

# WebView Agent Reports Contain No Data – Enable Agent Report

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## Introduction

This document describes one reason why reports based on templates agent20 and agent28 contain no data on the Cisco Intelligent Contact Management (ICM) WebView report system in a Cisco IP Contact Center (IPCC) environment.

## Prerequisites

### Requirements

Cisco recommends you have knowledge of these topics:

- Cisco ICM
- Cisco WebView

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco ICM version 5.0 and later
- Cisco WebView version 5.0 and later

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

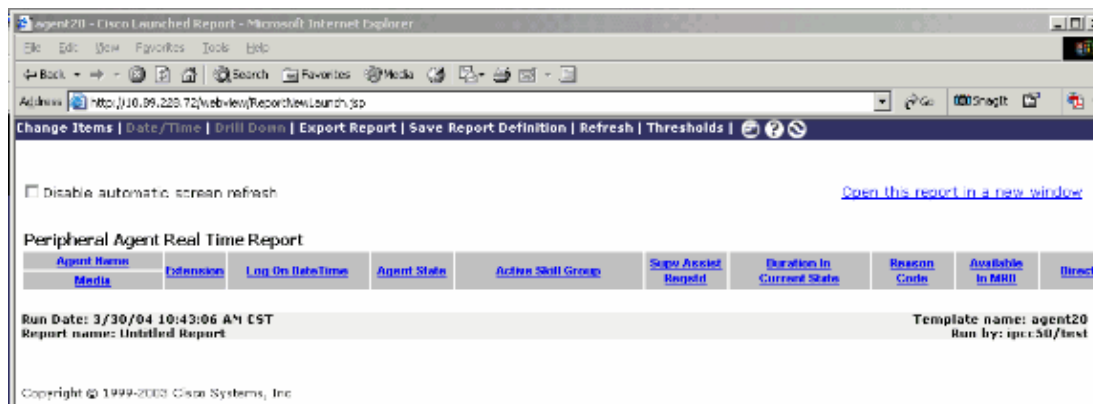
### Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

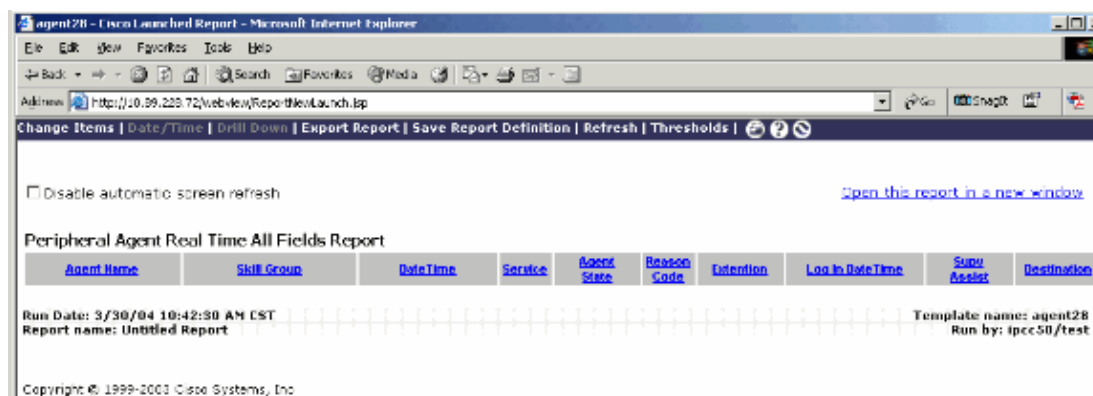
# Problem

When you view reports based on the agent20 and agent28 templates in WebView, both reports contain no data (see Figure 1 and Figure 2). Agent20 is the template for the Agent Real Time report, and agent28 is the template for the Agent Real Time All Fields report.

**Figure 1 agent20 Template**



**Figure 2 agent28 Template**



# Cause

This problem occurs due to a configuration issue. When you configure the Peripheral Gateway (PG), the **Enable agent reporting** check box is left unchecked (see Figure 3). Failure to enable the agent reporting is the root cause of the problem.

**Figure 3 Logical Controller**

Logical Controller

Logical controller ID: \* 5001      Physical controller ID: \* 5001

Name: \* PG2\_CM

Client type: \* CallManager/SoftACD

Configuration parameters:

Description:

Physical controller description:

Primary CTI address: 10.89.228.72:42027

Secondary CTI address:

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Skill Group Mask    Routing client    Default route    Peripheral Monitor

Peripheral    Advanced    **Agent Distribution**

Enable agent reporting  ←

Agent Distribution Entries

Distributor Site Name	Enabled
ff	Y
icmipcc	Y

New

Delete

Currently Selected Site

Distributor site name \* icmipcc

Enabled

## Solution

Complete these steps in order to enable agent reporting:

1. Choose **Start > Programs > ICM Admin Workstation > Configuration Manager**.

The Configuration Manager menu is displayed.

2. Choose **Tools > Explorer Tools > PG Explorer**.

The PG Explorer window is displayed.

3. Select the filters you want from the **Select filter data** box.
4. Click **Retrieve**.

The name(s) of the retrieved PG(s) are listed in the tree list box.

5. Select the PG that contains the records you want to view.

The configuration information for the selected PG is displayed in the tabbed fields on the right.

6. Expand the tree branch for the selected PG, and select the peripheral icon of the PG to view a peripheral record.
7. Click **Agent Distribution Tab** in the peripheral record.

8. Check the **Enable agent report** check box, shown in Figure 3.

This procedure solves the problem.

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## Related Information

- **Technical Support & Documentation – Cisco Systems**
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