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!

Overview of CUIC

Cisco Unified Intelligence Center

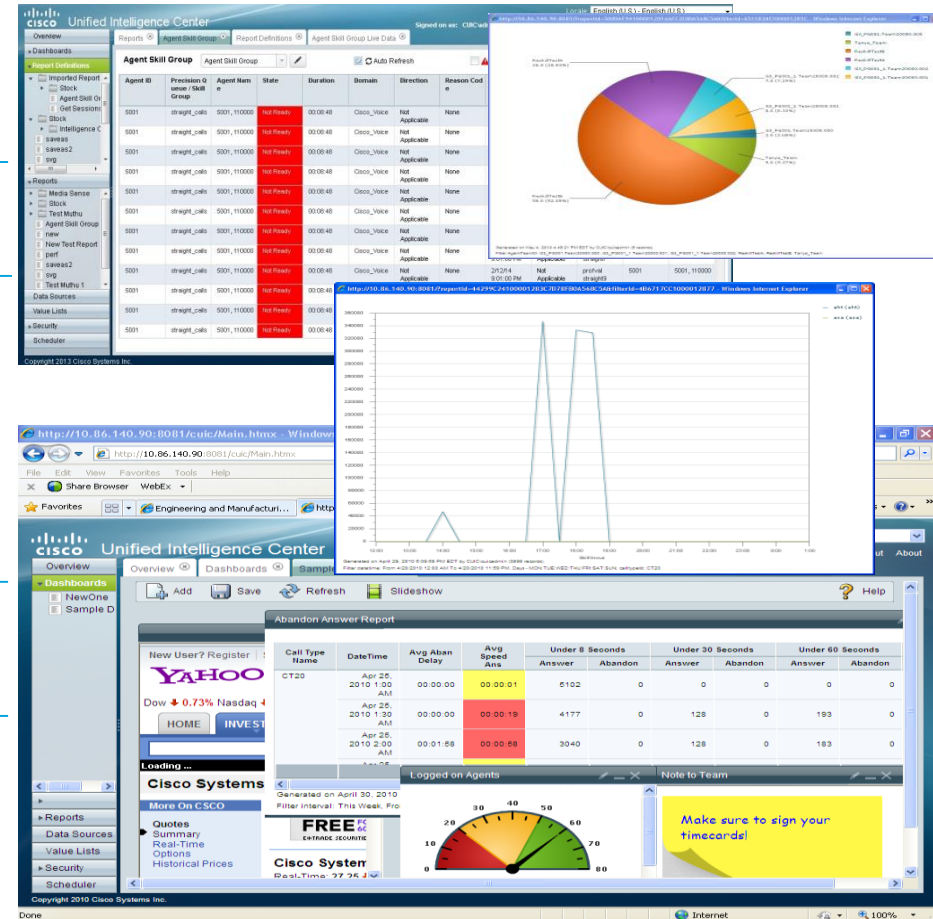Platform for report development

Dashboard

Extend reporting
- Direct Export
- Scheduled delivery
- Click-to-report
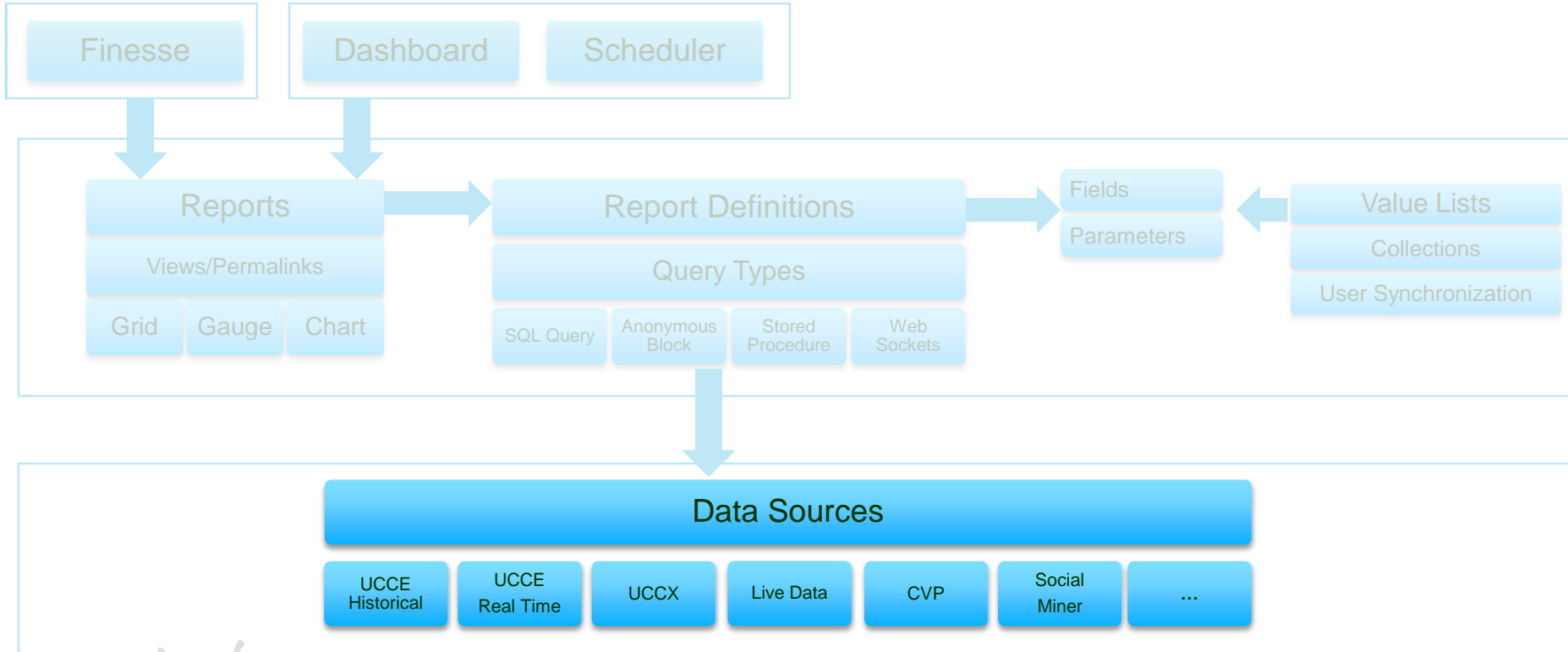
Link reports using drill down

Segmented access by user and role

Intelligence Center functionality

Finesse

Dashboard

Scheduler

Reports

Views/Permalinks

Grid | Gauge | Chart

Report Definitions

Query Types

SQL Query | Anonymous Block | Stored Procedure | Web Sockets

Fields

Parameters

Value Lists

Collections

User Synchronization

Data Sources

| UCCE Historical | UCCE Real Time | UCCX | Live Data | CVP | Social Miner | ... |

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
○	CUIC	☑		Informix	${HOSTNAME}
○	Live Data Streaming Data Source	☑ Active	☑ Active	Streaming	acton-livedata1.boston.com:12008 acton-livedata2.boston.com:12008
○	UCCE Historical	☑		Microsoft SQL Server	acton-p-cc.boston.com
○	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
○	CUIC	✅		Informix	${HOSTNAME}
○	Live Data Streaming Data Source	✅ Active	✅ Active	Streaming	acton-livedata1.boston.com:12008 acton-livedata2.boston.com:12008
○	PCCE Historical	✅		Microsoft SQL Server	acton-p-cc.boston.com
○	PCCE Realtime	✅		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**
○ UCCX	☑		Informix	10.78.91.52
○ UCCX_JMS	☑		Java Message Service (JMS)	Broker URL

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**
○ CUIC	☑		Informix	${HOSTNAME}	${CUIC_DB_NAME}	UTF-8

Intelligence Center functionality

Finesse

Dashboard   Scheduler

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Data Sources

UCCE Historical   UCCE Real Time   UCCX   Live Data   CVP   Social Miner   ...
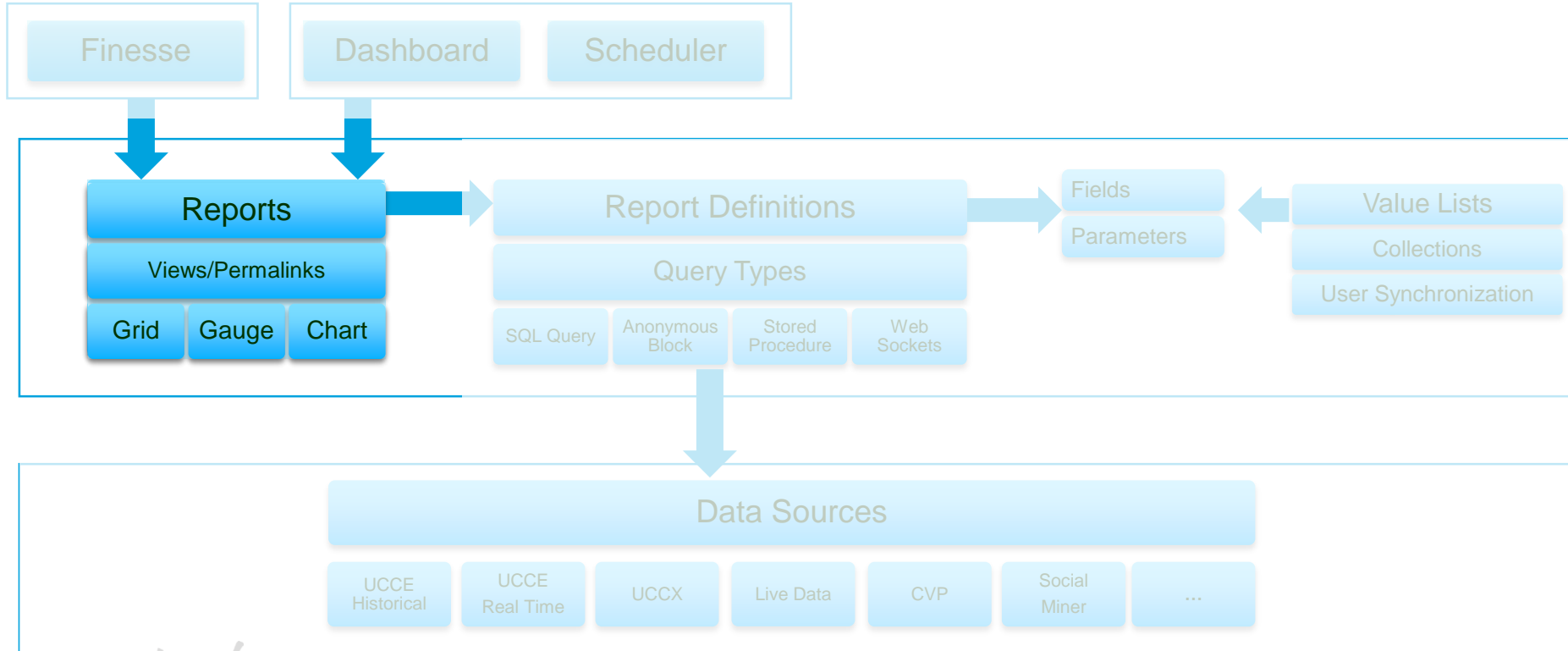
Report

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

AT11002
1.0 (9.09%)

AT11001
2.0 (18.18%)

AT11003
1.0 (9.09%)

AT11000
1.0 (9.09%)

AT11004
1.0 (9.09%)

AT11009
1.0 (9.09%)

AT11005
1.0 (9.09%)

AT11008
1.0 (9.09%)

AT11006
1.0 (9.09%)
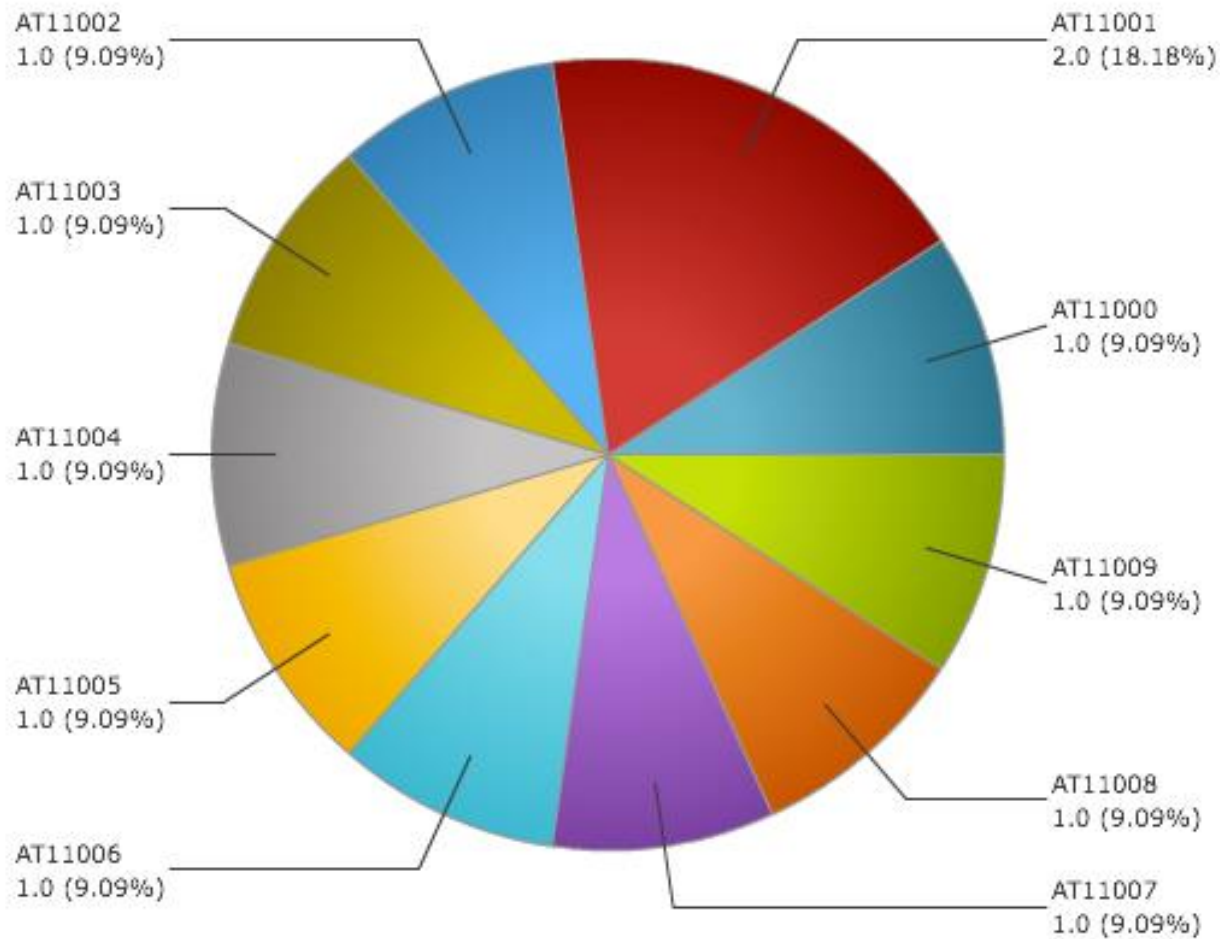
AT11007
1.0 (9.09%)

This is also the same report
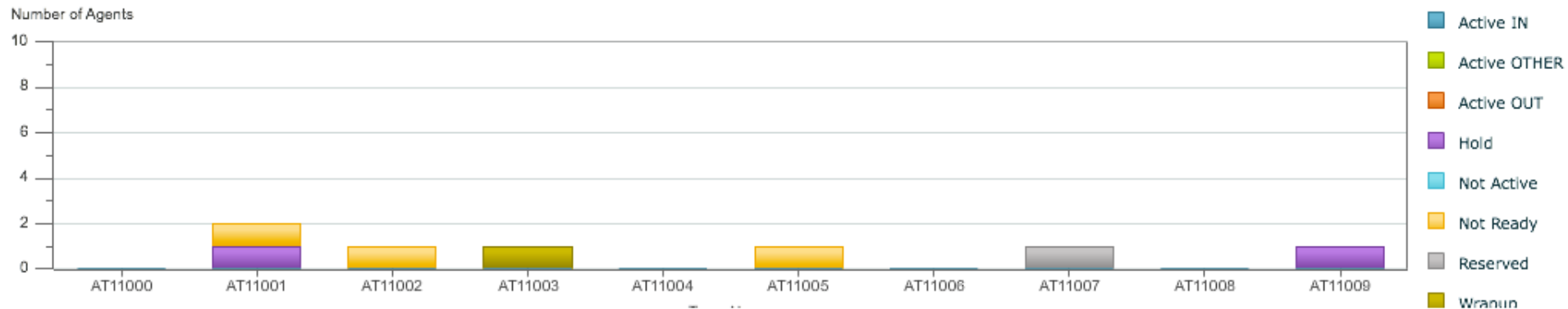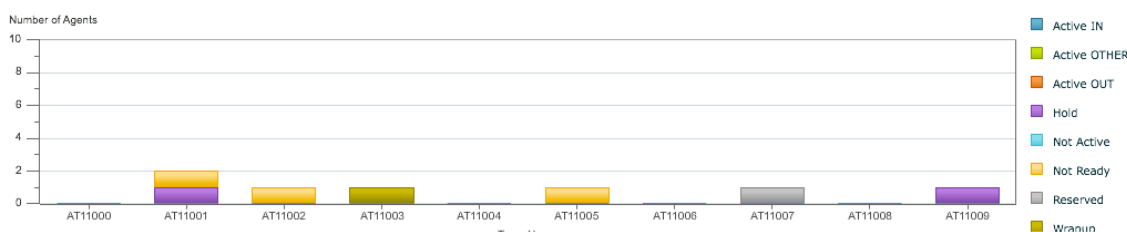
One report, multiple views

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**
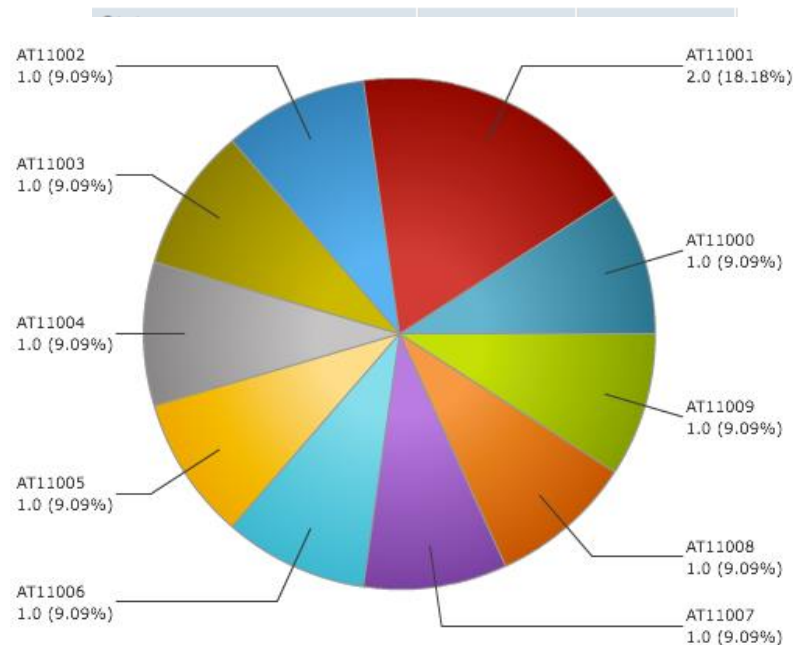
Multiple Views

Associate multiple report views with the same report data definition

	<<	Edit	Print	Filter	SQL	Refresh	Pop Out	Export	Chat Agent Detail Report ▼			>>

Chat Agent Detail Report
Talk Time Gauge
Total Active,Accept Time by Agent Chart

☑ 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

Scheduled Reports: Best Practices

Scheduled report execution adds load to system

Schedule reports during non-production hours

Don't Schedule at 00:00 Hours
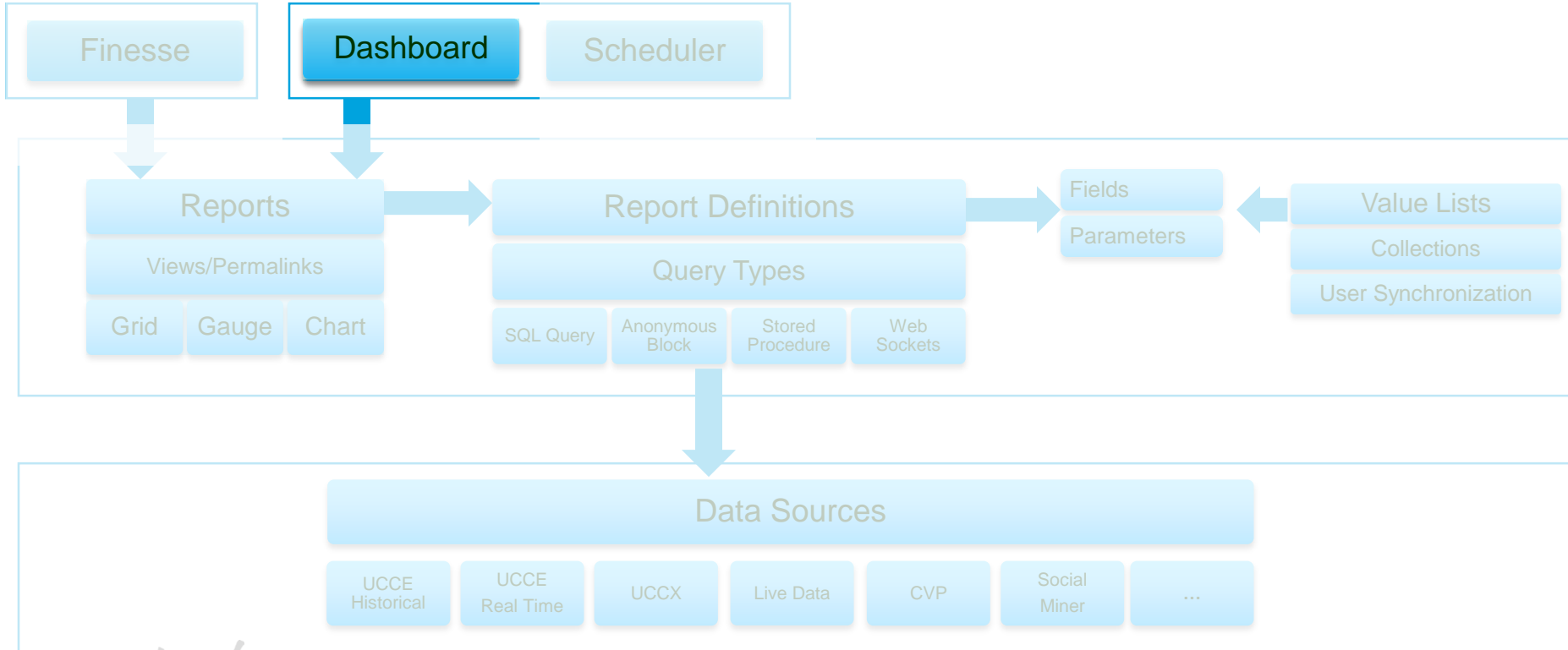
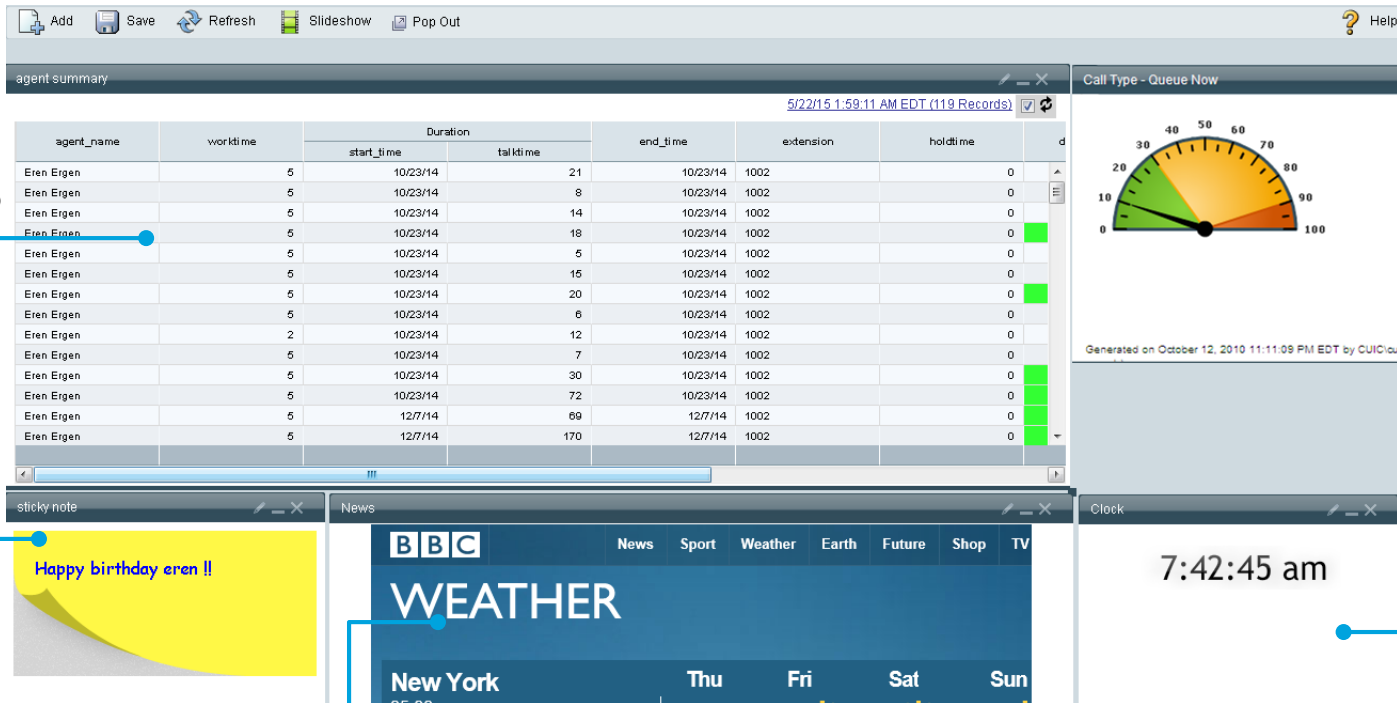Stagger the scheduled reports

Intelligence Center functionality

Finesse

Dashboard

Scheduler

Reports

Views/Permalinks

Grid | Gauge | Chart

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Data Sources

UCCE Historical | UCCE Real Time | UCCX | Live Data | CVP | Social Miner | ...

Dashboards

Consolidate reports and other content

Reports
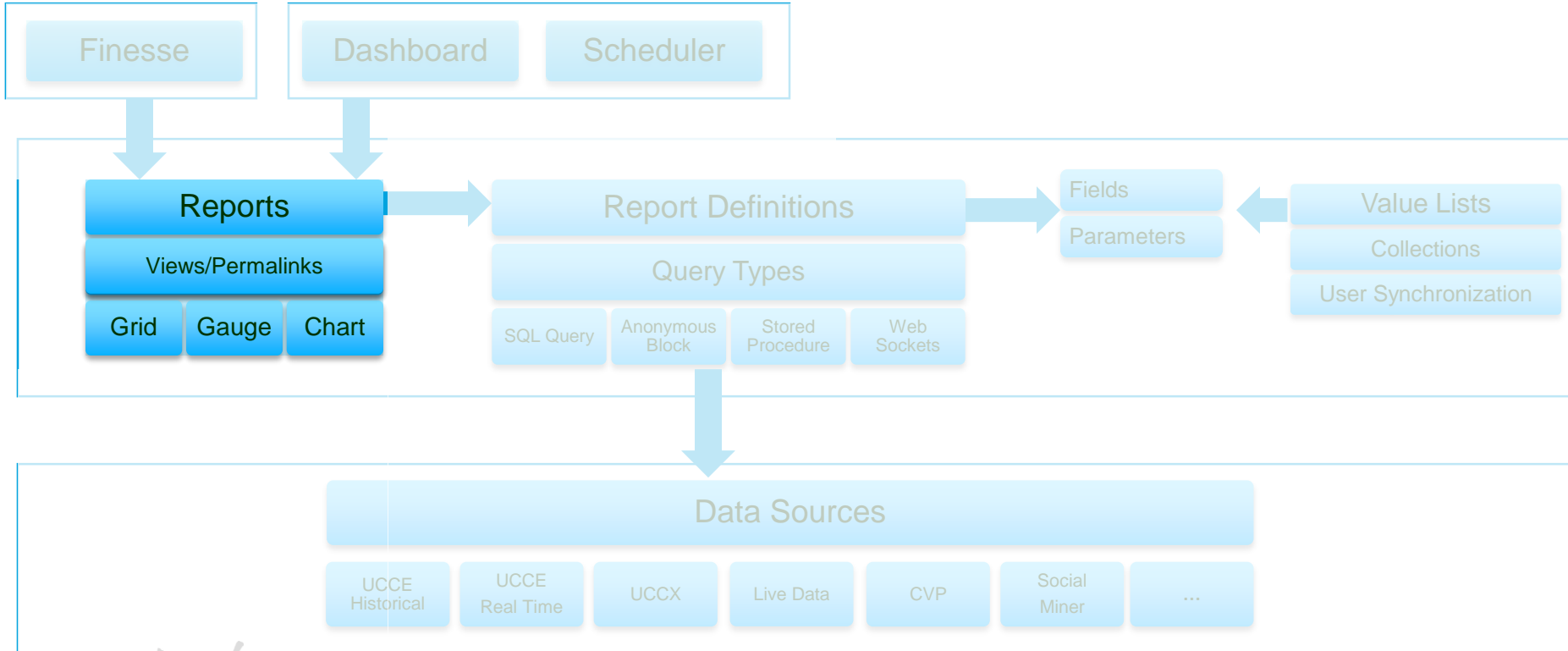
Sticky
Notes

Web
Pages

Widget

Dashboards
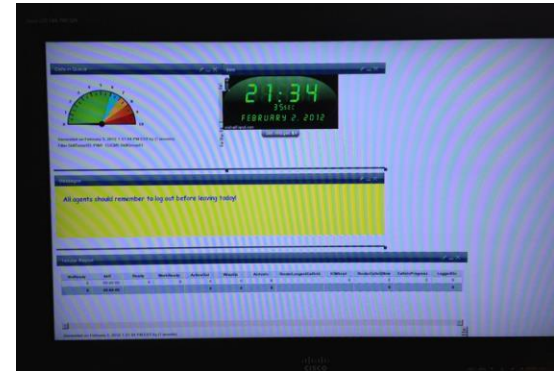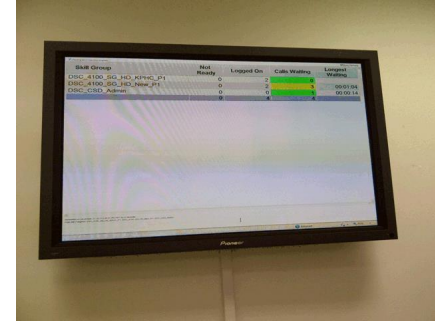
Dashboard: Best Practices

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
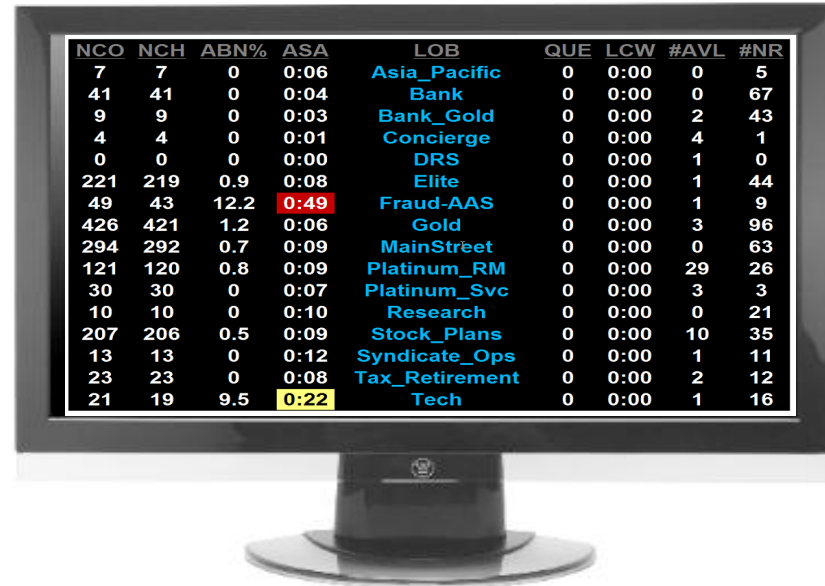
Intelligence Center functionality

Finesse

Dashboard

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Grid | Gauge | Chart

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UCCE Historical | UCCE Real Time | UCCX | Live Data | CVP | Social Miner | ...

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

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

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

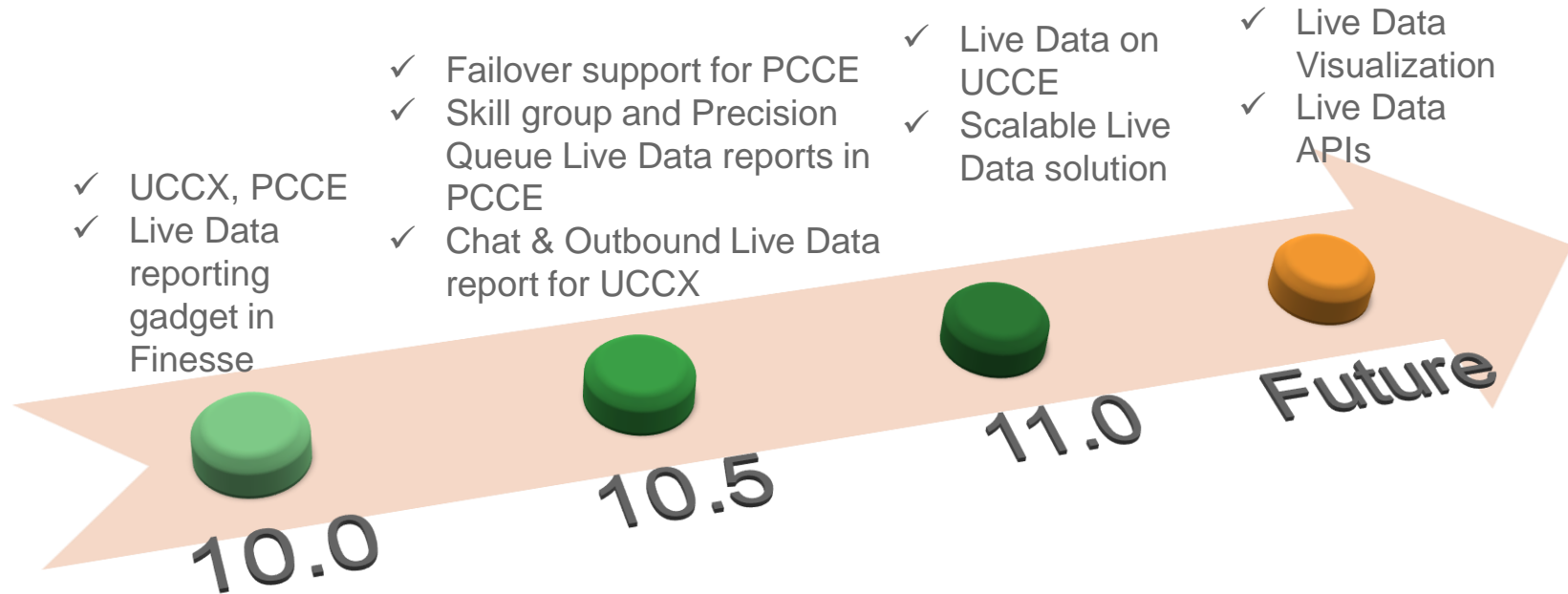| Event Time	User	Operation	Entity Type	Entity Name	Status
5/19/2015 15:36	CUIC\administrator	LOGIN	USER		SUCCESS
5/19/2015 15:36	CUIC\administrator	CREATE	DASHBOARD	ds1	SUCCESS
5/26/2015 12:00	CUIC\administrator	LOGIN	USER		SUCCESS
5/26/2015 12:02	CUIC\administrator	LOGIN	USER		SUCCESS
5/26/2015 16:57	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 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

✓ UCCX, PCCE
✓ Live Data reporting gadget in Finesse

✓ Failover support for PCCE
✓ Skill group and Precision Queue Live Data reports in PCCE
✓ Chat & Outbound Live Data report for UCCX

✓ Live Data on UCCE
✓ Scalable Live Data solution

✓ Live Data Visualization
✓ Live Data APIs

10.0

10.5

11.0

Future

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 - Age ▼ | ❚❚ | Thresholds only

Precision Queu...	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	
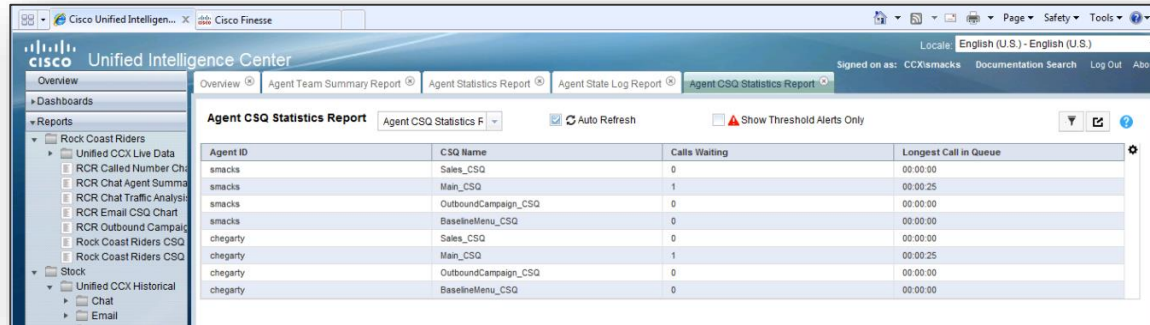
Live Data for Unified CCX

- Supervisor Reports
  - Team State
  - Team Summary
  - Voice CSQ Agent Detail
  - Voice CSQ Summary
  - Agent Outbound Team Summary
  - Chat Agent Statistics
  - Chat CSQ Summary
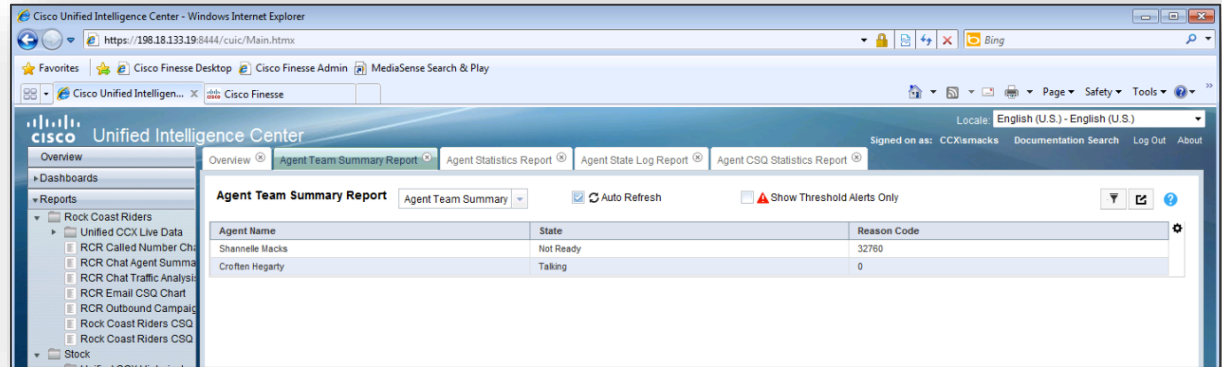
- Agent Reports
  - Agent State Log
  - Agent Statistics
  - Agent CSQ statistics
  - Agent Team Summary

CUIC Reporting Gadgets

Intelligence Center functionality

Finesse

Dashboard   Scheduler

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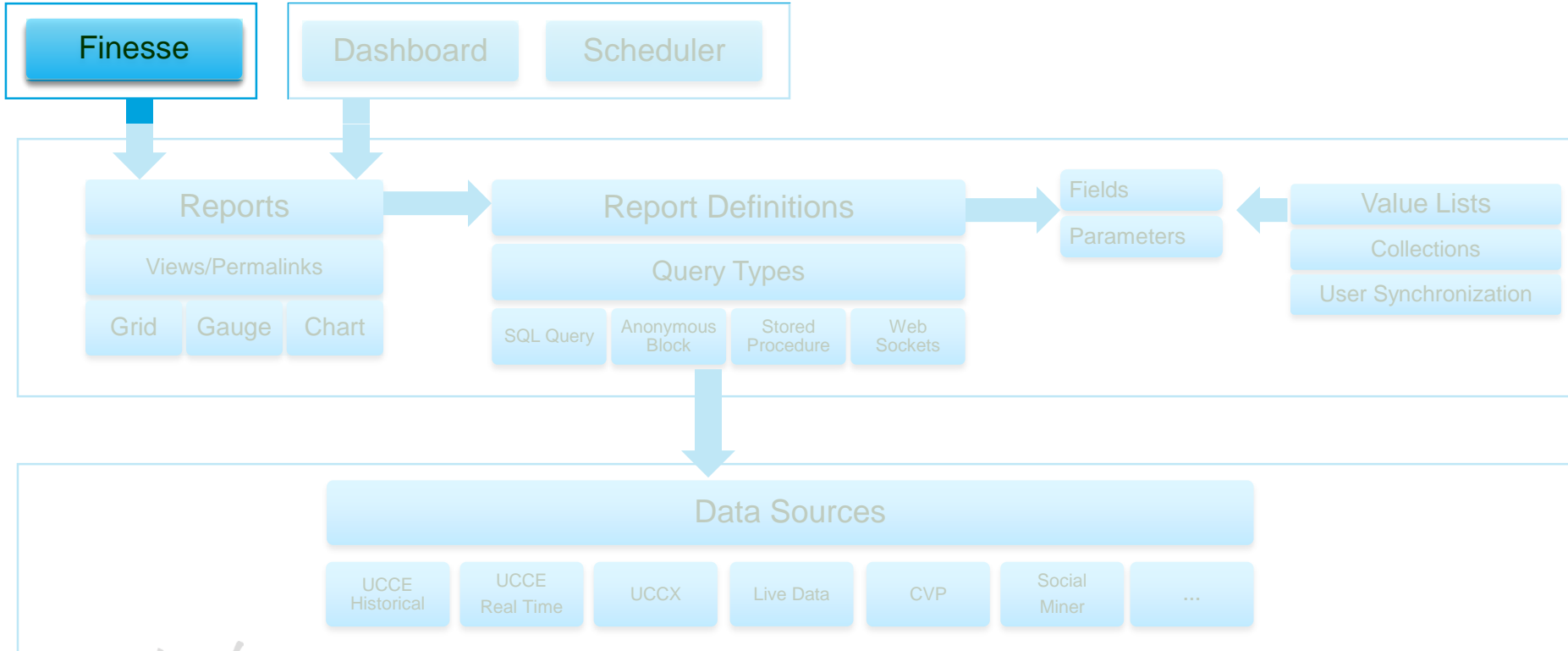
Reporting Gadgets on Cisco Finesse

- Live Data Reports as Gadgets

- Live Data Gadgets in CCE as well

- Live Data Gadget Enhancements

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

Permalink URL Gadget (Historical Reports)

Step 1
- Copy CUIC HTML Permalink

Step 2
- Use the sample code and save in a Web server

Step 3
- CUIC certificate in Finesse Tomcat trust store

Step 4
- In Finesse layout add as URL gadget

```
<iframe src="CUIC HTML Permalink" style="height:100%; width:100%"></iframe>
```
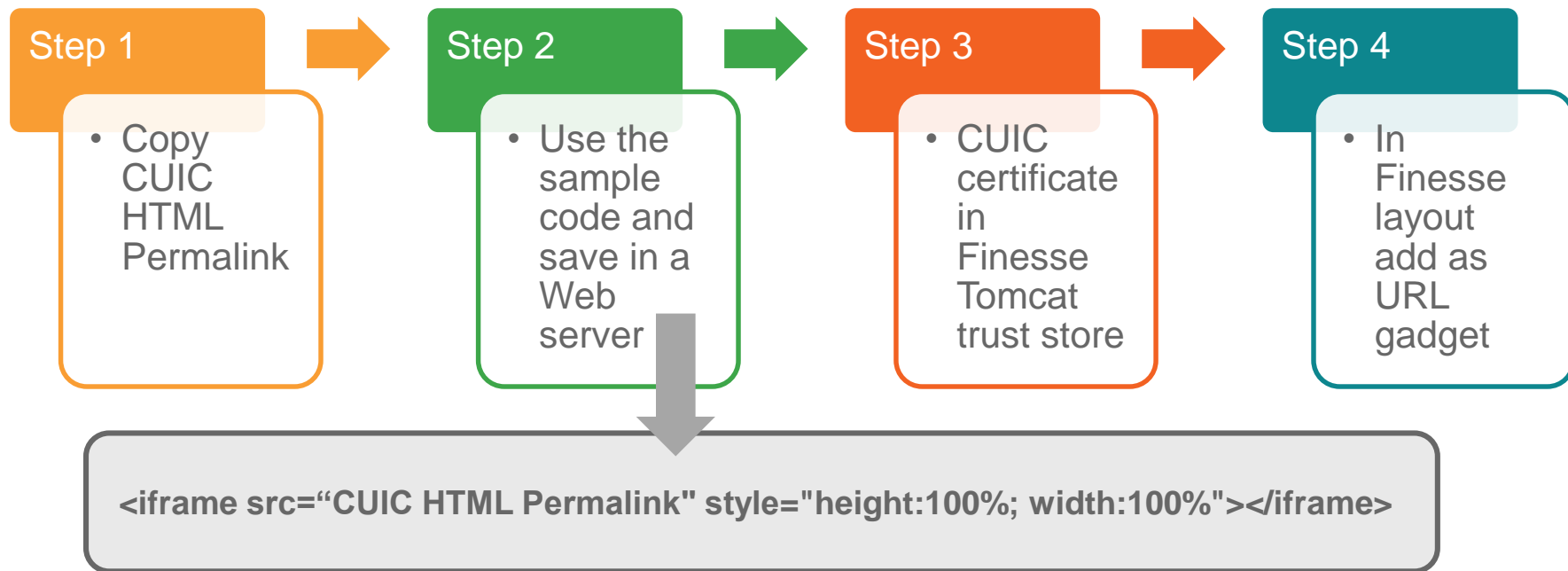
URL Based Gadget: Sample code

```xml
<?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	Update	Reporting Gadget

Uncomment Gadget in Desktop Layout

Update Report View ID

Reporting Gadget

Live Data Demo

Cisco Finesse

https://cc-uccx.colbsys.com:8445/desktop/container/?locale=en_US

Search

Most Visited　Getting Started　Web Slice Gallery　Rock Coast Riders page

Supervisor Cole Smith (supcole) - Extension 27530

Not Ready ▼　18:52

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 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 Sum ▼ | ‖ | ☐ 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

EN　1:12 PM　4/30/2015

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
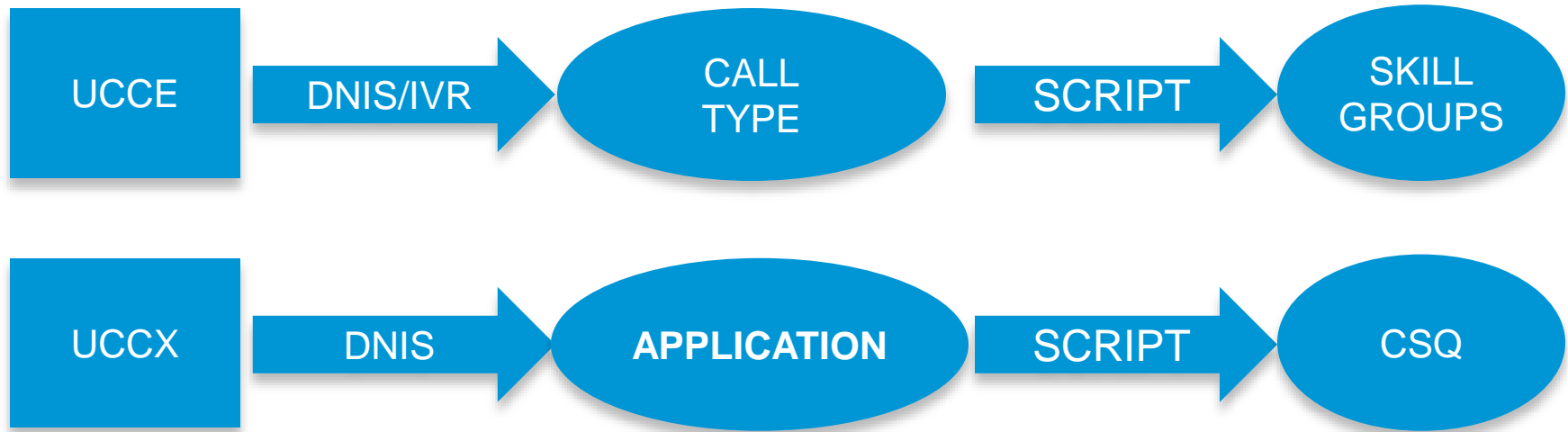
UCCE → DNIS/IVR → CALL TYPE → SCRIPT → SKILL GROUPS

UCCX → DNIS → **APPLICATION** → SCRIPT → CSQ

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

Live Data

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

Call & Task

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

Change
Call Type
to Sales

CallOffered
Call Type
IVR

Q to SG1   Q to SG2

15 sec.   20 sec.   9 sec.   2 sec.   37 sec.   20 sec.

CT IVR   **CT Sales**

Ready
SG1   Answer   Drop   Ready
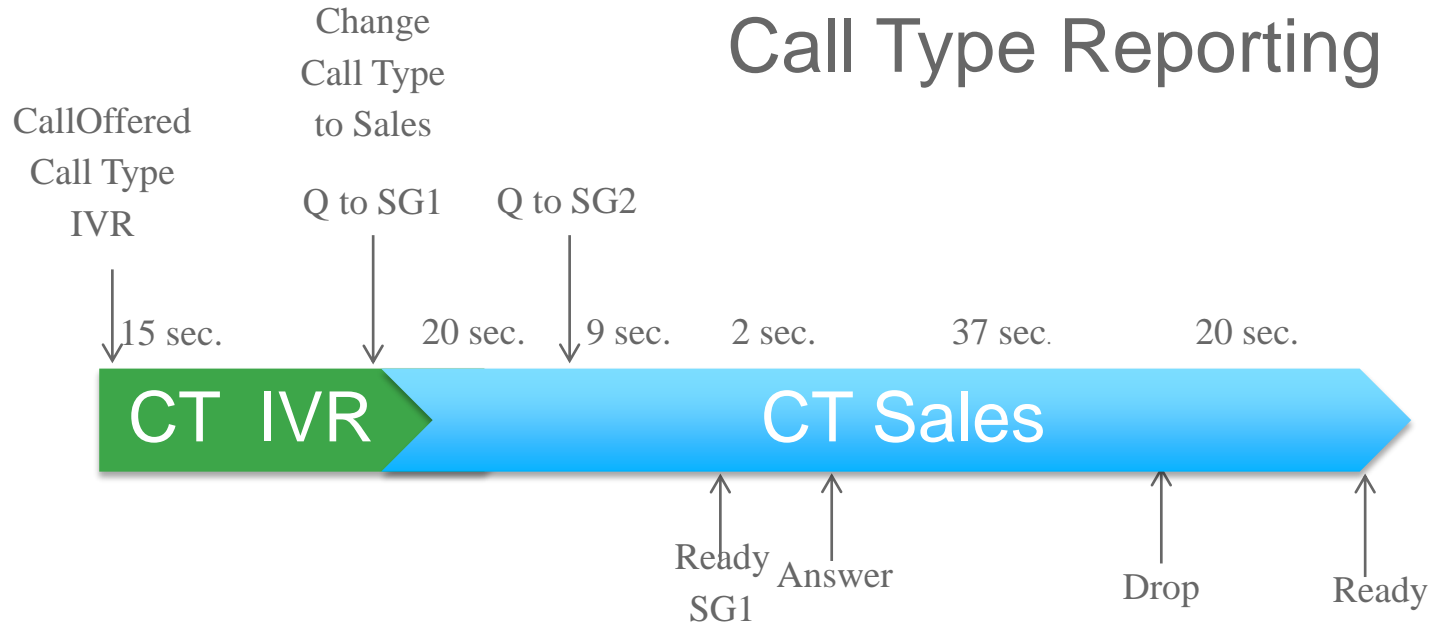
Call Type	ASA	Offered	Answered	AWT	Aban	Flow Out
IVR	00:00:00	1	0	00:00:00	0	1
Sales	00:00:31	1	1	00:00:31	0	0

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

CallOffered
Call Type
IVR

Change
Call Type
to Sales

Q to SG1   Q to SG2

15 sec.   20 sec.   9 sec.   2 sec.   37 sec.   20 sec.

SG1   **SG2**   **SG1**

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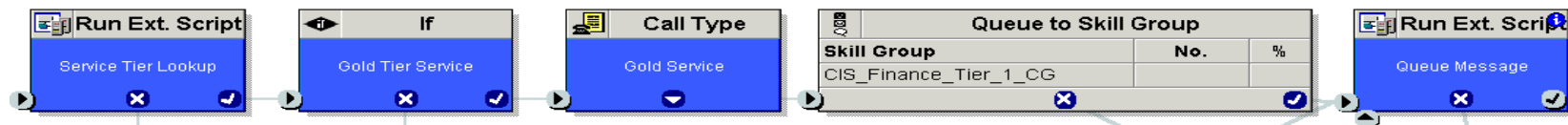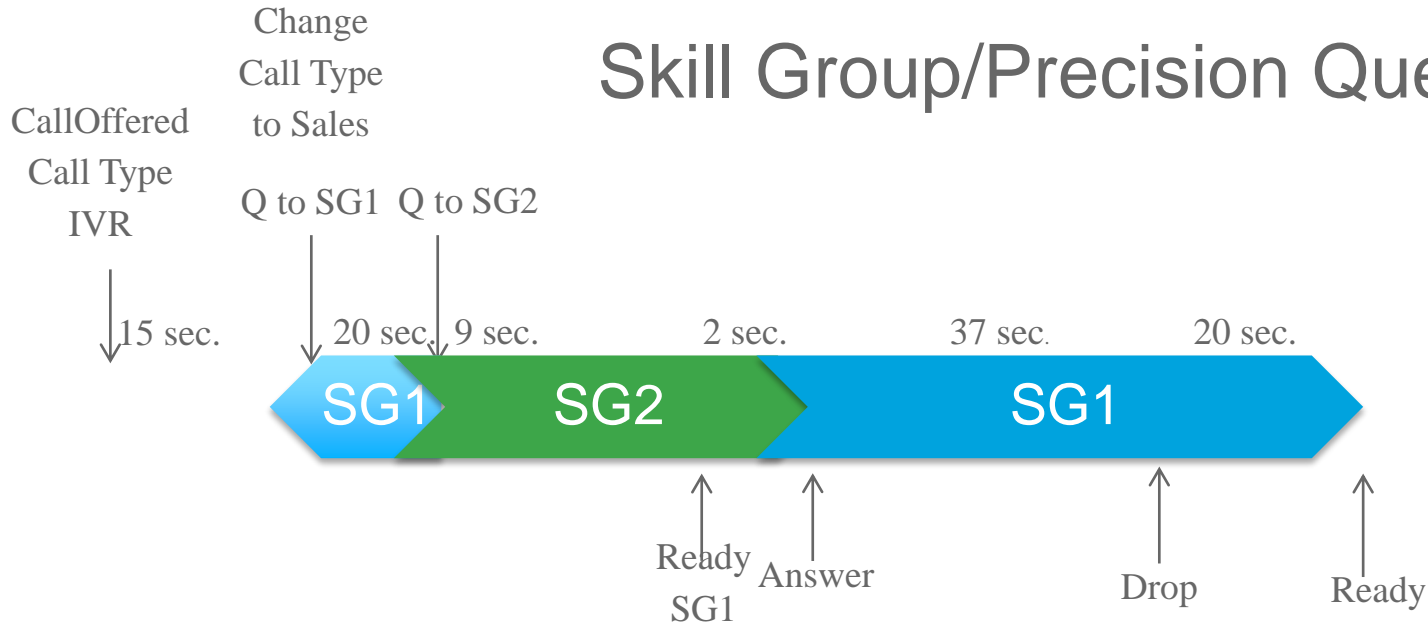
SkillGroup	Calls Queued	Average Speed Answer	Handled Calls	Average Handle Time	Dequeued Calls
SG1	1	00:00:31	1	00:00:57	0
SG2	1	00:00:00	1	00:00:00	1

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

Unified Intelligence Center

Search...

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	Download / Add to cart / Publish
CCE 10.5 Historical All Fields Templates_CCE_10.5_HT_AF_10.5.1.zip	04-JUN-2014	3.49 MB	Download / Add to cart / Publish
CCE 10.5 Historical Outbound Templates_CCE_10.5_HT_OB_10.5.1.zip	04-JUN-2014	1.76 MB	Download / Add to cart

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
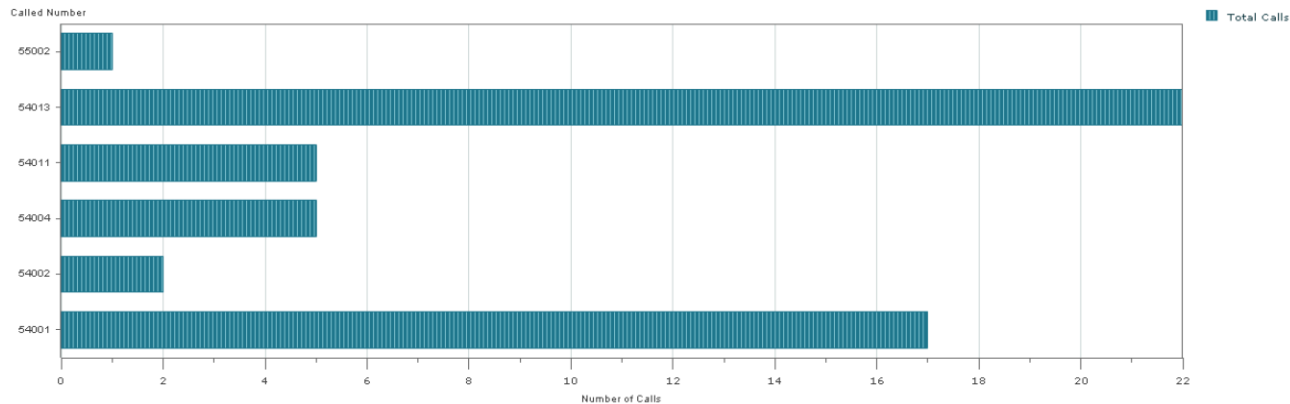
Agent Reporting

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
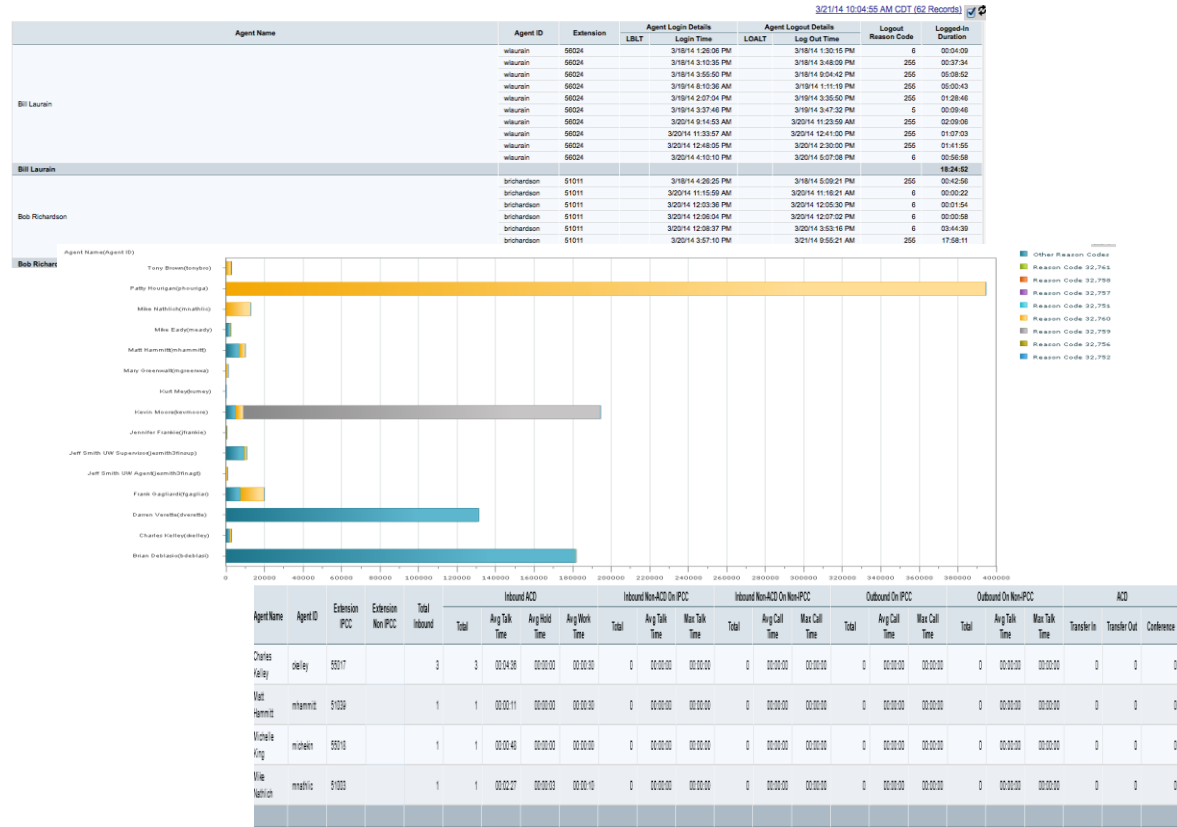
Outbound Reporting

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

IVR Outbound Campaign Summary: Outbound Campaign Calls attempted and disposition summary
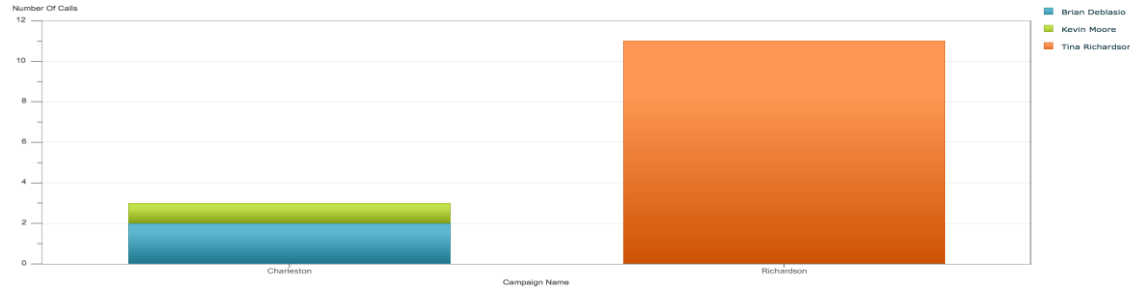
Campaign	Contacts				Calls								
	Total	Attempted	Remaining	% Attempted	Voice	Answering Machine	Invalid	Fax/Modem	No Answer	Busy	Failed	Customer Abandoned	System Abandoned
Charleston IVR	1		1										
	60	33	15	55	0	1	0	0	2	0	30	0	4
Charleston IVR	**61**	**33**	**16**	**55**	**0**	**2**	**0**	**0**	**3**	**0**	**49**	**0**	**7**
Outound IVR Charleston	1		1										
Outound 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

Email or Chat CSQ Activity: Chat handling per CSQ including average wait and handling times
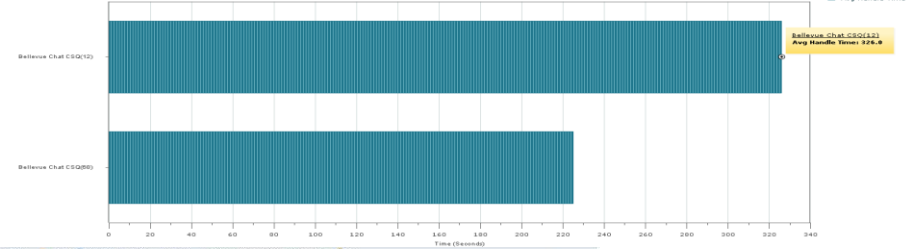
Email or Chat Agent Activity: Chat handling per CSQ including average wait and handling times
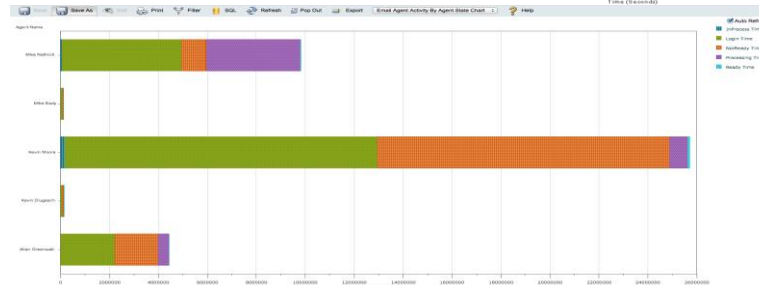
Contact Center Express Bundled Reports

- 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
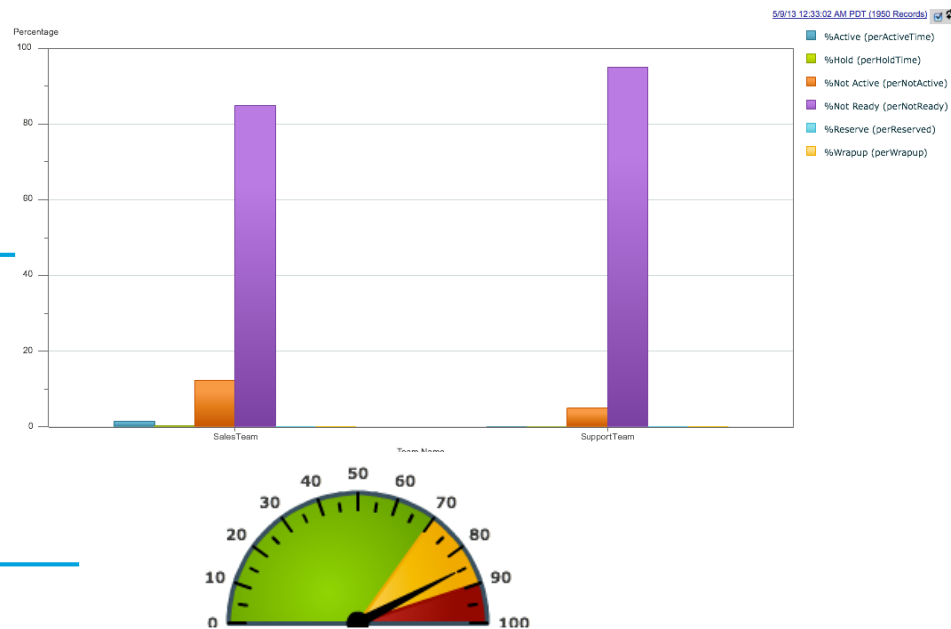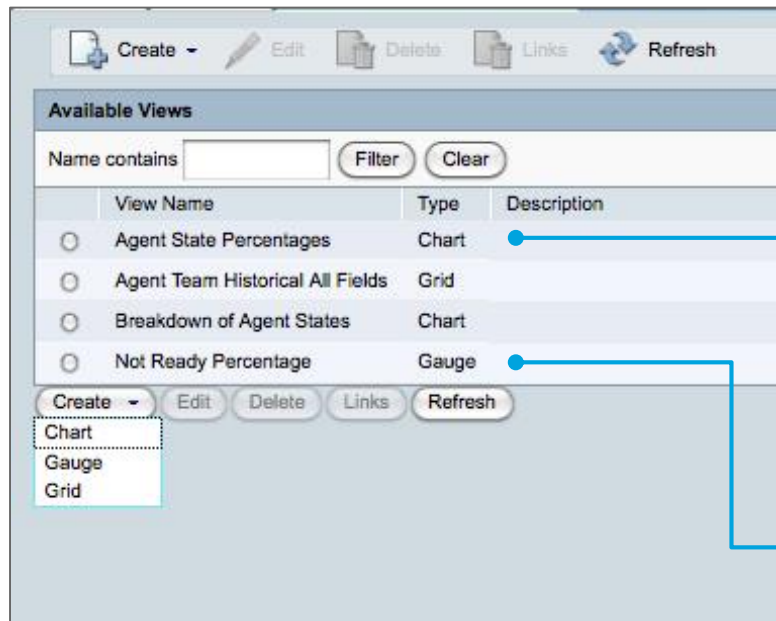
Visual Customization

Rearrange Column fields, Rename fields
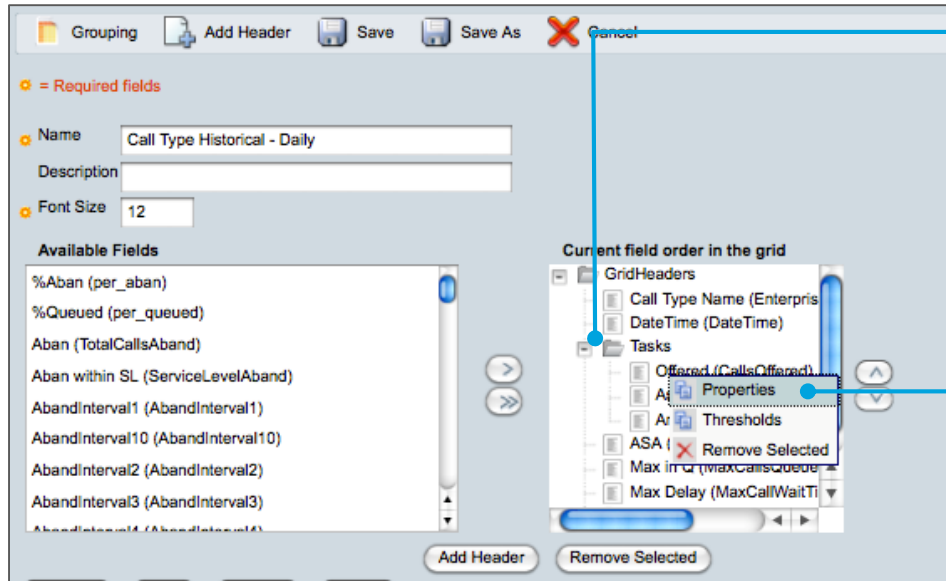
- Group items together logically with headers

- 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 |

(Add) (Edit) (Delete) (OK)

CSR Name	Agent ID	Chat Type	Chat Routed CSQ	Chat Skills	Chat Timing				
					Chat Start Time	Chat End Time	Duration	Active Time	Accept Time
	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
Claudia Schiffer	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

Visual Customization: Best Practices
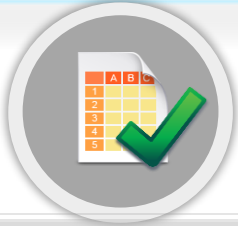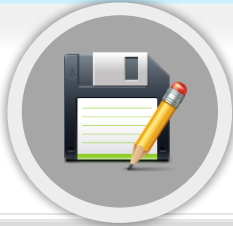
Stock	Custom	Structure	Permission	View
Choose right stock report	Save As	Folder: Easy to find	'Execute' for access only	Gauge for single, Charts for multiple values
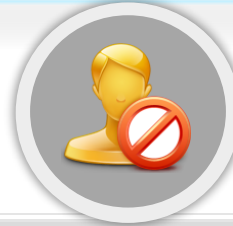
Customization using CUIC Premium

Intelligence Center functionality

Finesse

Dashboard

Scheduler

Reports

Views/Permalinks

Grid | Gauge | Chart

Report Definitions

Query Types

SQL Query | Anonymous Block | Stored Procedure | Web Sockets

Fields

Parameters

Value Lists

Collections

User Synchronization

Data Sources

UCCE Historical | UCCE Real Time | UCCX | Live Data | CVP | Social Miner | ...
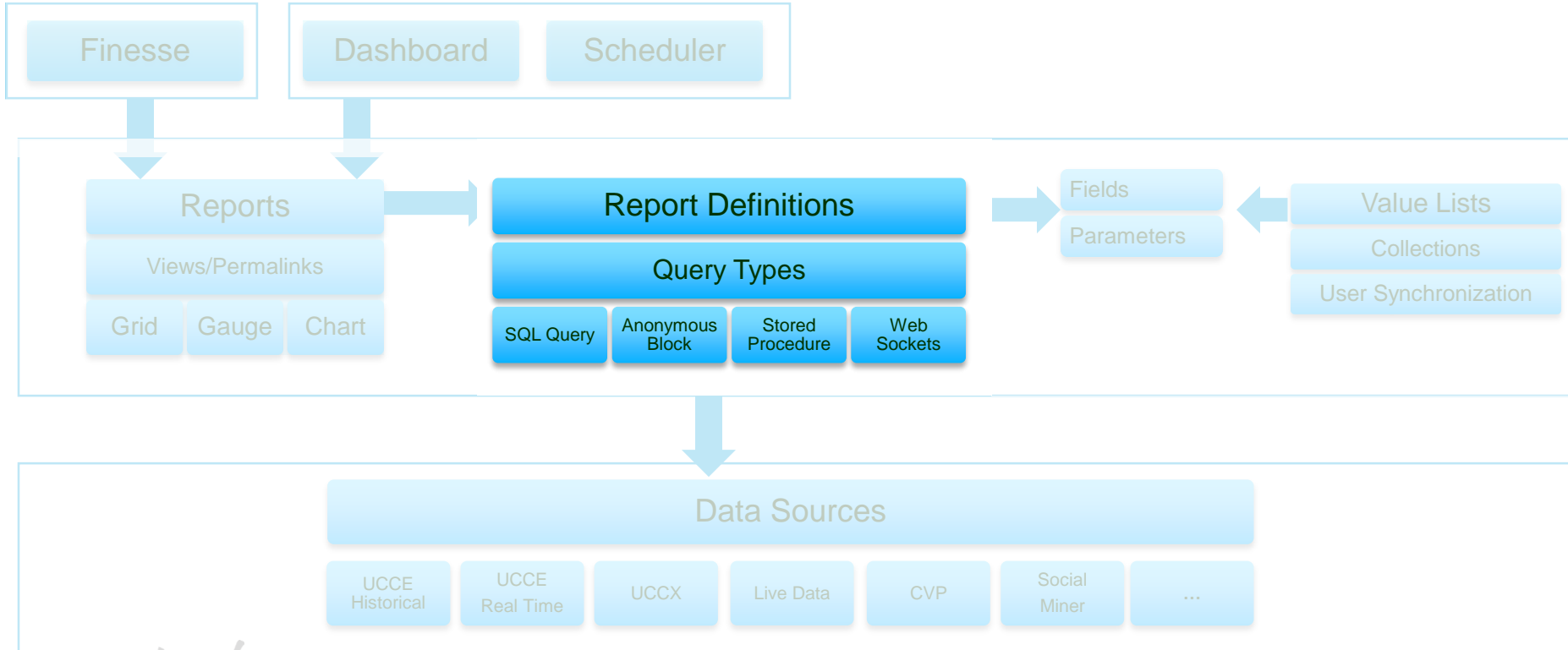
New Report Development

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

Data Source	Fields	Parameters	Properties

☀ = Required fields

☀ 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

Create Fields   The query validated successfully, and the field(s) were created.

Custom reporting: Best Practices

SELECT *** ~~X~~ *FROM Routing_Client_Five_Minute*

"Give me" "All of the data" ~~X~~ "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

Add more calculations

- Choose the right Stock report

- 'Save As' a custom report

- Click on Report Definitions

- Go to fields

- Click Edit Formatting

Report Development from scratch

Know the Database Schema

- **SQL query**
- **Anonymous Block**
- **Stored Procedure**

- **Create a Report**
- **Give Permissions**
- **Select Report definition**
- **Run & Validate**

- **Report**
- **Report Definitions**
- **Localization file**
- **Template Help file**

Here you go!

Identify the Data (Data Source)

Develop a Report Definition

Customize the Report Views

Export Report Package

Import into Production System

Getting 8000+ Rows

> 8000 not displayed

8000 Rows

Cisco Unified Contact Center

CUIC

Reporting User

Resultset (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	Report Definition	Report	*Optional* Scheduler
• T-SQL Scripting • Split and numerate rows returned • Deploy 'paging' logic	• T-SQL in Anonymous Block • Create Parameters - include Page No	• Build the Report • Use Filter to change page numbers at run time	• Schedule Report (x Page No) • Merge by Batch scripting, Windows Task Scheduler)

T-SQL column:

```
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 column:

```
☼ 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 column:

Records 1-8000

☼ @pageno (@pageno)

Value (DECIMAL): 1.0

Records 8001-16000

☼ @pageno (@pageno)

Value (DECIMAL): 2

Scheduler column:

Schedule List

Name contains [ ] Filter Clear

Schedule Name	Scheduled Execution Last Run	Last Status	Type	Destination	Result	Next Scheduled Run	Scheduled By	Frequency
○ SGI_1			Remote Location			11/13/14 18:10	CUICcuicadmin	Once
○ SGI_2			Remote Location			11/13/14 18:12	CUICcuicadmin	Once
○ SGI_3			Remote Location			11/13/14 18:14	CUICcuicadmin	Once

Create Edit Delete Enable Disable Run Now 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

Cisco Unified Intelligence Center

Overview

Reports

- Dashboards
- **Reports**
  - Custom Reports
  - Stock
    - Intelligence Center Admin
      - Audit Trail
    - Unified CCX Historical
    - Unified CCX Live Data
  - AAAA

Import Report   Refresh   Help

Available Reports:

- Reports
  - Custom Reports
  - Stock
    - Intelligence Center Admin
    - Unified CCX Historical
      - Chat
      - Email
      - Inbound
        - Abandoned Call Detail Activity Report
        - Aborted Rejected Call Detail Report
        - Agent Call Summary Report
        - Agent Detail Report
        - Agent Login Logout Activity Report
        - Agent Not Ready Reason Code Summary Report
        - Agent State Detail Report
        - Agent State Summary by Agent Report
        - Agent State Summary by Interval Report
        - Agent Summary Report
        - Agent Wrap Up Data Summary Report
        - Agent Wrap-Up Data Detail Report
        - Call Custom Variables Report
        - Called Number Summary Activity Report
        - Common Skill CSQ Activity Report
        - Contact Service Queue Activity by CSQ Report
        - Contact Service Queue Activity Report
        - Contact Service Queue Activity Report by Interval
        - Contact Service Queue Call Distribution Summary

Data Sources

Value Lists

Security

Scheduler

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
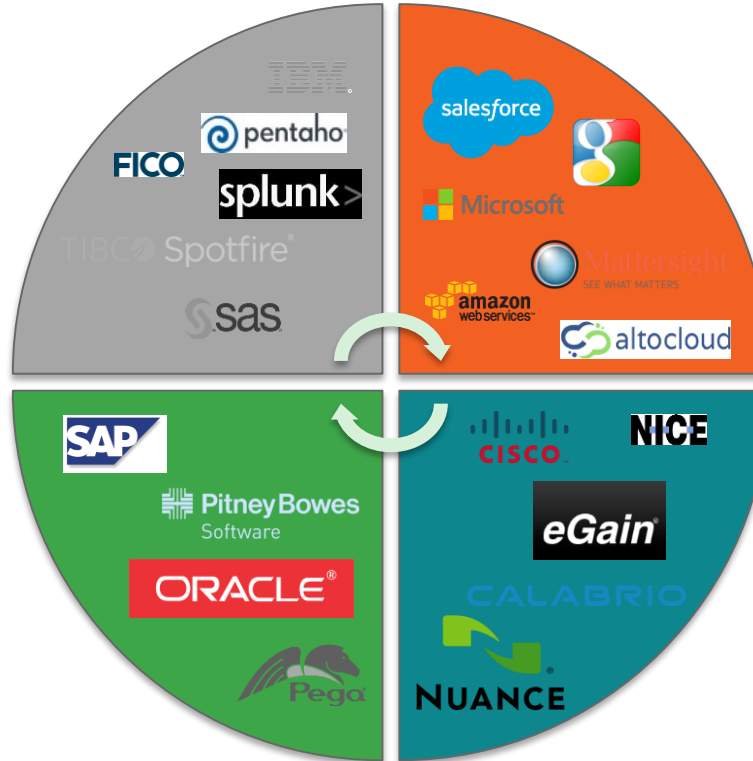
Cisco Connected Analytics Framework

| UCCE Operational Analytics | Service Management | Vertical Analytics | Omni-Channel Analysis |

Cisco Connected Analytics for Contact Center

| Structured & Unstructured | Data Extract, Transform | CACC Analytics Software |

CVP   UCCE

Enterprise Data ➤ **Data Integration** ➤ **Analytics**

Use Case: Reduce Customer Effort

Customer Effort

Sent an email but it's still in queue.	Had a chat earlier in the week. Reason code shows no resolution	Called this morning and waited on hold too long with an agent. Hung up.

3 days of unresolved issue
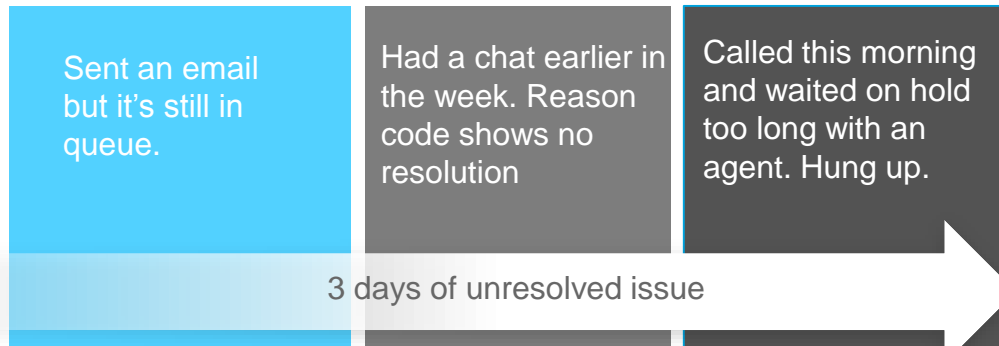
HDS Data

- 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

> **Total calls ranked by effort score**

> **Customer effort comparison for call type**
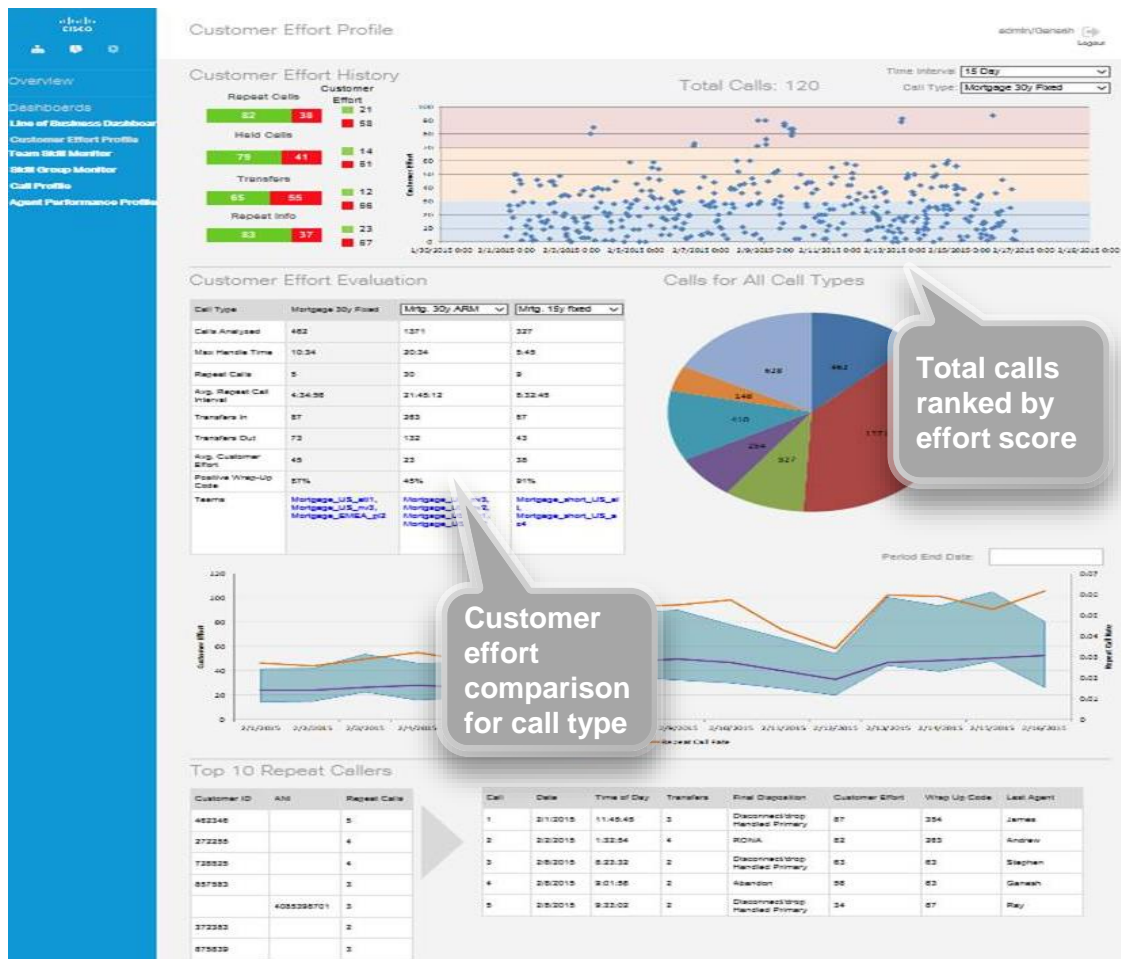
Use Case: Agent Experience

Identify Experience Patterns / Outliers

Agent Behaviors
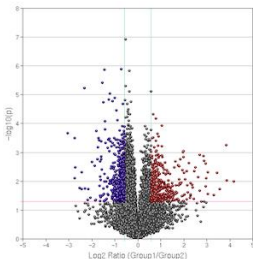
What is the population trend?

- Agent left to another position
- Customer Satisfaction Issues
- Training Issue
- Problem Agent

HDS

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

Predictive Analytics

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
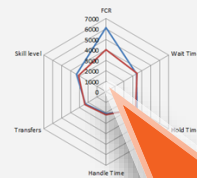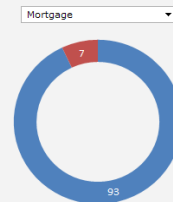
Attributes that contributed most to negative/positive outcomes are highlighted

Connected Analytics Demo

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

Reporting Gadget in Release 11.0

Play / Pause   Thresholds only

CUIC 11.0

Expand/ Collapse groups

CUIC 11.0

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

Contact Center Sessions Week at a Glance

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

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Thank you

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