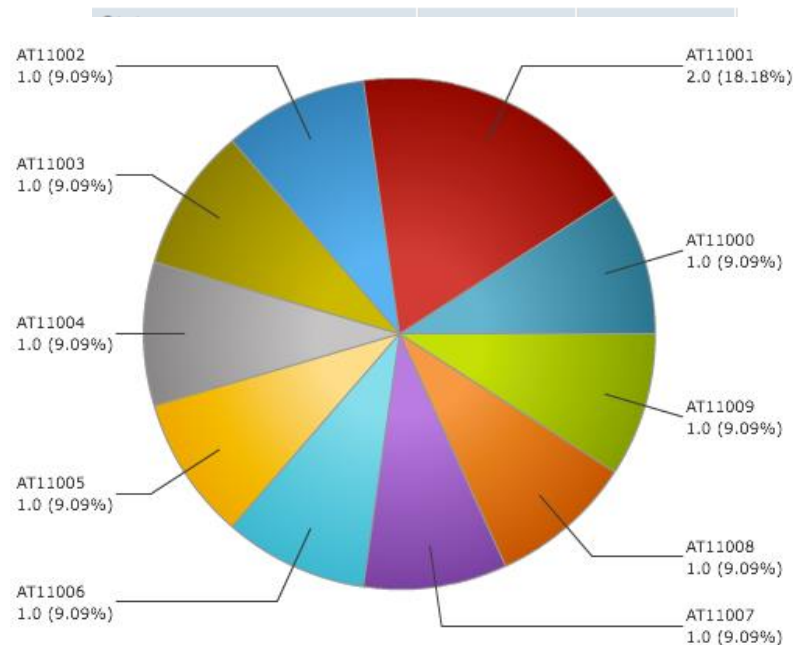
This is also the same report












One report, multiple views

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



Multiple Views

Associate multiple report views with the same report data definition

<div><<  Edit  Print  Filter  SQL  Refresh  Pop Out  Export >></div>									
<div><div>Chat Agent Detail Report</div><div>Chat Agent Detail Report</div><div>Talk Time Gauge</div><div>Total Active, Accept Time by Agent Chart</div></div> <div><input checked="" type="checkbox"/> Auto Refresh</div>									
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 'Scheduler' configuration page in the Cisco Unified Intelligence Center. The left sidebar contains a navigation menu with options: Overview, Dashboards, Report Definitions, Reports, Data Sources, Value Lists, Security, and Scheduler (highlighted). The main content area has tabs for Overview, Security, and Scheduler. Below the tabs are buttons for Save, Cancel, and Refresh. A legend indicates that a gear icon represents required fields. The 'Email' tab is selected, showing a note about email configuration. The 'Email Distribution' section has a text input field containing 'calogue@cisco.com' and 'Add'/'Delete' buttons. The 'Email View' section has a dropdown menu. The 'Email Subject' section has a text input field. The 'Email File Type' section has a dropdown menu with options: INLINE HTML (selected), XLS (Zipped), and PDF. At the bottom are 'Save', 'Cancel', and 'Refresh' buttons. The footer includes the copyright notice 'Copyright 2010 Cisco Systems Inc.' and the text 'Signed on as: CUI...'.

Unified Intelligence Center

Signed on as: CUI...

Overview Security Scheduler

Save Cancel Refresh

= Required fields

General Settings Email Save To Remote Location

**Note: Add an email for entering other details. Email configuration settings must be configured in the Administration console for email to work properly.*

Email Distribution calogue@cisco.com

Add Delete

Email View

Email Subject

Email File Type

INLINE HTML
XLS (Zipped)
PDF

Save Cancel Refresh

Copyright 2010 Cisco Systems Inc.

Scheduled Reports: Best Practices

Scheduled report execution adds load to system



Schedule reports during non-production hours

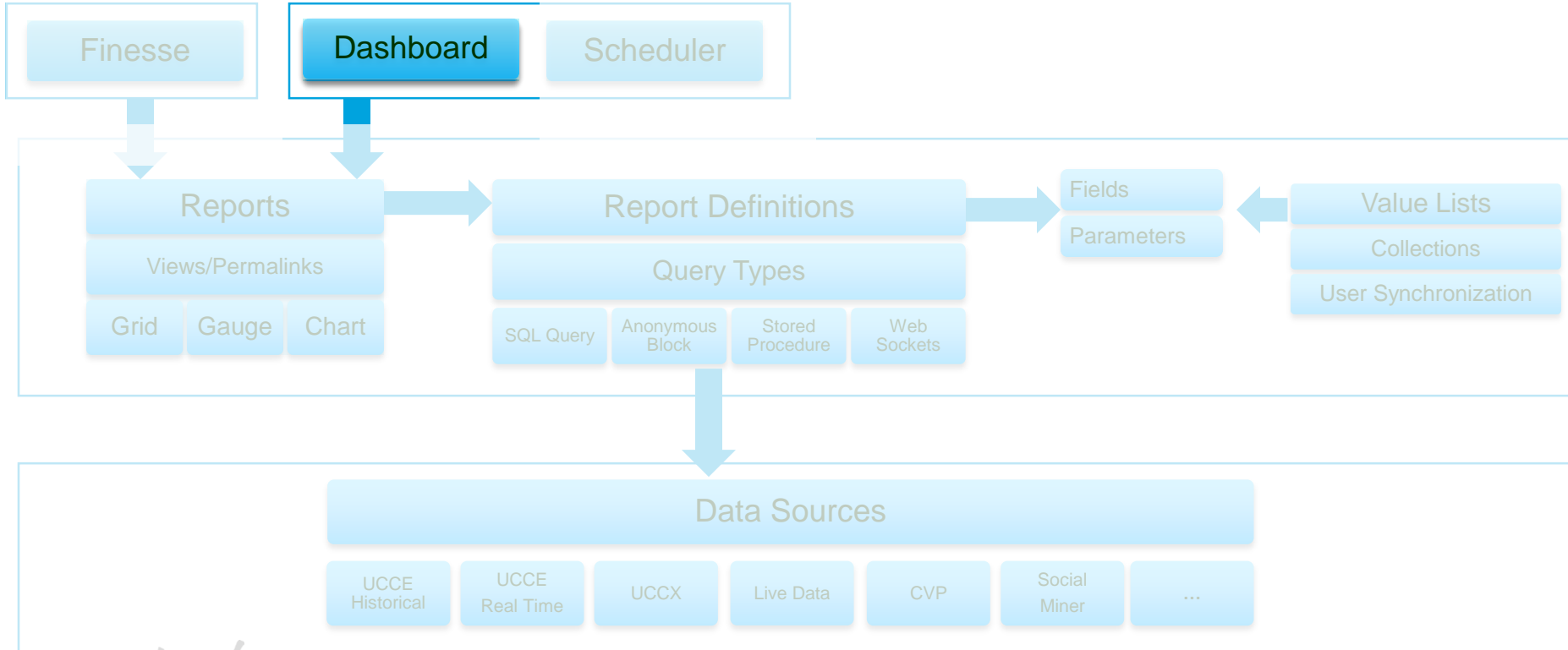


Don't Schedule at 00:00 Hours



Stagger the scheduled reports

Intelligence Center functionality



Dashboards

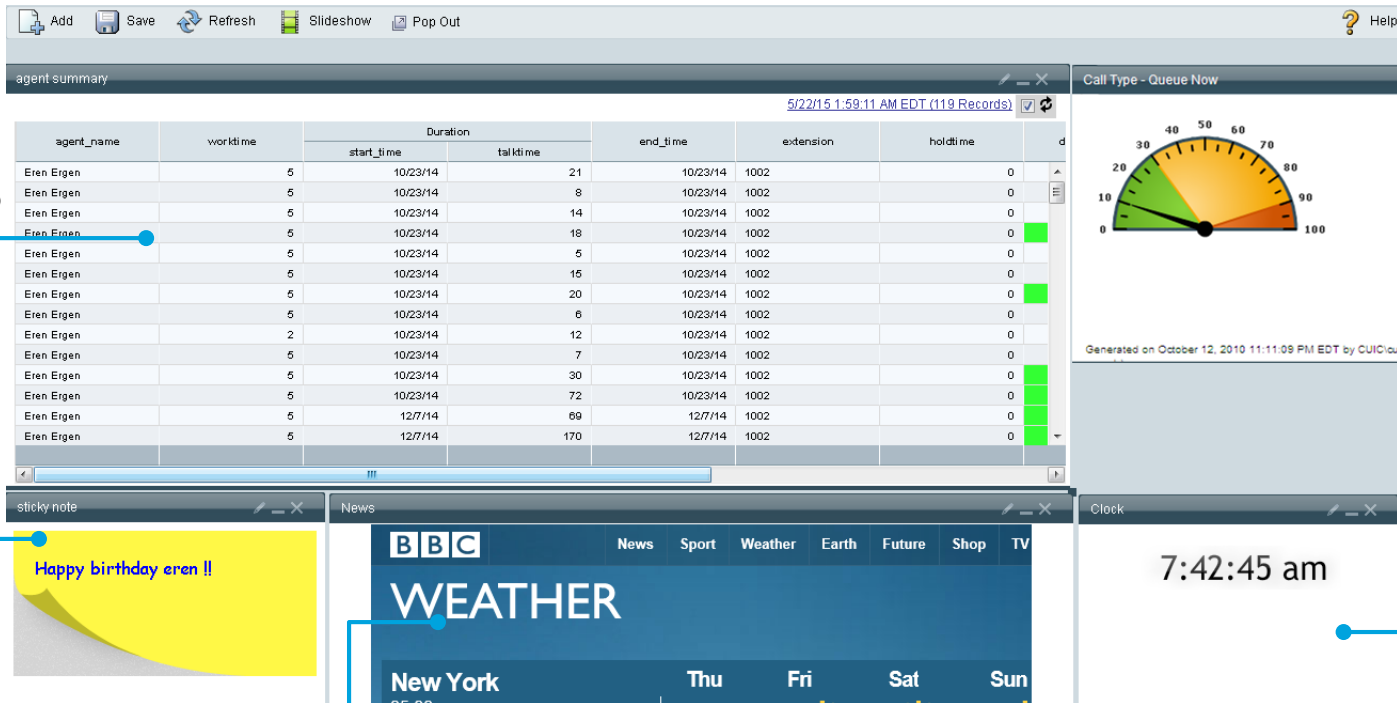
Consolidate reports and other content

Reports

Sticky
Notes

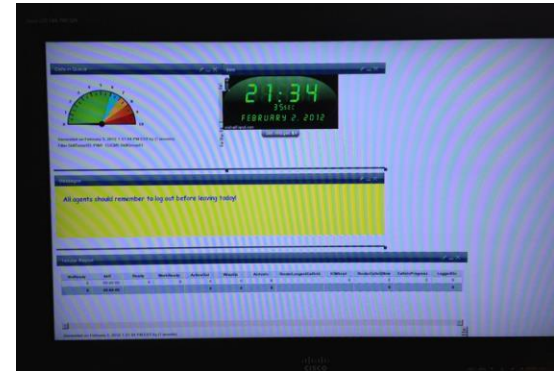
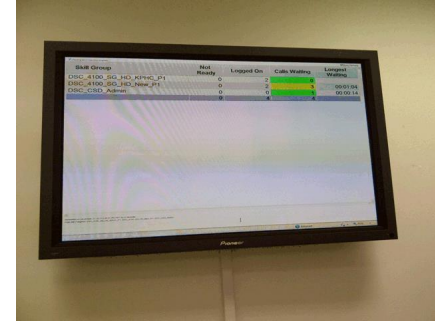
Web
Pages

Cisco*live!*



Widget

Dashboards

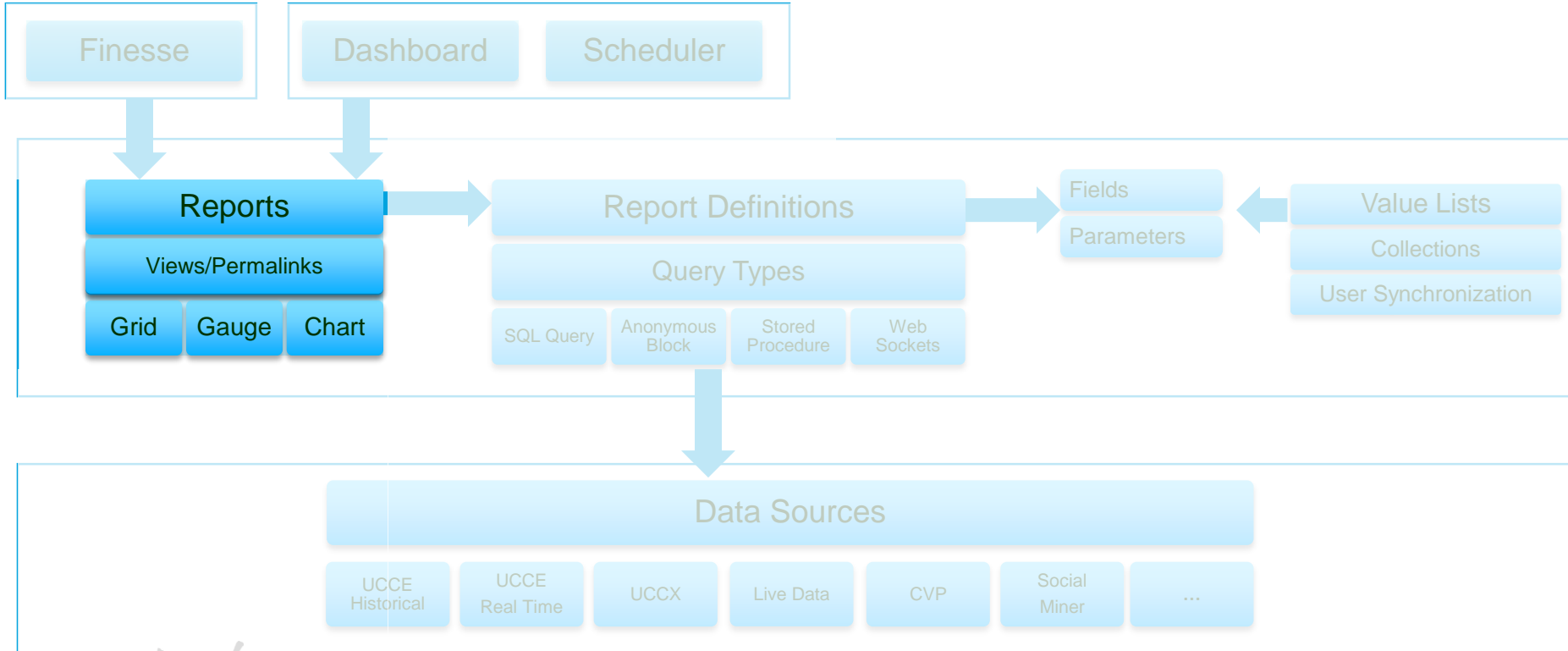


Dashboard: Best Practices

Do's and Don'ts

- Use 'https' based widgets in Dashboard while using 'https' enabled CUIC Login
- Do not add permalinks URLs from subscriber node into the primary Dashboard & Vice Versa

Intelligence Center functionality



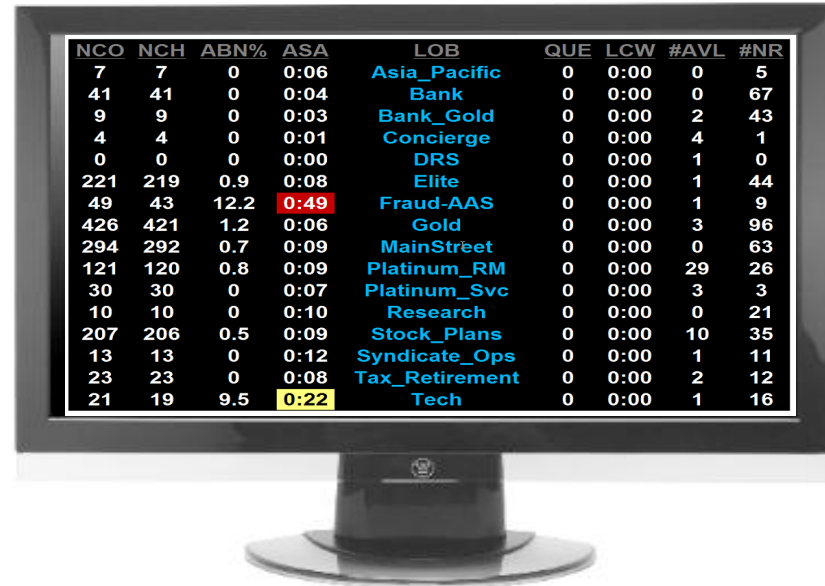
Permanent Web Link

- Simplify distribution of reports and dashboards
 - Distribute for internal mobile users
- Provide one-click access to reports
 - Optional Authentication
- 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. The 'State' column uses color-coding: red for 'Not Ready', green for 'Ready', and yellow for 'Hold'.

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 monitor screen displaying a complex data table with multiple columns. The table includes numerical data, percentages, and categorical labels. Some cells are highlighted in red or yellow to draw attention to specific values.

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

Types of Permalinks

HTML

- Direct http type of link to the report view
- Enables report access through various devices

XML

- Provides a link to an XML structure
- The XML can be used to create custom formatting

Excel

- Show the report in Excel
- Enables to use Excel filter & format functionalities

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

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

Event Time	User	Operation	Entity Type	Entity Name	Status
5/19/2015 15:36	CUIC\administrator	LOGIN	USER		SUCCESS
5/19/2015 15:36	CUIC\administrator	CREATE	DASHBOARD	ds1	SUCCESS
5/26/2015 12:00	CUIC\administrator	LOGIN	USER		SUCCESS
5/26/2015 12:02	CUIC\administrator	LOGIN	USER		SUCCESS
5/26/2015 16:57	CUIC\administrator	LOGIN	USER		SUCCESS
5/26/2015 16:58	CUIC\administrator	CREATE	DATASOURCE	TestDS_FF_88761	SUCCESS
5/26/2015 16:58	CUIC\administrator	CREATE	REPORTDEFINITION	TestRD_FF_50444	SUCCESS
5/26/2015 16:58	CUIC\administrator	SAVE	REPORTDEFINITION	TestRD_FF_50444	SUCCESS
5/26/2015 16:59	CUIC\administrator	SAVE	REPORTDEFINITION	TestRD_FF_50444	SUCCESS
5/26/2015 16:59	CUIC\administrator	CREATE	REPORT	TestRep_FF_36982	SUCCESS
5/26/2015 16:59	CUIC\administrator	SAVE	REPORT	TestRep_FF_36982	SUCCESS
5/26/2015 17:15	CUIC\administrator	LOGIN	USER		SUCCESS
5/26/2015 17:16	CUIC\administrator	CREATE	DATASOURCE	TestDS_FF_92407	SUCCESS

Where to get Permalinks?

Overview Overview × Reports × Views Of Ag Historical Custom Report ×

Create Edit Delete Links Refresh

Available Views

Name contains Filter Clear

View Name	Type
<input checked="" type="radio"/> Agent Historical All Fields	Grid

Create Edit Delete Links Refresh

☐ Enable Unauthenticated Access

Excel Link <https://10.86.140.83:8444/cuic/permalink/PermalinkViewer.htmx?viewId=9E811BFF1000014D00000560C>

Html Link <https://10.86.140.83:8444/cuic/permalink/PermalinkViewer.htmx?viewId=9E811BFF1000014D00000560C>

XML Link <https://10.86.140.83:8444/cuic/permalink/PermalinkViewer.htmx?viewId=9E811BFF1000014D00000560C>

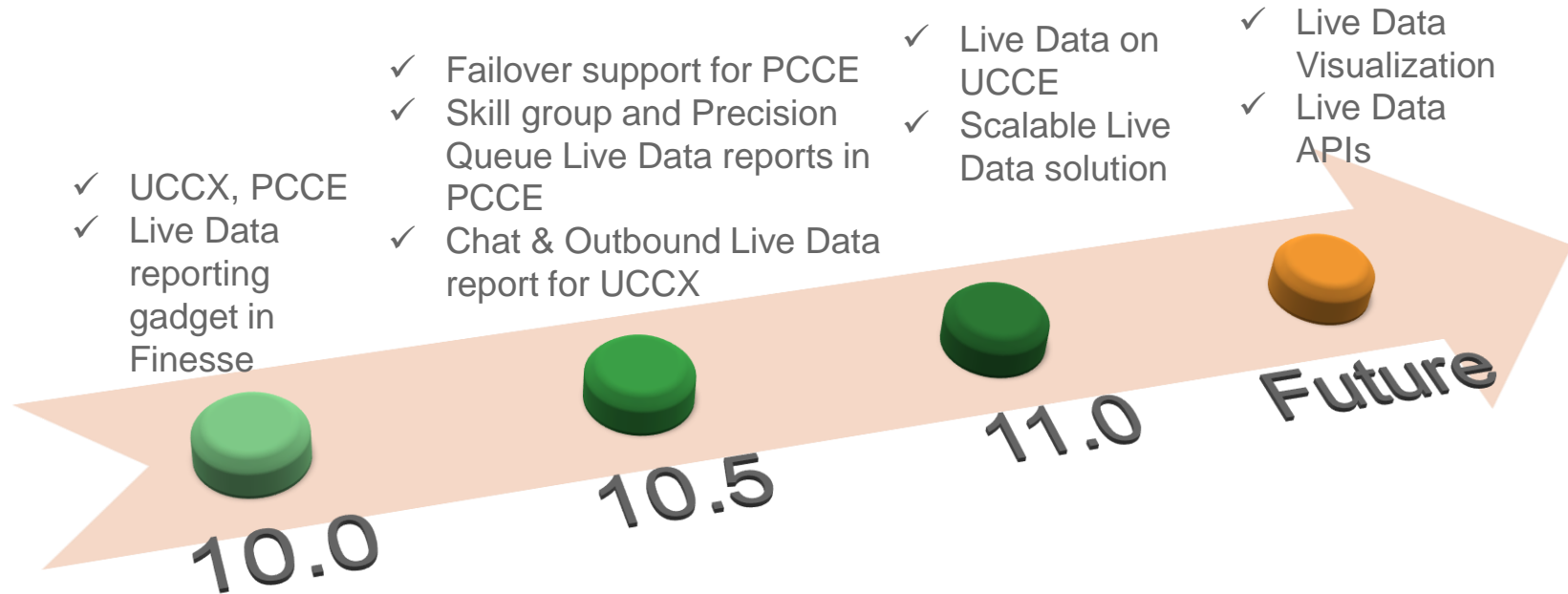
Overview of Live Data

Live Data

- Publication of real-time data so that Intelligence Center can subscribe for UCCX and CCE (PCCE & UCCE)
- Updated in real-time: subscription versus “refresh rates”
- New in Release 11.0
 - Live Data in CCE 11.0
 - Common approach in UCCX and CCE (PCCE & UCCE)

Agent	State	Duration	Extension
Alice	Wonderland	0:00	2010
Bond	Casino Royale	0:00	007
Peter pan	Neverland	0:00	2003

Live Data Strategy



Live Data Benefits

UCCX

- Consolidated historical and real-time reporting
- Real-time data for Finesse agents and supervisors via Reporting gadgets
- Gadgets are added to the default gadget layout, no manual configuration



CCE

- Intelligence Center Live data reports super fast
- Real-time reports in Finesse for Agents
- Gadgets as part of default gadget layout

Single source of Data/Reports: Reporting Users, Agents, Supervisors

Live Data for CCE 11.0

- Lightweight access to reporting
- Agent Reports
 - Agent
 - Agent Skill Group
 - Skill Group
 - Precision Queue
- Today & To-Interval Statistics added for SG & PQ

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	

Agent AutoTest Agent1 (1001) - Extension 1001 Not Ready 01:06 Sign Out

Home [LiveDataReport \(HTTPS\)](#) [LiveDataReport \(HTTP\)](#)

Make a New Call

Agent

Agent - Agent || ☐ Thresholds only

Agent Name	State	Reason	Duration	Domain	Direction	Precision Queue / Skill ...	Attributes	Reason Code
Agent1, AutoTest	Not Ready		00:04:10	Cisco_Voice	Not Applicable			0

Agent Skill Group

Agent Skill Group - Agi || ☐ Thresholds only

Precision Queue...	Agent Name	State	Reason	Duration	Domain	Direction	Logged On	Destination	Attributes
bos_CCM.Cisco...	Agent1, AutoTest	Not Ready		00:04:10	Cisco_Voice	Not Applicable	5/8/15 12:00:13 pm	Not Applicable	
CCM.Cisco_Voice...	Agent1, AutoTest	Not Ready		00:04:10	Cisco_Voice	Not Applicable	5/8/15 12:00:13 pm	Not Applicable	

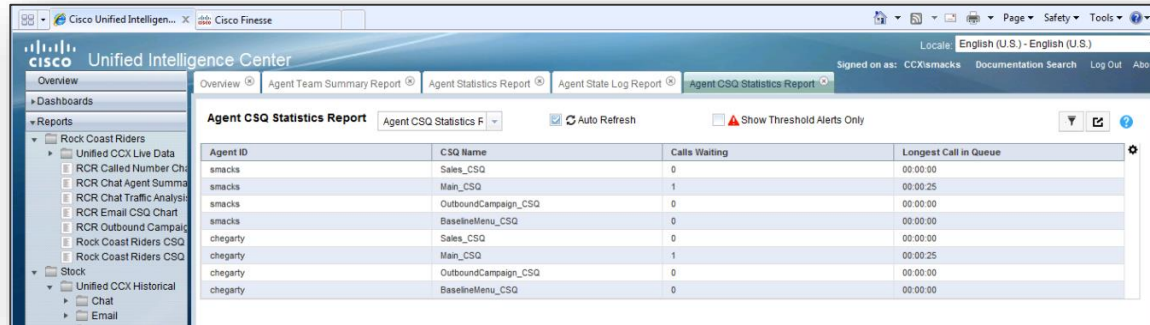
Live Data for Unified CCX

- Supervisor Reports

- Team State
- Team Summary
- Voice CSQ Agent Detail
- Voice CSQ Summary
- Agent Outbound Team Summary
- Chat Agent Statistics
- Chat CSQ Summary

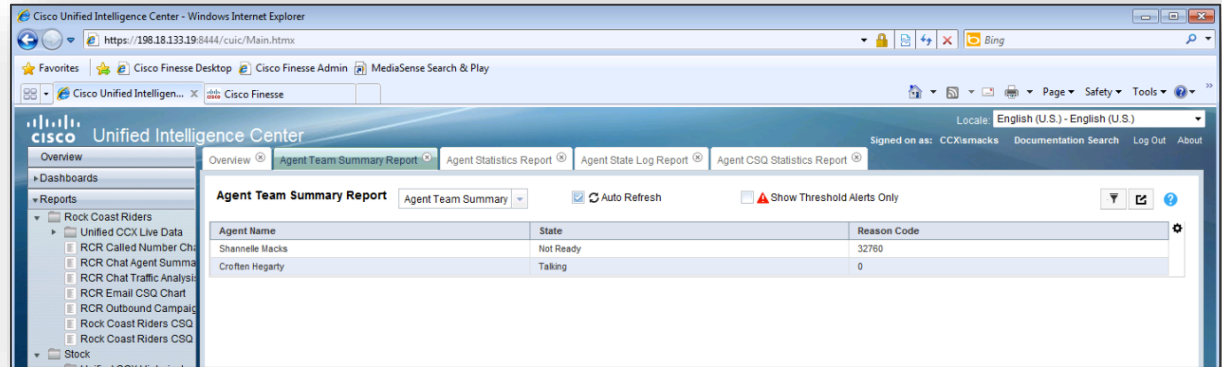
- Agent Reports

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



The screenshot displays the Cisco Unified Intelligence Center interface. The left sidebar shows a navigation tree with 'Reports' expanded, listing various reports like 'Rock Coast Riders' and 'Unified CCX Live Data'. The main content area shows the 'Agent CSQ Statistics Report' for 'Agent CSQ Statistics F'. It includes a table with columns: Agent ID, CSQ Name, Calls Waiting, and Longest Call in Queue. The table lists agents like 'smacks' and 'chegarty' across different CSQs such as 'Sales_CSQ', 'Main_CSQ', and 'OutboundCampaign_CSQ'.

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

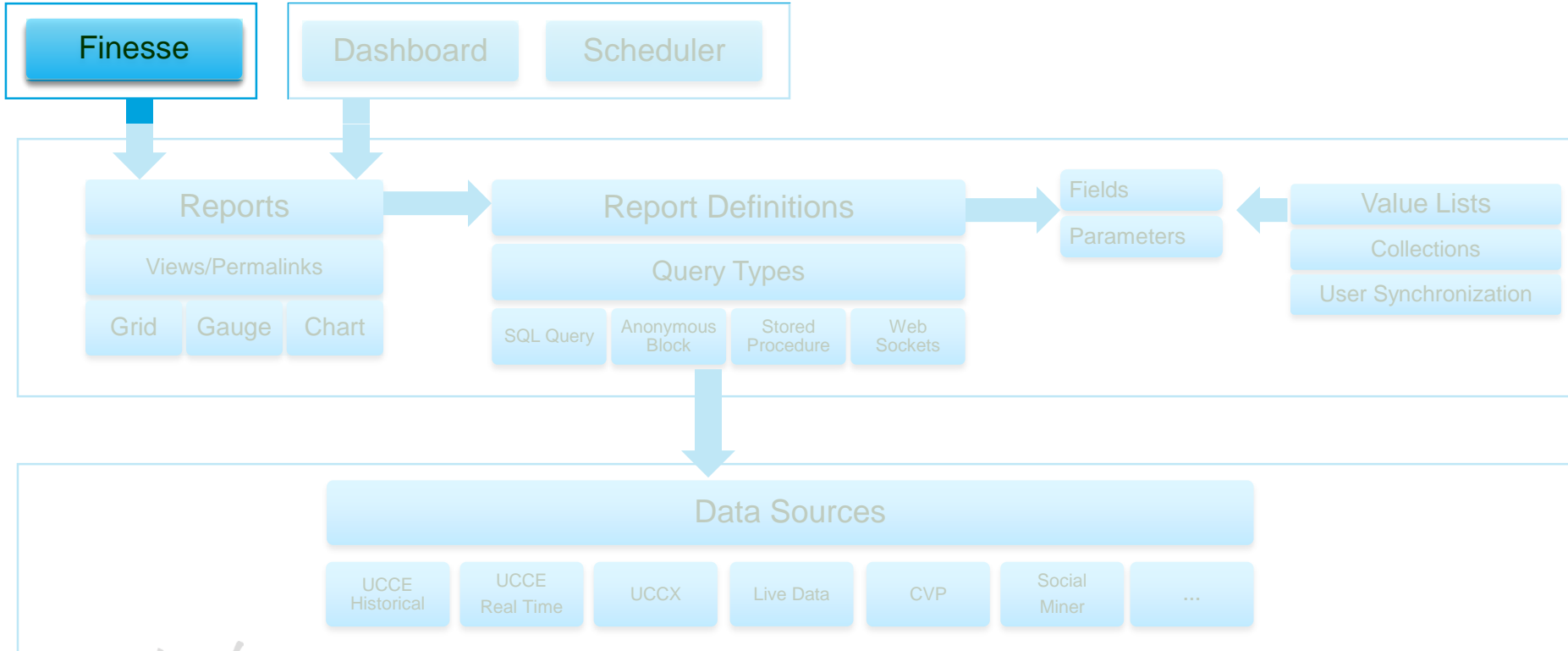


The screenshot displays the Cisco Unified Intelligence Center interface. The left sidebar shows a navigation tree with 'Reports' expanded. The main content area shows the 'Agent Team Summary Report' for 'Agent Team Summary'. It includes a table with columns: Agent Name, State, and Reason Code. The table lists agents like 'Shannelle Macks' and 'Crofton Hegarty' with their current states.

Agent Name	State	Reason Code
Shannelle Macks	Not Ready	32780
Crofton Hegarty	Taking	0

CUIC Reporting Gadgets

Intelligence Center functionality



Reporting Gadgets on Cisco Finesse

- Live Data Reports as Gadgets
- Live Data Gadgets in CCE as well
- Live Data Gadget Enhancements

The screenshot displays the Cisco Finesse Supervisor interface for Shannelle Macks (smacks) - Extension 1081. The interface includes a top navigation bar with options like 'Manage Team', 'Team Data', 'Queue Data', 'Manage Recordings', and 'Manage Call'. Below this, a 'Calling Number' section shows '9785491014' with buttons for 'Keypad', 'Hold', 'Consult', and 'End'. A 'Name' field shows 'Joe Smith' and an 'Address' field shows '1717 N Akard St, City, State: Dallas, TX'. An 'IVR Option Selected' section shows 'Code: 2143435633' and 'Account Number: 11502'. A 'Wrap-Up Reason' button is also visible.

Below the calling information, there are two tables:

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	Crofton Hegarty	chegarty	Not Ready	00:03:47	32758
BaselineMenu_CSQ	Crofton Hegarty	chegarty	Not Ready	00:03:47	32758
OutboundCampaign_CSQ	Crofton Hegarty	chegarty	Not Ready	00:03:47	32758
Main_CSQ	Crofton 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

Reporting Gadgets

- Out – of – Box gadgets
- Live Data
- Authorized data view
- Looks similar to all Finesse gadgets

URL Gadget

- Need custom gadget creation
- Historical Reporting
- See all data
- No styling

URL Gadget

CISCO

Agent 110000 110000 (110000) - Extension 1001

Not Ready 02:51:58

Sign Out

Home

Manage Call

Make a New Call

Agent Report

4/23/15 11:19:01 am IST (3708 Records)

Agent Name	Skill Grou...	DateTime	Completed Tasks										Agent State Times							
			Handled	AHT	Held	Avg Hold	Aban Rings	RONA	Aban Hold	Trans In	Trans Out	Ext Out	Log On Du...	%Active	%Hold	%Not Active	%Not Ready	%Reserved	%Wrap Up	%Busy Ot...
- LastN...			0	00:00:56	0	0	0	0	0	0	0	0	00:00:00	0.03%	0.00%	0.61%	0.20%	0.00%	0.00%	0.39%
	- IPCC...		0	00:00:56	0	0	0	0	0	0	0	0	00:00:00	0.19%	0.00%	0.61%	0.20%	0.00%	0.00%	0.39%
		May 2, 2011 12:00 am	0	00:00:00	0	00:00:00	0	0	0	0	0	0	00:14:47	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		May 2, 2011 12:00 am	0	00:00:00	0	00:00:00	0	0	0	0	0	0	00:30:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		May 2, 2011 12:00 am	0	00:00:00	0	00:00:00	0	0	0	0	0	0	00:30:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		May 2, 2011 12:00 am	0	00:00:00	0	00:00:00	0	0	0	0	0	0	00:30:00	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		May 2, 2011 12:00 am	0	00:00:00	0	00:00:00	0	0	0	0	0	0	00:30:00	0.00%	0.00%	1.00%	0.00%	0.00%	0.00%	0.00%
			0	00:00:56	0	0	0	0	0	0	0	0	00:00:00	0.03%	0.00%	0.71%	0.10%	0.00%	0.00%	0.29%

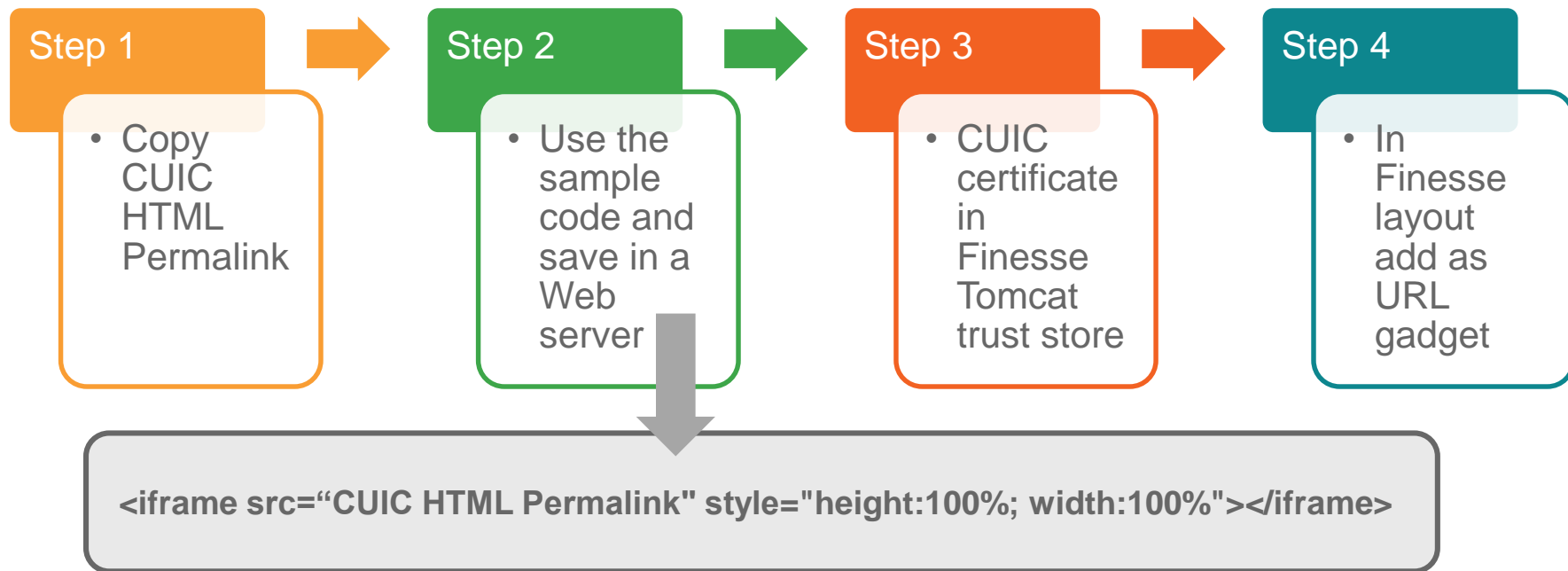
Success !

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Send Error Report



Permalink URL Gadget (Historical Reports)



URL Based Gadget: Sample code

```
<?xml version="1.0" encoding="UTF-8" ?>
<Module>
<ModulePrefs title="Agent Historical Report" height="0" >
  <Require feature="pubsub-2" />
  <Require feature="settitle" />
  <Require feature="setprefs" />
  <Require feature="dynamic-height" />
  <Require feature="views" />
</ModulePrefs>

<Content type="html" view="default,canvas">
  <![CDATA[
    <!DOCTYPE html>
    <head>

</head>

<script>

  gadgets.window.adjustHeight("300px");

</script>
<body>

  <iframe src="https://10.78.90.142:8444/cuic/permalink/PermalinkViewer.htmx?
viewId=E49B7B7B1000014C000000C60A4E5A8E&linkType=htmlType&viewType=Grid&refreshRate=900" height="290px" width="100%"></iframe>

</body>
]]>
</Content>
</Module>
```

Live Data Reporting Gadget

Uncomment



Uncomment Gadget in
Desktop Layout

Update



Update Report
View ID

Reporting Gadget



Reporting Gadget

Supervisor Cole Smith (supcole) - Extension 27530 Not Ready 16:53 Sign Out

[Live Data](#) [Manage Team](#) [Queue Data](#) [Manage Call](#) [Manage Chat and Email](#) [Email Dashboard](#) [Knowledge Library](#) [Zendesk](#)

Make a New Call

Not Ready for Chat and Email

Nikola Team Summary

Nikola Team Summary - ☐ Thresholds only

Agent...	Agent...	Login ...	Calls ...	Calls ...	Avera...	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
agent2	agent2	12:03:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:31	00:02:51	00:05:16	03:59:14	11:54:42	11:57:43	00:00:00	00:00:00	00:00:00
Cole S...	supcole	00:16:51	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:16:51	00:00:00	00:00:00	00:00:00

Live Data Demo

Make a New Call

Not Ready for Chat and Email ▾

Nikola Team State

Nikola Team State - Tea ▾

☐ Thresholds only

Agent Name	Agent ID	Login Duration (...)	Current State	Duration
Cole Smith	supcole	00:18:51	Not Ready	00:18:51
Yuan Lee	ylee	00:16:05	Not Ready	00:06:47

Nikola Chat Agent Statistics

Nikola Chat Agent Stati ▾

☐ Thresholds only

Agent Name	Current St...	Duration	Active	Presented	Handled	Abandoned
Cole Smith	Not Ready	00:00:00	0	0	0	0
Yuan Lee	Ready	00:00:00	0	1	1	0

Nikola Team Summary

Nikola Team Summary - ▾

☐ Thresholds only

Agent Name	Calls Hand...	Calls Offer...	Hold	Not Ready	Ready	Talk
Cole Smith	0	0	00:00:00	00:18:51	00:00:00	00:00:00
Yuan Lee	0	0	00:00:00	00:15:45	00:00:19	00:00:00

Nikola Voice CSQ Summary Report

Nikola Voice CSQ Sumr ▾

☐ Thresholds only

CSQ Name	Waiting Calls	Longest C...	Agents Lo...	Agents Tal...	Agents Re...	Agents No...
Billing-Voice	0	00:00:00	2	0	0	2
General-Voice	0	00:00:00	2	0	0	2
Sales-Voice	0	00:00:00	2	0	0	2
Service-Voice	0	00:00:00	2	0	0	2

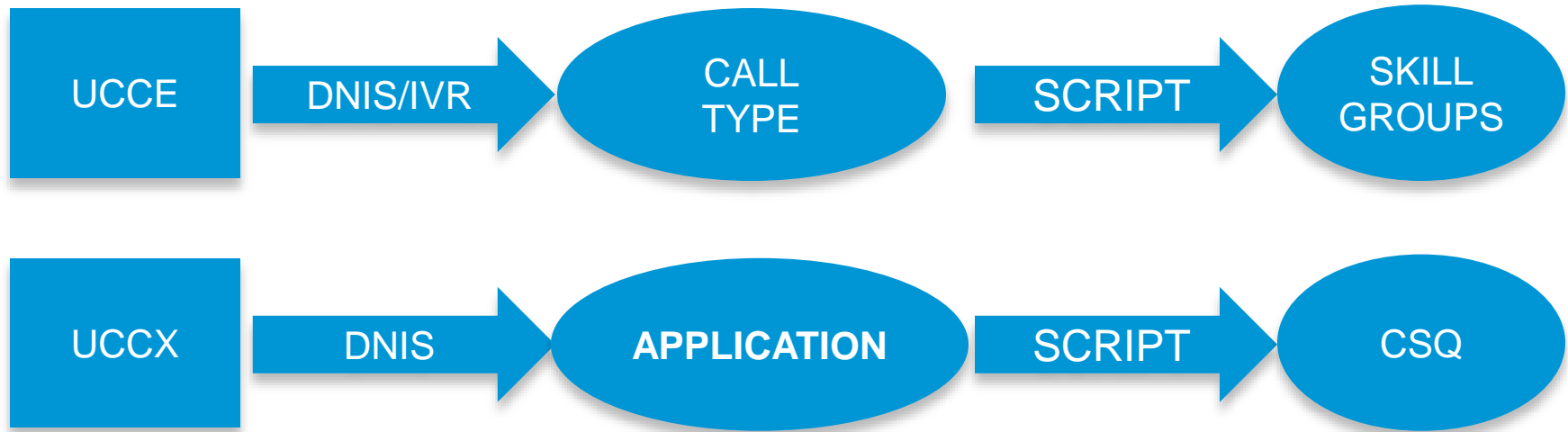
Agenda

- Overview of Cisco Reporting and Analytics Offerings
- **Understanding CCE & CCX Stock Reports**
- Intelligence Center Report Customization
- Roadmap
- Demonstrations, Materials & Resources
- Q&A

Traditional Contact Center Measurements

- Agent and Agent Team Measurements
 - Time Card (Logon and Logoff)
 - Number of Calls Handled, AHT
 - Not Ready State Breakdown
- Incoming Call and Task Measurements
 - Incoming, Answered, Abandoned
 - Average Delay, Average Handled Time, Service level
- Outgoing Call Measurements
 - Breakdown of Attempted, Connected

Scripting Drives Reporting



Making Sense of Contact Center Enterprise Data

All **activity** for monitored peripherals is tracked and summarized at different **intervals** and in different **categories** across all contact types

Agent

Call & Task

Live Data

- **Skill Group**
- **Precision Queue**
- **Agent**

Making Sense of Contact Center Enterprise Data

All **activity** for monitored peripherals is tracked and summarized at different **intervals** and in different **categories** across all contact types

Agent

Call & Task

Live Data

Real-Time

- **Skill Group**
- **Precision Queue**
- **Agent**
- **Call Type**

Making Sense of Contact Center Enterprise Data

All **activity** for monitored peripherals is tracked and summarized at different **intervals** and in different **categories** across all contact types

Agent

Call & Task

Live Data

Real-Time

Historical

- **Skill Group**
- **Precision Queue**
- **Agent**
- **Call Type**
- **Agent Team**
- **Call Type Skill Group**
- **Campaigns**
- **Peripherals**
- **IVR Ports**

Making Sense of Contact Center Enterprise Data

All **activity** for monitored peripherals is tracked and summarized at different **intervals** and in different **categories** across all contact types

Agent

Call & Task

Live Data

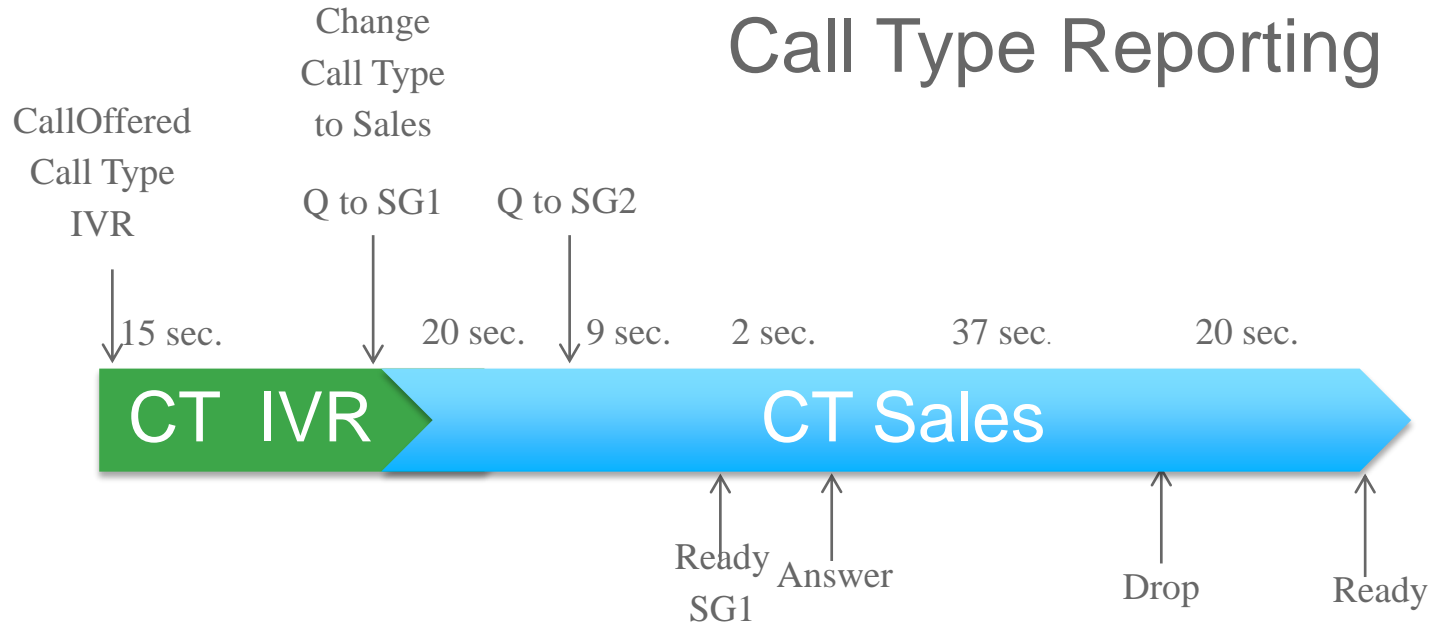
Real-Time

Historical

Detail Records

- **Skill Group**
- **Precision Queue**
- **Agent**
- **Call Type**
- **Agent Team**
- **Call Type Skill Group**
- **Campaigns**
- **Peripherals**
- **IVR Ports**
- **TCD, RCD**
- **Agent State**

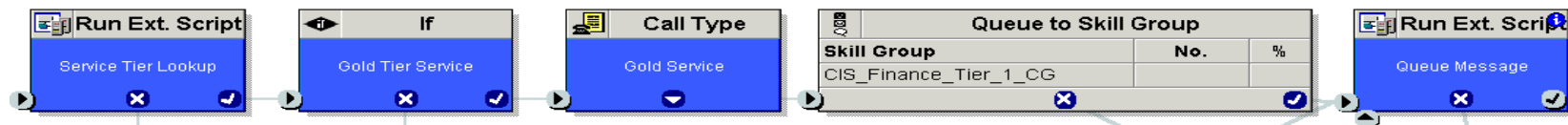
Call Type Reporting



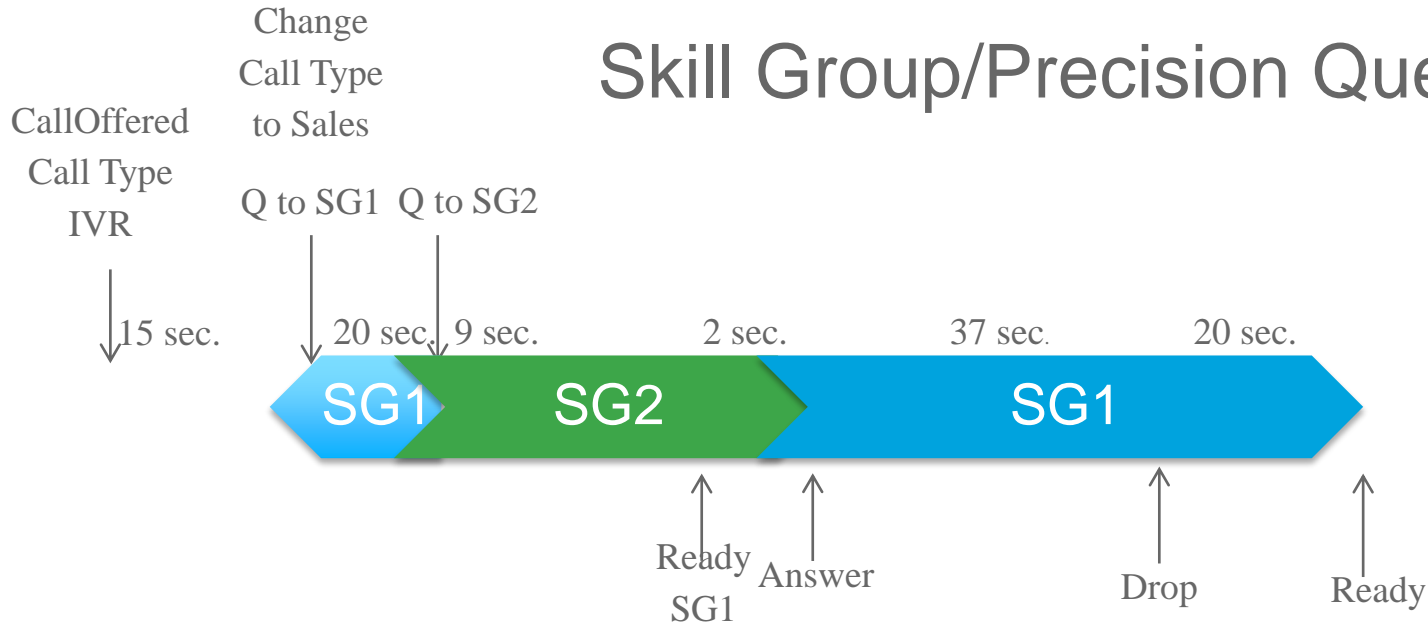
Call Type	ASA	Offered	Answered	AWT	Aban	Flow Out
IVR	00:00:00	1	0	00:00:00	0	1
Sales	00:00:31	1	1	00:00:31	0	0

Call Types: Best Practice

- If there is IVR treatment before call is queued, best practice is to change the Call Type *just before* Queue node
- Changing the Call Type will reset the Service Level Timer and not include the IVR time



Skill Group/Precision Queue



SkillGroup	Calls Queued	Average Speed Answer	Handled Calls	Average Handle Time	Dequeued Calls
SG1	1	00:00:31	1	00:00:57	0
SG2	1	00:00:00	1	00:00:00	1


Intelligence Center 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
 - Media Shipped with Intelligence Center
 - Cisco.com software download area for Cisco Stock reports
- Developer.cisco.com for beta, customer and partner developed reports

Importing Reports from cisco.com

[Downloads Home](#) > [Products](#) > [Customer Collaboration](#) > [Options for Contact Center Solutions](#) > [Unified Intelligence Center](#) > **Intelligence Center Reports-10.5(1)**

Unified Intelligence Center



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

▼ Latest

10.5(1)

9.1.2

8.5.4

▼ All Releases


▶ 10


▶ 9

▶ 8

Release 10.5(1)

[Release Notes for 10.5\(1\)](#)

 [Add Devices](#)

 [Add Notification](#)

File Information	Release Date	Size	
PCCE 10.5 Live Data CUIC_10_5_1_Templates_PCCE_10.5_LD_10.5.2.zip	11-AUG-2014	0.70 MB	<div>Download</div> <div>Add to cart</div> <div>Publish</div>
CCE 10.5 Historical All Fields Templates_CCE_10.5_HT_AF_10.5.1.zip	04-JUN-2014	3.49 MB	<div>Download</div> <div>Add to cart</div> <div>Publish</div>
CCE 10.5 Historical Outbound Templates_CCE_10.5_HT_OB_10.5.1.zip	04-JUN-2014	1.76 MB	<div>Download</div> <div>Add to cart</div>

Contact Center Enterprise Report Packages

- CUIC Admin Security
- SocialMiner Historical
- EIM/WIM Historical
- CCE Historical All Fields
- CCE Realtime All Fields
- CCE Historical Outbound
- CCE Realtime Outbound
- CCE Historical Transition
- CCE Realtime Transition
- CCE Live Data



Making Sense of Contact Center Express Data

All **activity** for CSQs, agents, calls and tasks is captured in detail records and summarized in reports.

Agent

Calls

Tasks

Live Data

Historical

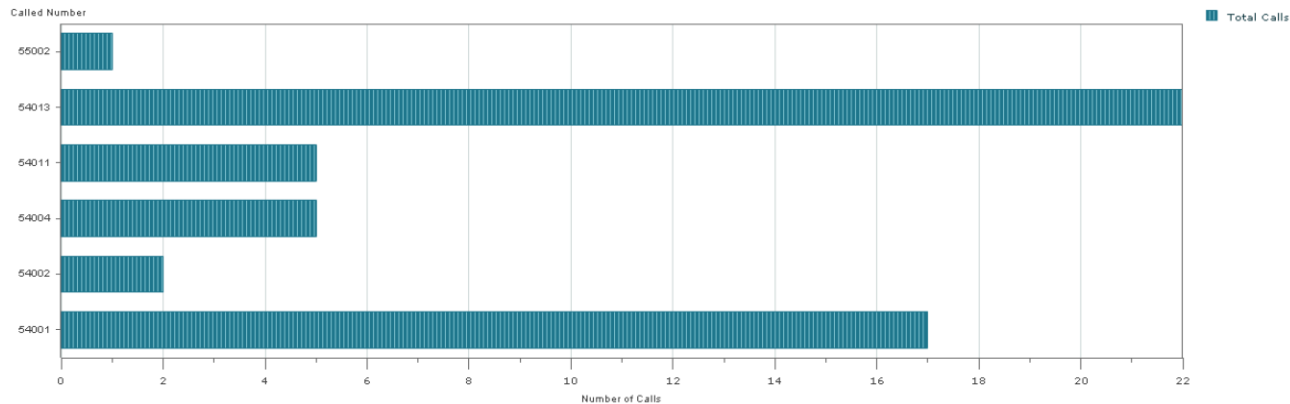
- **CSQ**
- **Agent Events**
- **Agent States**
- **Chat**
- **Email**
- **Outbound**

Contact Service Queue Reporting

Contact Service Queue Activity Report:
Summary stats such as average and max queue time, ASA

CSQ Name	CSQ ID	Skills	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Speed of Answer	Avg Handle Time	Max Handle Time	Calls Abandoned	Avg Time To Abandon	Max Time To Abandon	Avg Abandon Per Day	Max Abandon Per Day	Calls Dequeued	Avg Time To Dequeue	Max Time To Dequeue	Calls Handled By Other
Atlanta CSQ	2	(Atlanta Skill)	5	00:00:23	00:01:09	5	00:00:23	00:03:20	00:11:05	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
Charleston CSQ	1	(Charleston Skill)	23	00:00:38	00:03:14	16	00:00:34	00:03:05	00:18:20	7	00:00:47	00:01:32	0.22	2	0	00:00:00	00:00:00	0
Chesterfield CSQ	6	(Chesterfield Skill)	1	00:00:20	00:00:20	0	00:00:00	00:00:00	00:00:00	1	00:00:20	00:00:20	0.03	1	0	00:00:00	00:00:00	0
Chicago CSQ	3	(Chicago Skill)	5	00:00:26	00:00:33	1	00:00:27	00:00:56	00:00:56	4	00:00:25	00:00:33	0.13	3	0	00:00:00	00:00:00	0
Collaboration S CSQ	5	(Collaboration S Skill)	23	00:00:27	00:02:41	16	00:00:30	00:03:36	00:11:43	7	00:00:19	00:00:40	0.22	3	0	00:00:00	00:00:00	0
Orlando CSQ	4	(Orlando Skill)	2	00:00:54	00:01:48	2	00:00:54	00:12:31	00:18:20	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
Richardson CSQ	7	(Richardson Skill)	5	00:02:08	00:06:03	5	00:02:08	00:12:35	00:27:20	0	00:00:00	00:00:00	0.00	0	0	00:00:00	00:00:00	0
			64	00:05:16	00:06:03	45	00:04:56	00:36:03	00:27:20	19	00:01:51	00:01:32	0.60	3	0	00:00:00	00:00:00	0

Detailed Call CSQ Agent Report: Call Level Detail by CSQ and Agent

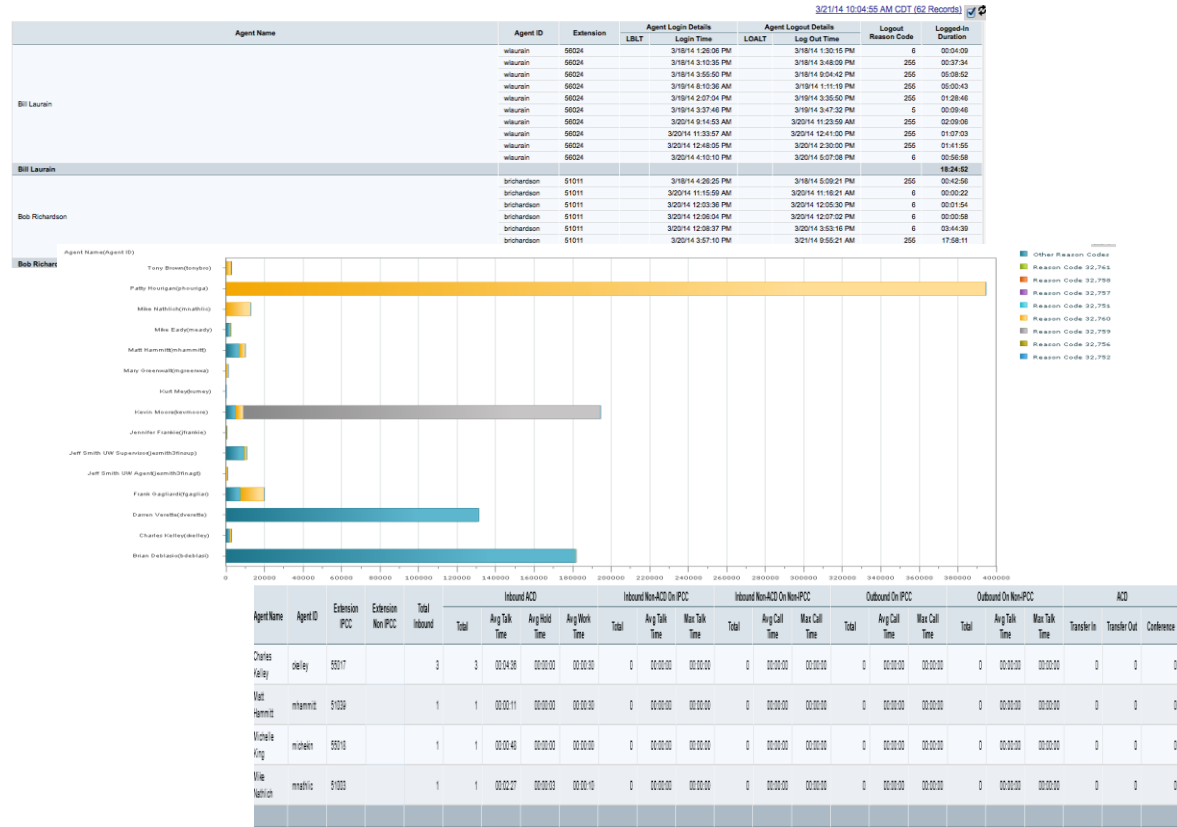


Agent Reporting

Agent Login Logout:
Status of each cumulative
log in time by agent

**Agent Not Ready Reason
Code:** Time agent spent in
each not ready reason code

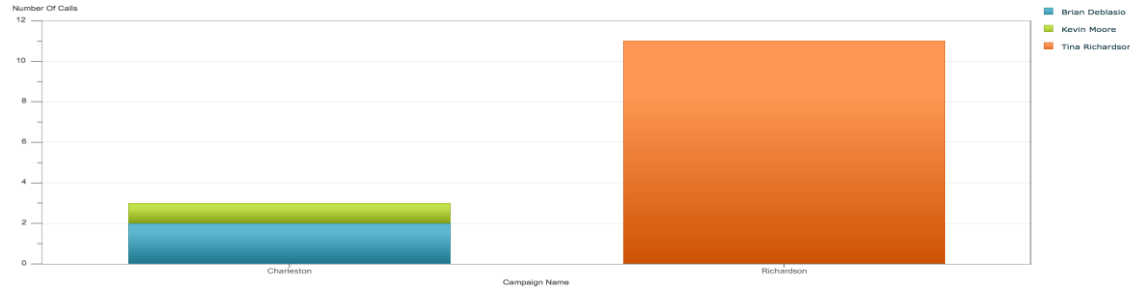
Agent Call Summary:
Summary of calls received
and calls made per agent



Outbound Reporting

Preview Outbound Agent Detail Performance:
Outbound Campaign Calls handled per agent

IVR Outbound Campaign Summary: Outbound Campaign Calls attempted and disposition summary



Campaign	Contacts				Calls								
	Total	Attempted	Remaining	% Attempted	Voice	Answering Machine	Invalid	Fax/Modem	No Answer	Busy	Failed	Customer Abandoned	System Abandoned
Charleston IVR	1		1										
	60	33	15	55	0	1	0	0	2	0	30	0	4
Charleston IVR	61	33	16	55	0	2	0	0	3	0	49	0	7
Outbound IVR Charleston	1		1										
Outbound IVR Charleston	1	0	1	0	0	0	0	0	0	0	0	0	0
Rock Coast South OBIVR	4		0										
Rock Coast South OBIVR	4	0	0	0	0	0	0	0	0	0	0	0	0
	66	33	17	55	0	2	0	0	3	0	45	0	6

Chat and Email Reporting

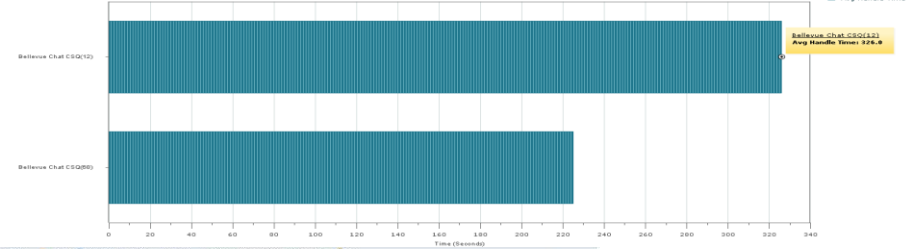
Email or Chat Traffic

Analysis: Summary of incoming chat requests including peak hour

Date	Total Incoming Chats	Avg Chats (per Hour)	Peak Chats (per Hour)	Peak Hour Time		Chat Duration		
				Start	End	Avg	Min	Max
3/5/14	1.00	0.09	1.00	10:00:00 AM	11:00:00 AM	00:01:34	00:01:34	00:01:34
		0.09	1.00			00:01:34	00:01:34	00:01:34

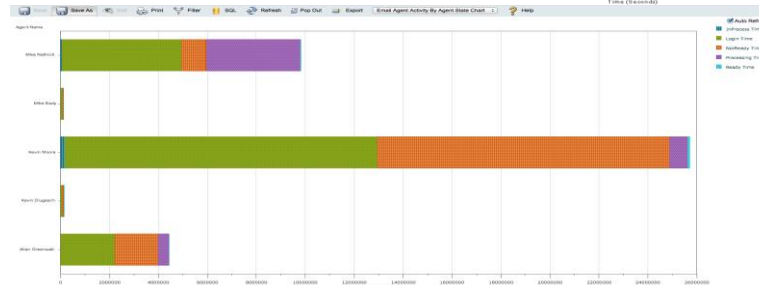
Email or Chat CSQ Activity:

Chat handling per CSQ including average wait and handling times



Email or Chat Agent

Activity: Chat handling per CSQ including average wait and handling times



Cisco

Contact Center Express Bundled Reports

- CUIC Admin Security
- CCX Chat
- CCX Email
- CCX Inbound Agent
- CCX Inbound CSQ
- CCX Inbound Other
- CCX Outbound
- CCX System
- Live Data



Agenda

- Overview of Cisco Reporting and Analytics Offerings
- Understanding CCE & CCX Stock Reports
- **Intelligence Center Report Customization**
- Roadmap
- Demonstrations, Materials & Resources
- Q&A

Customizing Reports

Unified Contact Center Enterprise

Standard (\$\$)

- Allows visual customization
- Does not allow report definition customization
- Included for WebView upgrade (no charge)

Lab/NFR (\$)

- Create new reports from scratch
- Create drill-downs, change refresh intervals
- Export & Imported into Production
- Limited to 5 users

Premium (\$\$\$)

- Create new reports from scratch in Production System
- Create drill-downs, change refresh intervals
- Custom reporting on multiple Data sources

Customizing Reports

Unified Contact Center Express

New in 11.0

Standard

- Out-of-the-box Co-res at no extra cost
- Allows visual customization
- Does not allow report definition customization

Lab/NFR (\$)

- Create new reports from scratch
- Create drill-downs, change refresh intervals
- Export & Imported into Production
- Standalone lab setup (limited to 5 Users)

Premium (\$\$)

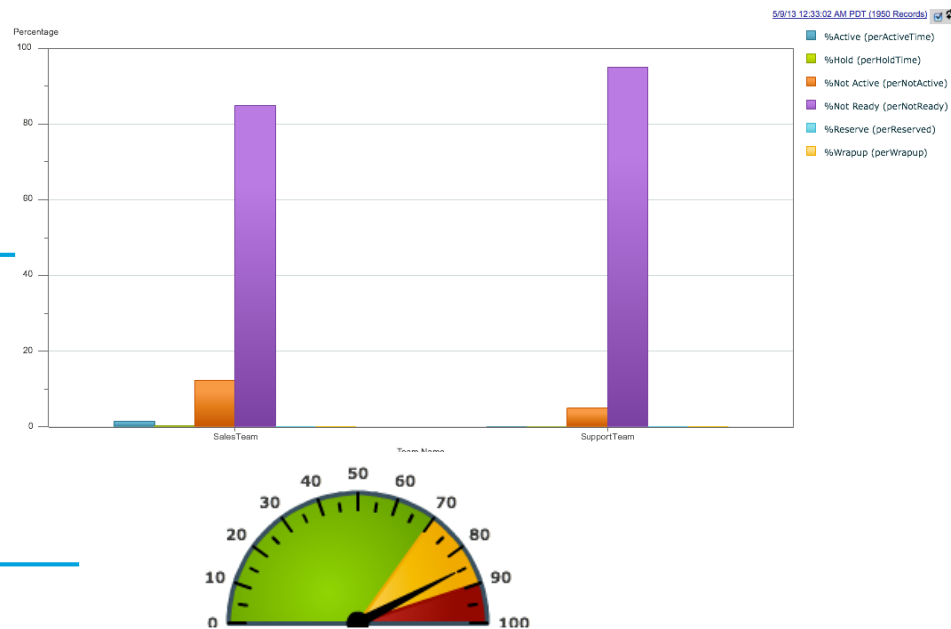
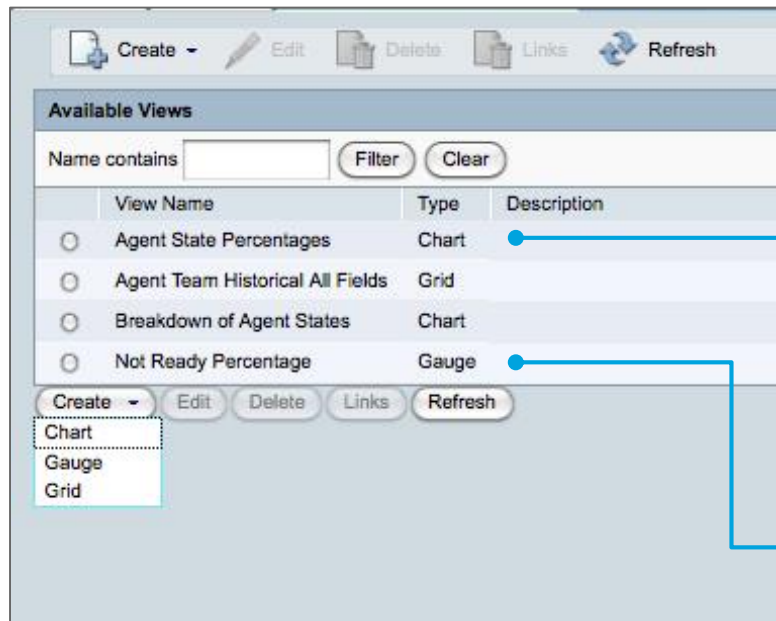
- Off box CUIC Standalone system
- Create new reports from scratch
- Create drill-downs, change refresh intervals
- Custom reporting on multiple Data sources

Customization using CUIC Standard

Visual Customization

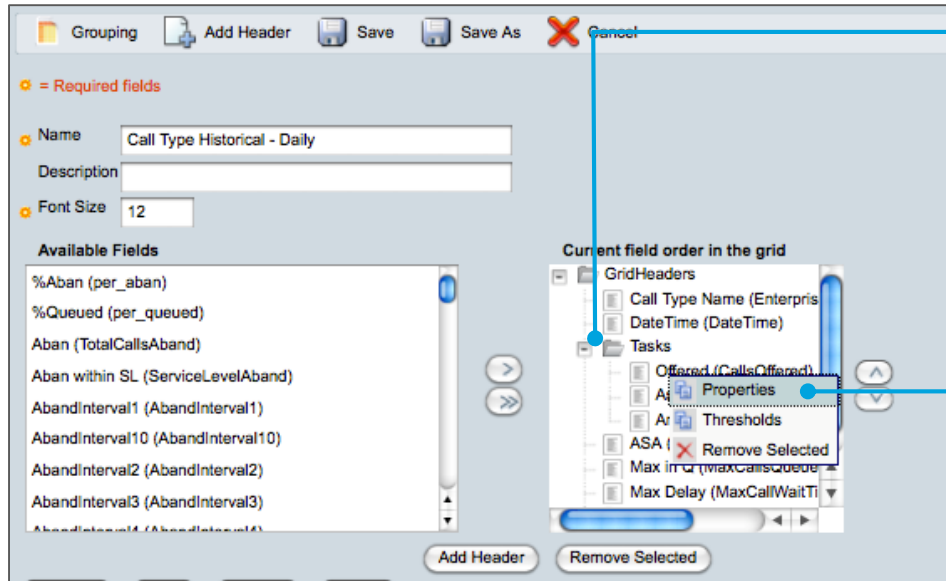
Create New Views

- 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

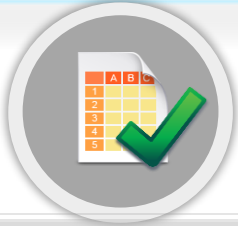
☐ Grouped By DateTime (Interval)

☐ 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	
		05/08/2013	0	00:00:00	0	00:00:00	0	0	
	Amy, Roberge		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		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	
		05/03/2013	0	00:00:00	0	00:00:00	0	0	
		05/06/2013	0	00:00:00	0	00:00:00	0	0	
		05/08/2013	0	00:00:00	0	00:00:00	0	0	
		Roberge, Amy		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	
	Washington, George		0	00:00:00	0	00:00:00	0	0	
			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		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		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
		Washington, George		0	00:00:00	0	00:00:00	0	0
				0	00:00:00	0	00:00:00	0	0

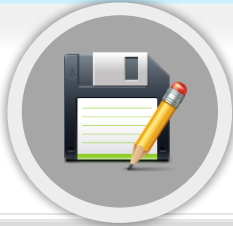
Visual Customization: Best Practices

Stock



Choose
right stock
report

Custom



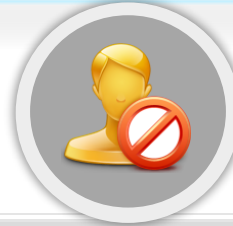
Save As

Structure



Folder:
Easy to find

Permission



'Execute'
for access
only

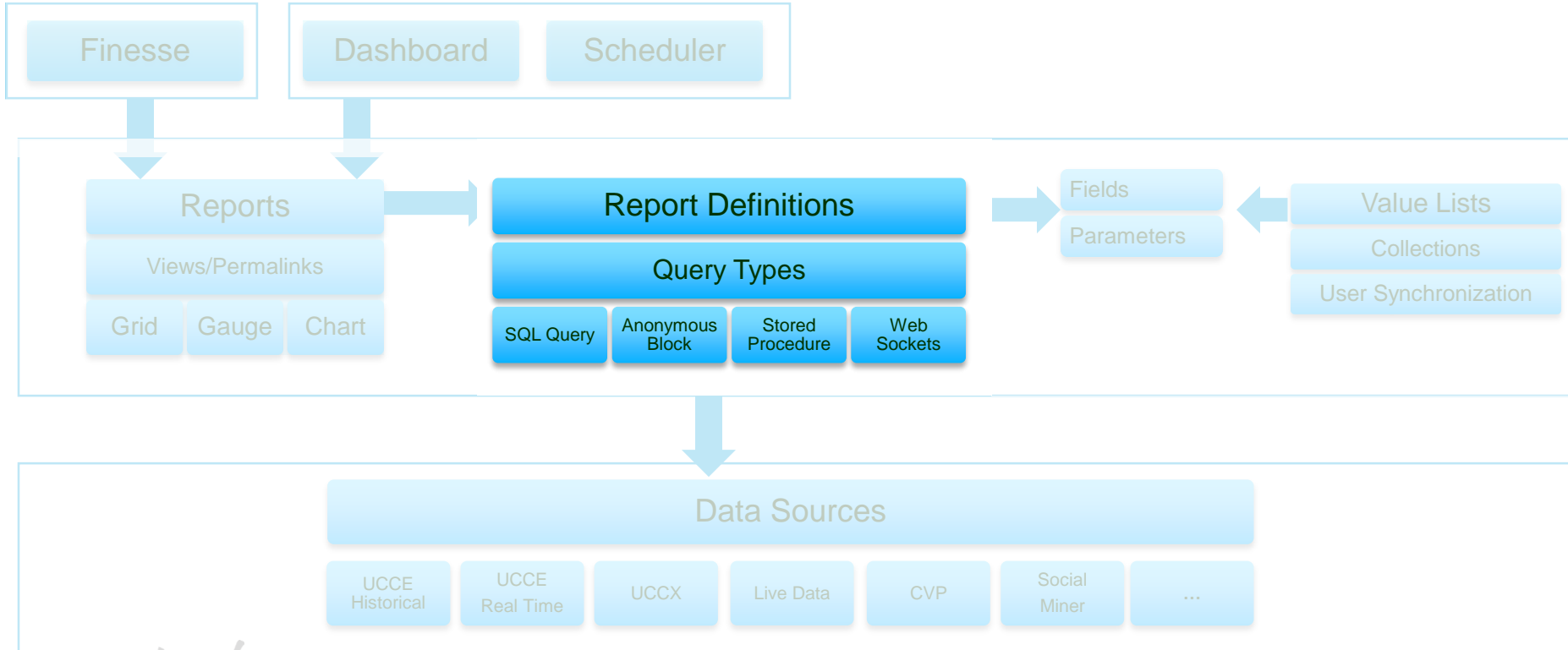
View



Gauge for
single,
Charts for
multiple
values

Customization using CUIC Premium

Intelligence Center functionality



New Report Development

Pre – requisites

- 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 the 'Data Source' configuration window with the following settings:

- Query Type:** Database Query
- Data Source:** UCCE Historical
- Data Source Type:** Microsoft SQL Server
- Data Source Status:** ☒ Online
- Query:**

```
SELECT DateTime, NewCallTo5, LateCallsTo5, TimeoutCallsTo5 FROM Routing_Client_Five_Minute
```

A blue line connects the 'Customize SQL query' bullet point to the 'Query' text area. At the bottom, a 'Create Fields' button is visible next to a status message: 'The query validated successfully, and the field(s) were created.'

Custom reporting: Best Practices

```
SELECT * FROM Routing_Client_Five_Minute
```

“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

Edit Field Properties

⚠ Click Update Field to keep changes.

✳ = Required fields

Name: Fo00001

Display Name: Total Abandon Calls

Description:

Data Type: DECIMAL

☒ Allow to show if invisible

☐ Available in Filter

Available Fields: AbandRingCalls (AbandRingCalls) Insert Field

Formula (Refer to online help for valid syntax.): $\${AbandonHoldCalls} + \${AbandonRingCalls}$

Update Field Cancel

Add more calculations

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

Field Formatting

Click Update Field to keep changes.

Format: Custom Format

Custom Format:

Footer: Custom Formula

Default Custom Footer Formula: $\text{SUM}(\text{\$(DelayQAbandTime)})/\text{SUM}(\text{\$(AbanQueue)})$

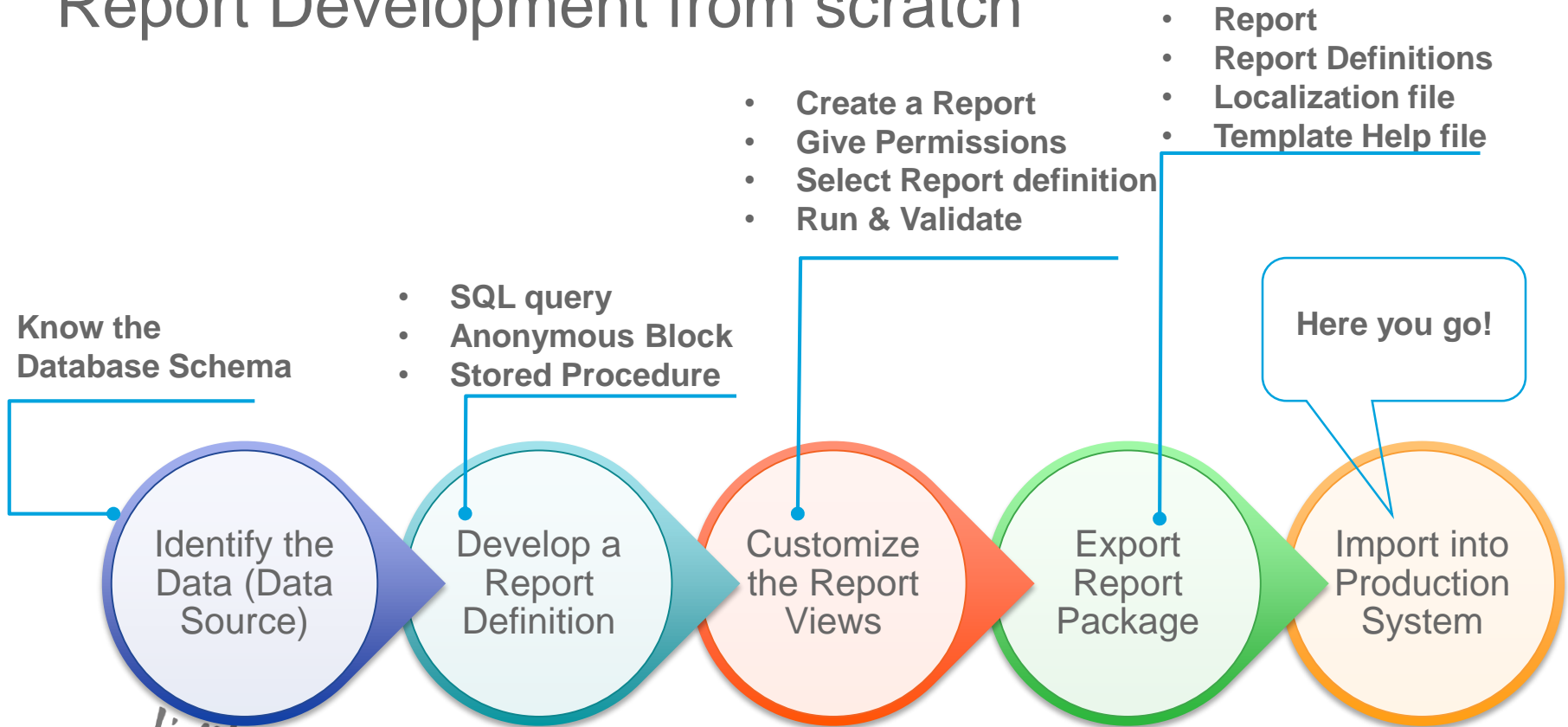
Group 1 Custom Footer Formula:

Group 2 Custom Footer Formula:

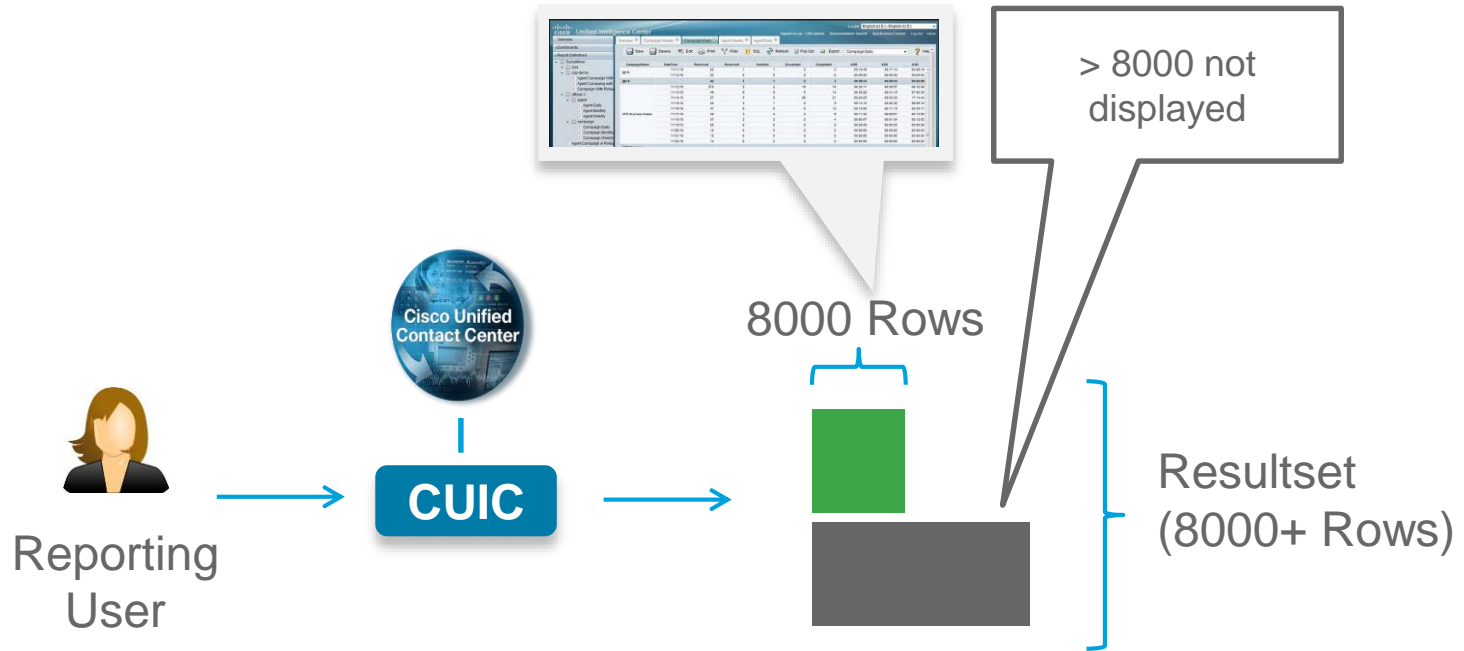
Group 3 Custom Footer Formula:

Update Field Cancel

Report Development from scratch



Getting 8000+ Rows



Getting 8000+ Rows: Customization

- Use the latest **Monthly Summary Reports** in CCE Transitional Historical Reports package from CCO
- Create custom reports to use Anonymous block
- White paper on Getting more than 8000 rows - <https://communities.cisco.com/docs/DOC-56930>

Getting 8000+ Rows: Customization

'Paging' Result set Approach

T-SQL

- T-SQL Scripting
- Split and numerate rows returned
- Deploy 'paging' logic

```
DECLARE @i INT
DECLARE @pageMax INT
DECLARE @pageMin INT
DECLARE @start DATETIME
DECLARE @end DATETIME
```

```
SET @pageMax = @i*8000
SET @pageMin = (@i-1)*8000 + 1
```

Report Definition

- T-SQL in Anonymous Block
- Create Parameters - include Page No

```
Anonymous Block
BEGIN
IF OBJECT_ID('tempdb..#SGI') IS NOT NULL
BEGIN
DROP TABLE #SGI
END

DECLARE @i INT
DECLARE @pageMax INT
DECLARE @pageMin INT
DECLARE @start DATETIME
DECLARE @end DATETIME

SET @i = :pageno
SET @start = :start
SET @end = :end
```

Data Source	Fields	Parameters	Properties
Name	Display Name	Data Type	
@pageno	@pageno	DECIMAL	
@start	@start	DATETIME	
@end	@end	DATETIME	

Report

- Build the Report
- Use Filter to change page numbers at run time

Records 1-8000

@pageno (@pageno)

Value (DECIMAL): 1.0

Records 8001-16000

@pageno (@pageno)

Value (DECIMAL): 2

Optional Scheduler

- Schedule Report (x Page No)
- Merge by Batch scripting, Windows Task Scheduler)

Schedule List					
Name contains <input type="text"/> Filter <input type="button" value="Clear"/>					
Schedule Name	Scheduled Execution	Destination	Next Scheduled Run	Scheduled By	Frequency
Last Run	Last Status	Type	Result		
SGI_1		Remote Location	11/13/14 18:10	CUICoadmin	Once
SGI_2		Remote Location	11/13/14 18:12	CUICoadmin	Once
SGI_3		Remote Location	11/13/14 18:14	CUICoadmin	Once
<input type="button" value="Create"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Disable"/> <input type="button" value="Run Now"/> <input type="button" value="Refresh"/>					

Merge_CSVs

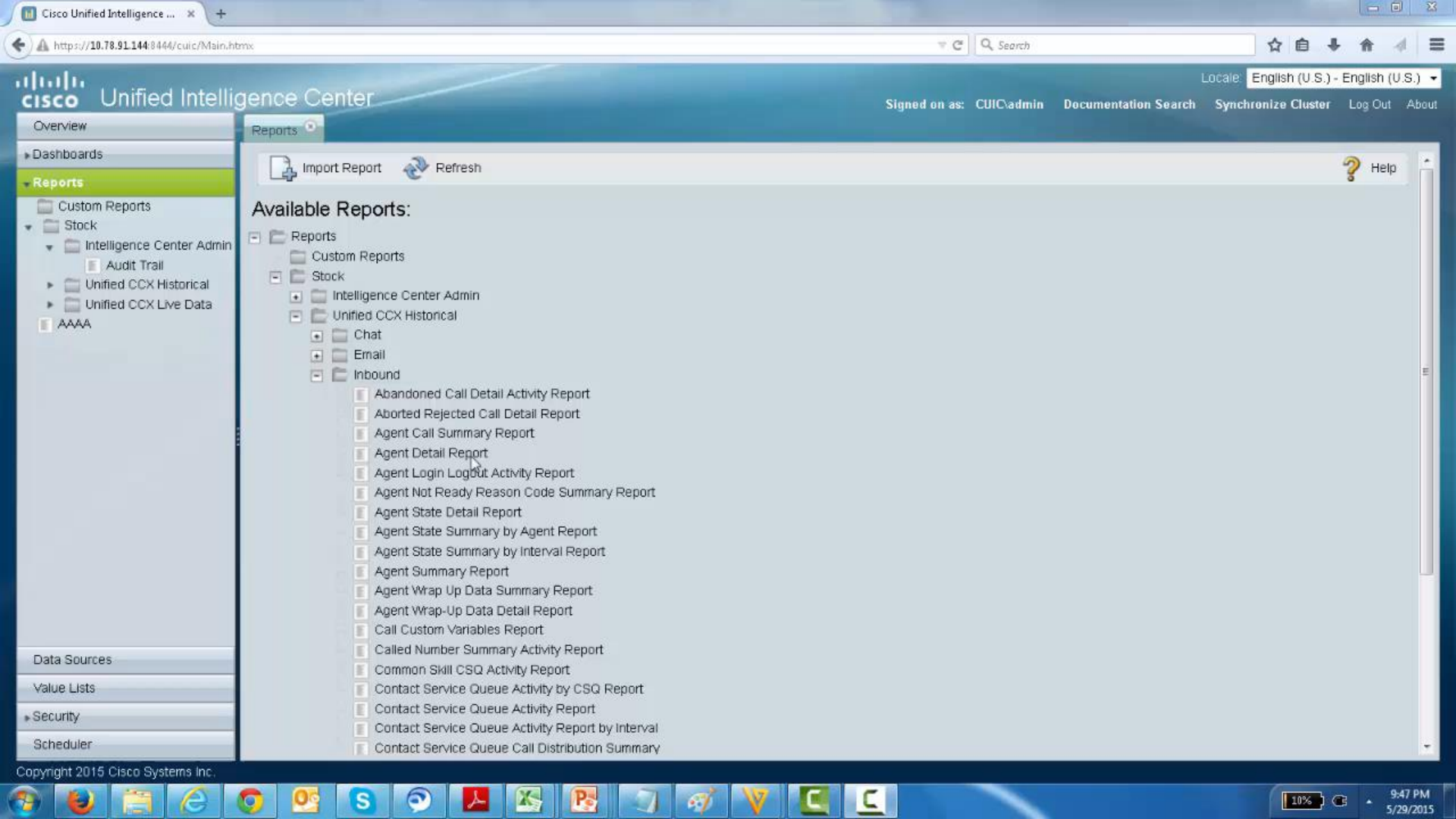
my-new-file

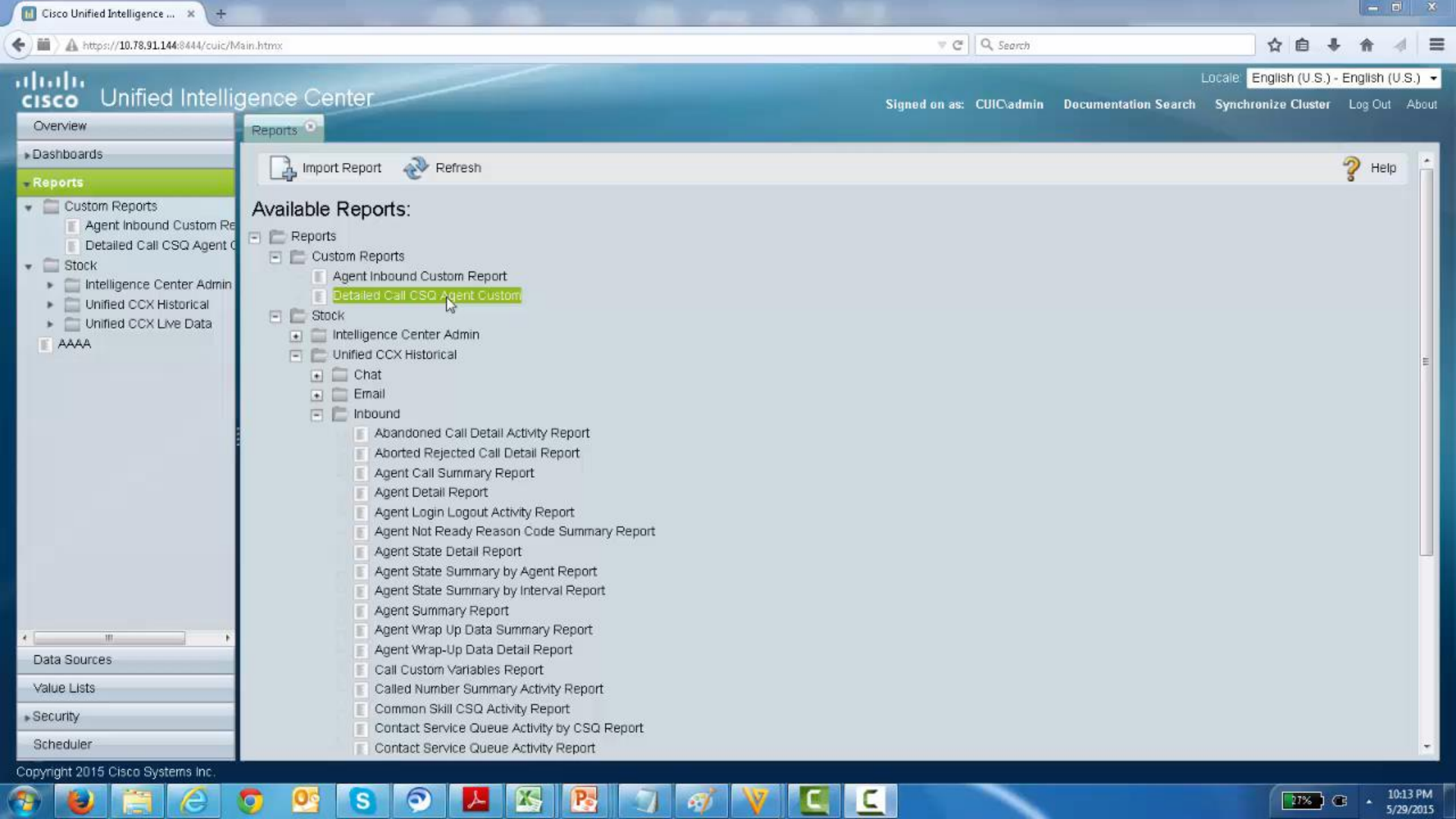
SGI_1_11.13.14_6.10_PM

SGI_2_11.13.14_6.12_PM

SGI_3_11.13.14_6.14_PM

Demo of CUIC Customization





Analytics Partners and Connected Analytics for Contact Center

Cisco Contact Center Partner Ecosystem for Analytics

“Pure Play” Analytics

- Providers deliver platforms for developing predictive and predictive models around big data sets

ERP and Business Process Analytics

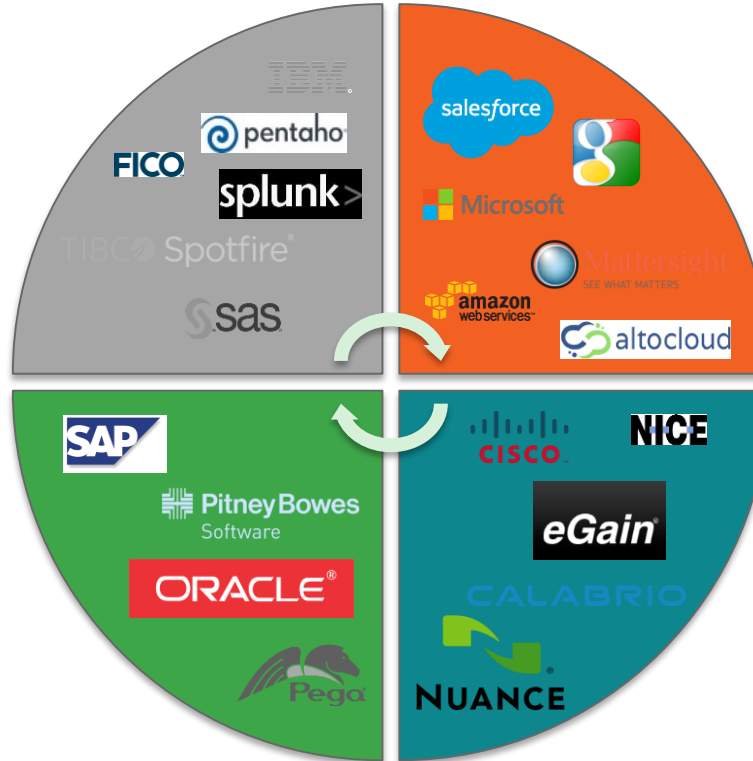
- Focus on linkage between front / back office interactions
- Impact of processes on customer satisfaction

CRM and Marketing Analytics

- Providers leverage customer & interaction data stores within their own systems
- Derive trends & patterns leading best action

Operational Analytics

- Focus on balance between efficiency & effectiveness in the Contact Center
- Extend Contact Center reporting to: trending analysis, speech/text analytics, agent performance, & customer satisfaction



Cisco Connected Analytics Framework

**UCCE Operational
Analytics**

**Service
Management**

**Vertical
Analytics**

**Omni-Channel
Analysis**

Cisco Connected Analytics for Contact Center



**Structured &
Unstructured**



**Data
Extract,
Transform**



**CACC
Analytics
Software**

Enterprise Data



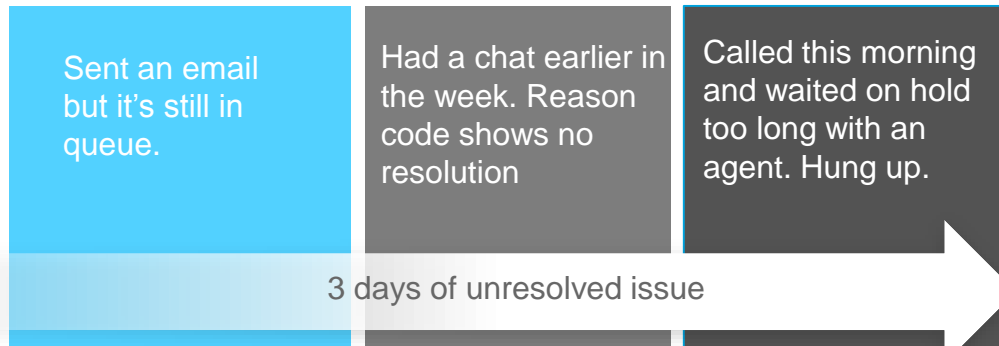
Data Integration



Analytics

Use Case: Reduce Customer Effort

Customer Effort



HDS Data

- Disposition
- Queue Time
- Handle Time
- ANI / Variable5

Descriptive Analytics



Predictive Analytics

- How does this customer experience compare to others in his peer group?
- Did other customers in his situation leave?
- Did other customers complain about effort to get service?
- Did we put this customer at risk?

Does it matter if we retain this customer? If so.. What has worked in the population?

Prescriptive Analytics



Personalized, Special
Care Agent
(Preferred Channel)



Proactive
Contact



Retention
Offer

DEMO:

Customer Effort Profile

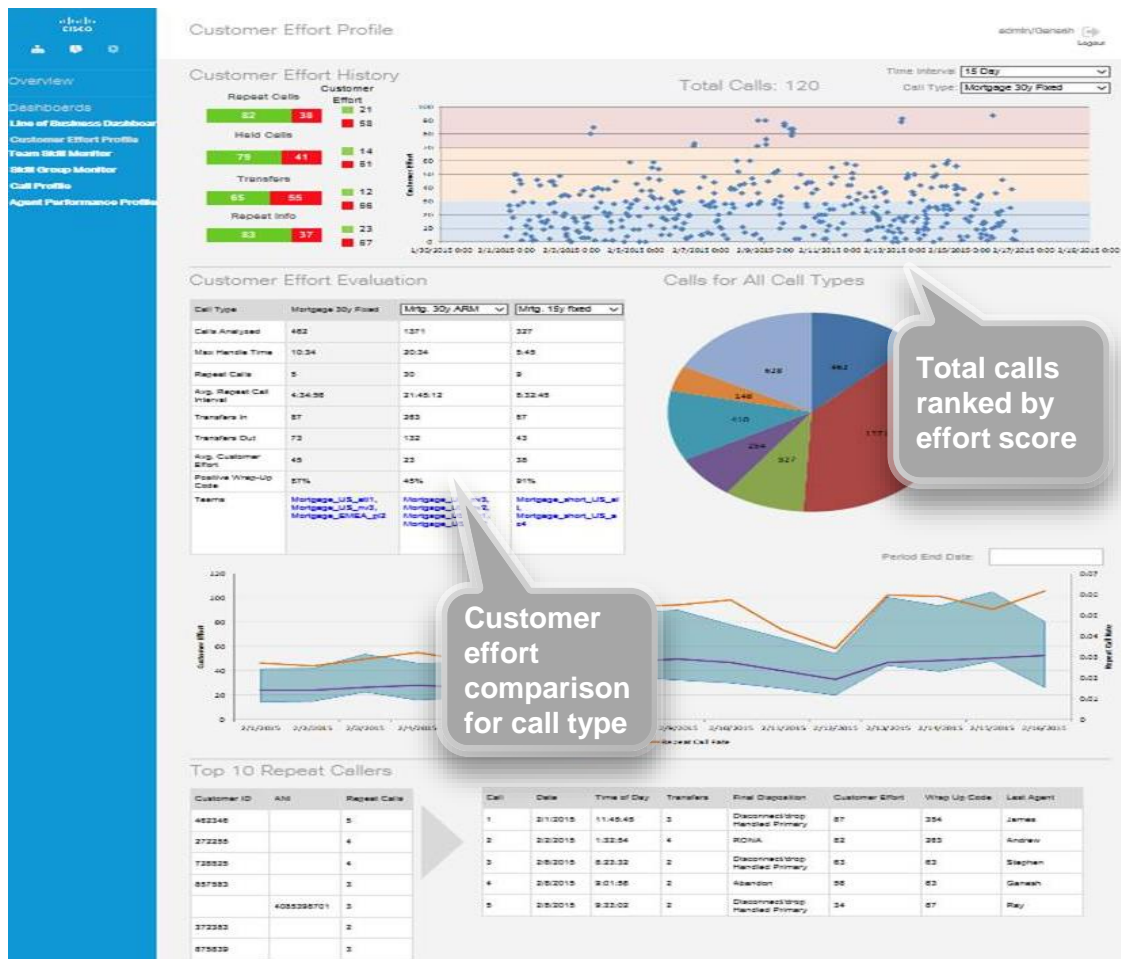
Customer Effort History:

- Overview of calls by call type. Plotted by customer effort score
- How hard was it to resolve issues? The lower the effort, more loyal customers are

Customer Effort Evaluation:

- Identifies repeat call chains, attributes that lead to repeat calls
- Attributes can be used for agent improvement to reduce repeat calls

Cisco *live!*

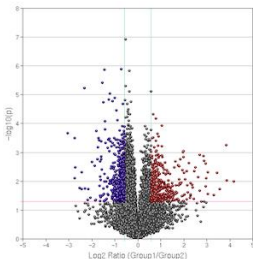


Use Case: Agent Experience

*Identify Experience
Patterns / Outliers*



Agent Behaviors



What is the
population
trend?

Agent left to another position

Customer Satisfaction Issues

Training Issue

Problem Agent

Predictive Analytics

- Short / Long Talk Time
- Agent Abandonment
- Hold Count
- Excessive Transfers
- Reason Codes

HDS

Descriptive Analytics

DEMO: Agent Performance

Performance Profile:

- Enables supervisors to monitor agent efficiency to pinpoint effective agents through benchmarking
- Performance profile allows for proactive actions by providing correlation between agent skill level to repeat call



- Overview
- Dashboards
- Real Time Dashboard**
- Team Skill Monitor
- Skill Group Monitor
- Call Type Dashboard
- Customer Effort Profile
- Call Profile
- Agent Performance

Name:

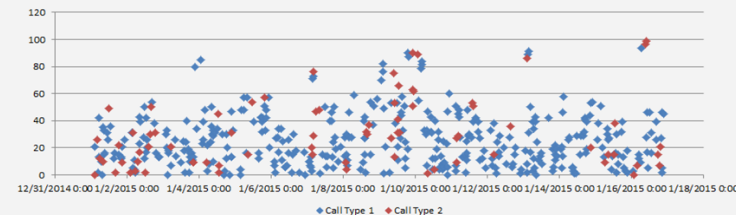
Agent ID: 50001

Team: Team 104

Performance Score: 73 (Avg. 76)

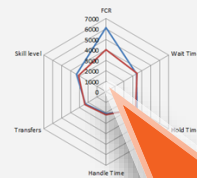
Repeat Time Frame:

Agent Call History



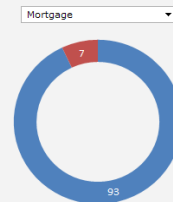
Customer Effort Influencing Factors

Call Type	Mortgage
Skill Group	Home Loans
English	8
Home Loans	5



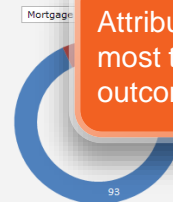
Calls Analyzed	134
Effort Score > 50	76
Effort Score < 50	58

Repeat Calls Generated by Call Type



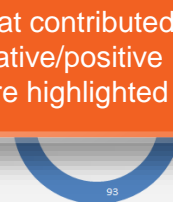
■ Non Repeat Calls ■ Repeat Calls

Attribute	Proficiency
English	7
Home Loan	8



■ Non Repeat Calls ■ Repeat Calls

Attribute	Proficiency
English	7
Equity	4



■ Non Repeat Calls ■ Repeat Calls

Attribute	Proficiency
English	7
FHA Loan	3

Attributes that contributed most to negative/positive outcomes are highlighted

Connected Analytics Demo



- Overview
- Dashboard
- Line of Business Profile
- Skill Group Monitor
- Team Skill Overview
- Call Type Profile
- Agent Effectiveness Profile
- Customer Effort Profile
- Reports
- Administration

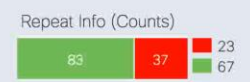
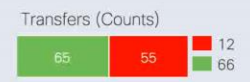
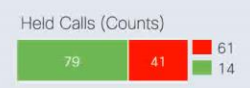


Call Type Profile

Login:

Call Type: Auto Insurance Quote Time Interval: 1 day

CUSTOMER EFFORT HISTORY



Agenda

- Overview of Cisco Reporting and Analytics Offerings
- Understanding CCE & CCX Stock Reports
- Intelligence Center Report Customization
- **Roadmap**
- Demonstrations, Materials & Resources
- Q&A

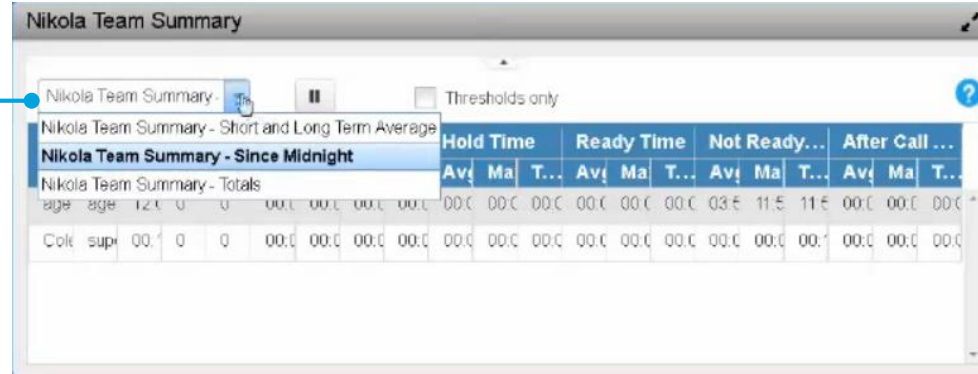
What's new in CUIC Release 11.0

- Live Data for CCE
- Live Data Gadget Enhancements
 - New Toolbar
 - Multi view Gadgets
- New features added to Historical Reports
 - Dynamic Column Selector
 - Dynamic Re-sizing
 - Dynamic Sorting
 - Expand – Collapse of Groups
- IPv6 Support
- VOS 10.5 Support

Reporting Gadget in Release 11.0

Maximize

Toggle Views



Nikola Team Summary

Nikola Team Summary - Short and Long Term Average

Nikola Team Summary - Since Midnight

Nikola Team Summary - Totals

Hold Time			Ready Time			Not Ready...			After Call ...		
Avg	Ma	T...	Avg	Ma	T...	Avg	Ma	T...	Avg	Ma	T...
00:00	00:00	00:00	00:00	00:00	00:00	03:59	11:59	11:59	00:00	00:00	00:00
Cole	sup	00:00	0	0	00:00	00:00	00:00	00:00	00:00	00:00	00:00



Supervisor Cole Smith (supcole) - Extension 27530

Not Ready 16:53

Live Data Manage Team Queue Data Manage Call Manage Chat and Email Email Dashboard Knowledge Library Zendesk

Make a New Call

Not Ready for Chat and Email

Nikola Team Summary

Nikola Team Summary -

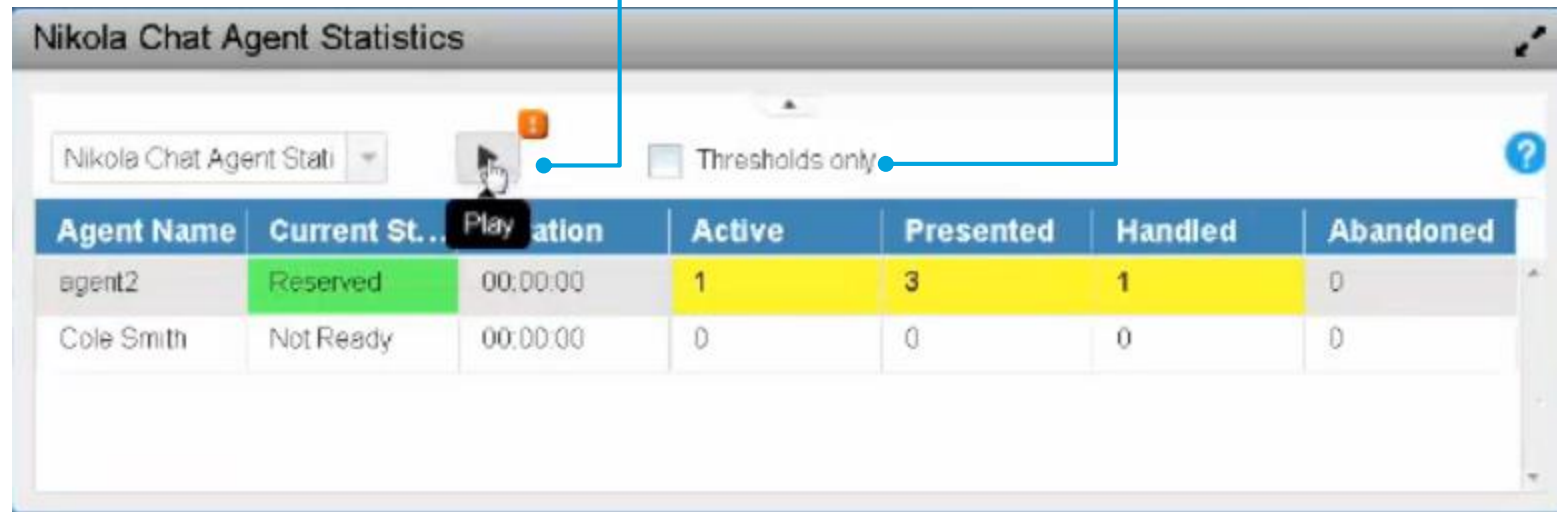
Thresholds only

Agent...	Agent...	Login ...	Calls ...	Calls ...	Avera...	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
agent2	agent2	12:03:00	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:01:31	00:02:51	00:05:16	03:59:14	11:54:42	11:57:43	00:00:00	00:00:00	00:00:00
Cole S...	supcole	00:16:51	0	0	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:16:51	00:00:00	00:00:00	00:00:00

Reporting Gadget in Release 11.0

Play / Pause

Thresholds only



Nikola Chat Agent Statistics

Nikola Chat Agent Stati

Play

Thresholds only

Agent Name	Current St...	Play	ation	Active	Presented	Handled	Abandoned
agent2	Reserved	00:00:00		1	3	1	0
Cole Smith	Not Ready	00:00:00		0	0	0	0

CUIC 11.0

Cisco Unified Intelligence Center

Locale: English (U.S.) - English (U.S.)

Signed on as: CUICAdministrator Documentation Search Synchronize Cluster Log Out About

No active DRF backup schedule is available. Setup a new schedule now x

Overview Reports Email Agent Activity Chat Agent Summary Report Chat CSQ Activity Report Email Agent Activity Report Wed Apr 08 14:59:18 PDT 2015

Save Save As Edit Print Filter SQL Refresh Pop Out Export Email Agent Activity Report Help

4/24/15 11:03:13 am PDT (16 Records)

Agent Name	Login Date	Agent Id	Duration			Number of Emails			Avg on Desk
			Logged-In	Not Ready	Ready	Presented	Queued	Sent	
- Betty Williams			00:00:00	00:00:00	00:00:00	0	0	0	
	+ 3/4/15								
	- 3/10/15								
		bwilliams	00:32:22	00:00:43	00:26:33	8	0	8	00:01:24
	+ 3/11/15								
	+ 3/12/15								
	- 3/15/15								
		bwilliams	00:35:44	00:01:27	00:32:06	2	0	2	00:01:34
+ Erik Ergen			00:00:00	00:00:00	00:00:00	0	0	0	
+ Michael Smith			00:00:00	00:00:00	00:00:00	0	0	0	
+ agent2			00:00:00	00:00:00	00:00:00	0	0	0	
			00:00:00	00:00:00	00:00:00	0	0	0	

Success !

Expand/ Collapse groups

Overview Dashboards Reports Stock Intelligence Center Admin Unified CCX Historical Unified CCX Live Data Agent Agent CSQ Status Agent State Log Agent Statistics Agent Team Summary EMAIL Email Agent Activity Email Contact Data Email CSQ Activity Email Traffic Analysis Supervisor Nikola Agent State Log Nikola Agent Statistics Nikola Chat CSQs Nikola CSQ Stats Nikola Team Summary Chat - Agent report Chat - by agent chart Chat CSQ report Data Sources Value Lists Security Scheduler

CUIC 11.0

Unified Intelligence Center Locale: **English (U.S.) - English (U.S.)**

Signed on as: **CUICAdministrator** Documentation Search Synchronize Cluster Log Out About

No active DRF backup schedule is available. [Setup a new schedule now](#)

Overview Reports **Agent Detail Report**

Save Save As Edit Print Filter SQL Refresh Pop Out Export Agent Detail Report >>

4/24/15 11:16:56 am PDT (21 Records)

Agent Name	Extension	Call Start Time	Call End Time	Duration	Called Num...	Call ANI	Call Route...	Call Skills	Talk Time	H	
Michael Smith	27508	4/20/15 11:08:50 am	4/20/15 11:09:19 am	00:00:29	27556	RCR-Suppo...	Support Inq...	IT	00:00:26	00	
Yuan Lee	27518	4/21/15 8:56:16 am	4/21/15 9:01:28 am	00:05:12	27556	RCR-Suppo...	Support Inq...	IT	00:05:06	00	
Yuan Lee	27518	4/22/15 6:21:32 am	4/22/15 6:21:44 am	00:00:12	27556	RCR-Suppo...	Support Inq...	IT	00:00:00	00	
Yuan Lee	27518	4/22/15 6:23:05 am	4/22/15 6:23:34 am	00:00:29	27556	RCR-Suppo...	Support Inq...	IT	00:00:22	00	
Yuan Lee	27518	4/22/15 6:23:48 am	4/22/15 6:24:22 am	00:00:34	27556	RCR-Suppo...	Support Inq...	IT	00:00:28	00	
Yuan Lee	27518	4/22/15 6:26:54 am	4/22/15 6:35:34 am	00:08:40	27556	RCR-Suppo...	Support Inq...	IT	00:08:34	00	
Yuan Lee	27518	4/22/15 7:37:56 am	4/22/15 7:40:38 am	00:02:42	27556	RCR-Suppo...	Support Inq...	IT	00:02:37	00	
Yuan Lee	27518	4/22/15 7:48:15 am	4/22/15 7:49:20 am	00:01:05	27556	RCR-Suppo...	Support Inq...	IT	00:01:01	00	
Yuan Lee	27518	4/22/15 9:27:25 am	4/22/15 9:27:46 am	00:00:21	27556	RCR-Suppo...	Support Inq...	IT	00:00:09	00	
agent2	27507	4/22/15 8:57:40 am	4/22/15 8:57:52 am	00:00:12	27556	RCR-Suppo...	Support Inq...	IT	00:00:00	00	
agent2	27507	4/22/15 8:57:57 am	4/22/15 9:00:57 am	00:03:00	27556	RCR-Suppo...	Support Inq...	IT	00:02:56	00	
Michael Smith	27508	4/21/15 5:17:24 am	4/21/15 5:18:09 am	00:00:45	27556	RCR-Suppo...	Support Inq...	IT	00:00:39	00:00:00	Inbound ACD
agent2	27507	4/22/15 1:54:30 pm	4/22/15 1:57:17 pm	00:02:47	27556	RCR-Suppo...	Support Inq...	IT	00:02:39	00:00:00	Inbound ACD
Michael Smith	27508	4/21/15 5:18:20 am	4/21/15 5:19:09 am	00:00:49	27556	RCR-Suppo...	Support Inq...	IT	00:00:42	00:00:00	Inbound ACD
				00:00:00					00:00:00	00:00:00	

Success !

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Column Selector

Summary

- Intelligence Center features & customizations
- Understanding reporting data & stock reports for both CCX & CCE
- New offerings
- Looking ahead into Intelligence Center features
- Demonstrations, Materials & Resources




Videos, Materials & Resource

Resources




- Cisco.com – cisco.com/go/ccreports
- Developer services area for partners and customers:
<http://developer.cisco.com/web/ccr>
- Developer site for creating gadgets in Finesse (Intelligence Center URL gadget):
<https://developer.cisco.com/site/finesse/>
- Cisco Partner Community Resource Guide (Partner login required):
<https://communities.cisco.com/docs/DOC-26456>
- White paper on 8000 row strategy (Partner login required):
<https://communities.cisco.com/docs/DOC-56930>
- Videos:
 - Partner Education Connection - <http://cisco.partnerelearning.com/Saba/Web/Main>
 - YouTube channel: CiscoCC

CiscoCC channel




The video player shows a Cisco logo in the top left corner. The main title is "Using UCCX Unified Intelligence Center (v10.5)". Below the title, it says "Getting Started with CUIC" and "Presented by: Marty Griffin, Sunset Learning Institute". The video progress bar at the bottom indicates 0:21 / 29:47.

Unified Intelligence Center on Contact Center Express (...+)
by CiscoCC • 1/3 videos

- 1  **CUIC on CCX Video Training: Getting Starting with CUIC on CCX**
CiscoCC
- 2  **CUIC on CCX Video Training: Customizing Stock Reports**
CiscoCC
- 3  **CUIC on CCX Video Training: Creating and Managing Dashboards**
CiscoCC

CUIC on CCX Video Training: Getting Starting with CUIC

 **Intro to Cisco Finesse Supervisor and Agent**
by Workflow Concepts

Ciscolive!

Contact Center Sessions Week at a Glance

Monday	Tuesday	Wednesday	Thursday
<p>8:00-9:30 (90) BRKCCT- 1011 Cisco Unified Contact Center Express Update and Roadmap <i>(G. Variyath)</i></p> <p>9:30-10:30 (60) PSOCCT-1008 Omnichannel Customer Care - Preparing for the Mobile Customer <i>(K.McPartlan,K.Gouda))</i></p> <p>10:00-11:30 (90) BRKCCT- 1051 Cisco Unified Contact Center Enterprise and CVP Overview and Roadmap <i>(J.Lundy/S.Vashist)</i></p> <p>12:00-1:00 Table Topics UCCX <i>(G.Variyath)</i> Finesse<i>(T.Phipps)</i></p> <p><u>Color Coding</u> UCCE UCCX Omnichannel</p>	<p>8:00-9:30 (90) BRKCCT-1041 CCE Security Best Practice Guide Overview <i>(C. Gonzales)</i></p> <p>11:30-12:30 Table Topic Reporting and Analytics <i>(C.Logue/V.Gururaj)</i></p> <p>1:00-2:00 (60) CCSCOL-1400 Case Study: Providing a Total Customer Experience <i>(C.Botting, M.Voornhout)</i></p> <p>1:00-2:30 (90) BRKCCT-1006 Omnichannel Contact Center Solutions Overview <i>(W.E.Nijenhuis)</i></p> <p>1:00-3:00 (2 hr) BRKCCT-3005 Solution Troubleshooting for Unified Contact Center Enterprise <i>(C.Palau)</i></p> <p>3:30-5:00 (90) BRKCCT-1031 Cisco Finesse - The Next Generation Agent Collaboration Experience <i>(T.Phipps)</i></p> <p>4:00-5:00 (60) CCSCCT-1405 Case Study: American Century Investments <i>(N.Westvold)</i></p>	<p>8:00-10:00 (2hr) BRKCCT-2007 Cisco Unified Contact Center Enterprise Planning and Design <i>(M. Berenjian,M.Eady)</i></p> <p>8:00-10:00 (2hr) BRKCCT-2019 Cisco Unified Contact Center Express Planning and Design and Support <i>(G.Burton,M.Turnbow)</i></p> <p>11:30-12:30 Table Topic UCCE(PCCE,HCS) & CVP <i>(J.Lundy, C.Logue)</i></p> <p>1:00-3:00 (2hr) BRKCCT-2050 Building recording and monitoring applications with the MediaSense API <i>(K.Rehor)</i></p> <p>1:00-3:00 (2hr) BRKCCT-2056 Contact Center Reporting & Analytics: Unified Intelligence Center <i>(V.Gururaj,C.Logue)</i></p> <p>3:00-5:00 (2hr) BRKCCT-2027 UCCE Solution Service Creation (including CCE and CVP Scripting) <i>(S.Vashist)</i></p>	<p>8:00-9:30 (90) BRKCCT-1002 Hosted Collaboration Service Contact Center Update <i>(A.Mermel,M.Varghese)</i></p> <p>10:00-12:00 (2hr) BRKCCT-2080 Deliver omnichannel Customer Experience with Remote Expert Mobile <i>(R.Gupta,Y.Fedotov)</i></p> <p>10:00-11:30 (90) BRKCCT-1005 Context Service: the new cloud-based omnichannel solution for Contact Center Enterprise and Express <i>(V.Chhabra)</i></p> <p>1:00-2:30 (90) BRKCCT-1009 Cisco Customer Collaboration Architectural Vision and Cloud Evolution <i>(M.Lepore,T.Famous)</i></p>

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