

UCCX Voice CSQ Summary Report New Feature Configuration Example



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Contents

Introduction

Prerequisites

Requirements

Components Used

Background Information

Configure

Verify

Troubleshoot

Introduction

This document describes how to configure Cisco Unified Contact Center Express (UCCX) Versions 10.0 and 10.5 in order to add the new *Waiting Contacts* column to the Supervisor Voice Contact Service Queue (CSQ) Summary Live Data report.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

In order to configure the Waiting Contacts field, Cisco Finesse Desktop on UCCX Version 10.0 or 10.5 must be used.

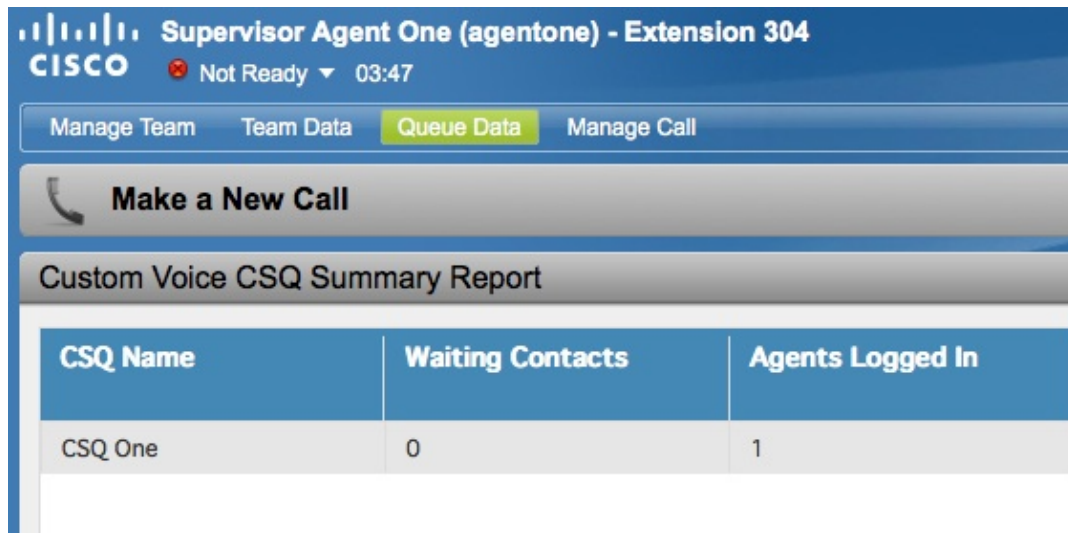
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

The new Waiting Contacts column is used in order to view the contacts that wait in queue.

Note: This column is a standard addition to the default Supervisor Voice CSQ Summary Live Data report in Cisco UCCX Version 10.6.

Here is an example that shows this additional column:



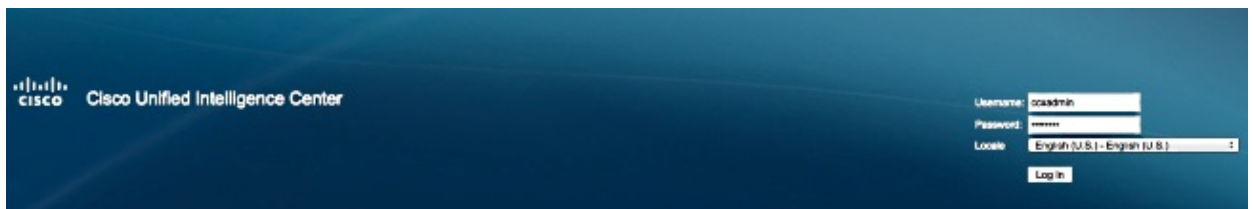
The screenshot shows the Cisco Supervisor Agent One (agentone) - Extension 304 interface. The status is 'Not Ready' with a timer at 03:47. The 'Queue Data' tab is selected. Below the navigation bar is a 'Make a New Call' button. The main section is titled 'Custom Voice CSQ Summary Report' and contains a table with the following data:

CSQ Name	Waiting Contacts	Agents Logged In
CSQ One	0	1

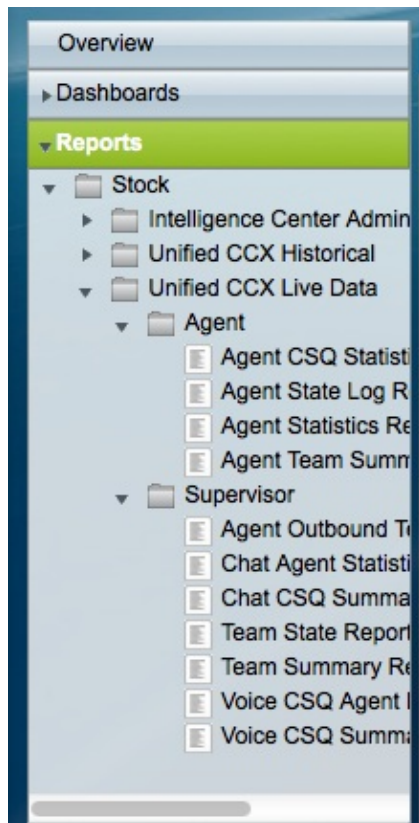
Configure

Complete these steps in order to configure Cisco UCCX Versions 10.0 and 10.5 in order to add the Waiting Contacts column to the Supervisor Voice CSQ Summary Live Data report:

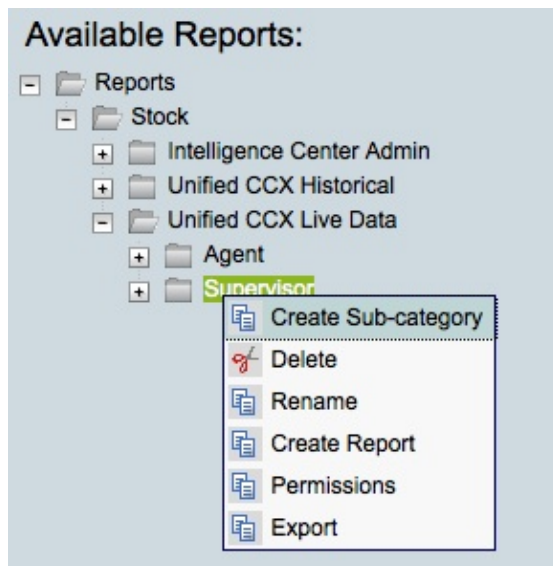
1. Log into the Cisco Unified Intelligence Center as the Application Administrator that was defined at the time of installation:



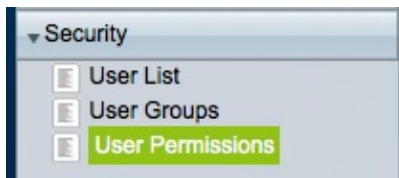
2. Click **Reports** in order to expand the Reports tab:



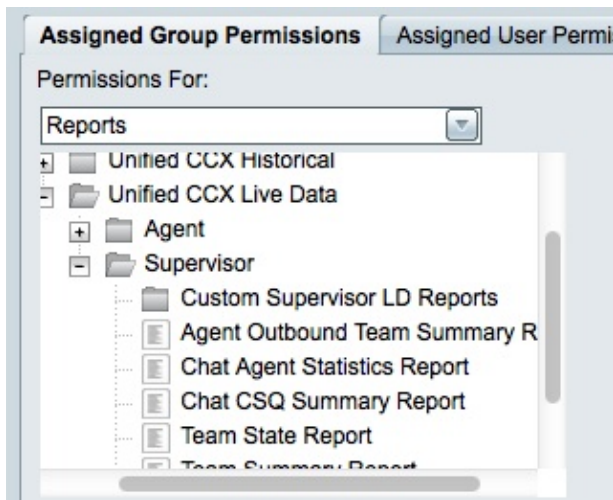
3. From the Reports tab, navigate to *Stock > Unified CCX Live Data > Supervisor*, right-click the *Supervisor* folder, and click *Create Sub-category*:



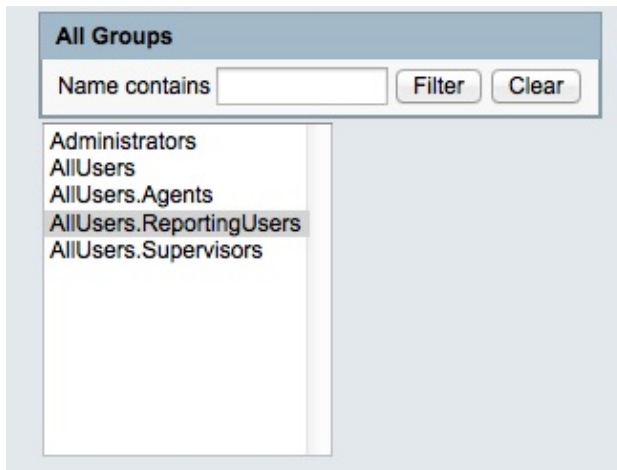
4. Navigate to *Security > User Permissions*:



5. Choose **Reports** from the *Permissions For:* drop-down menu and select the sub-category that you created under *Stock > Unified CCX Live Data > Supervisor* in the Reports folder that is located in the left panel:



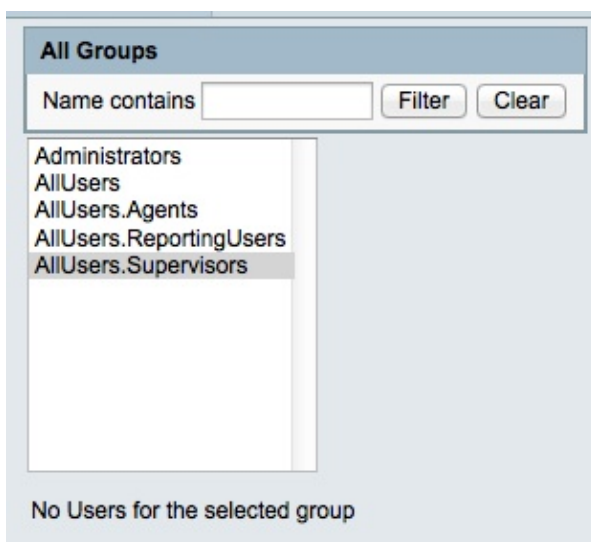
6. Click *AllUsers.ReportingUsers* in the right panel:



7. Click **Set Permissions**, check the **Execute** check box that appears in the pop-up window, and then click **OK**:

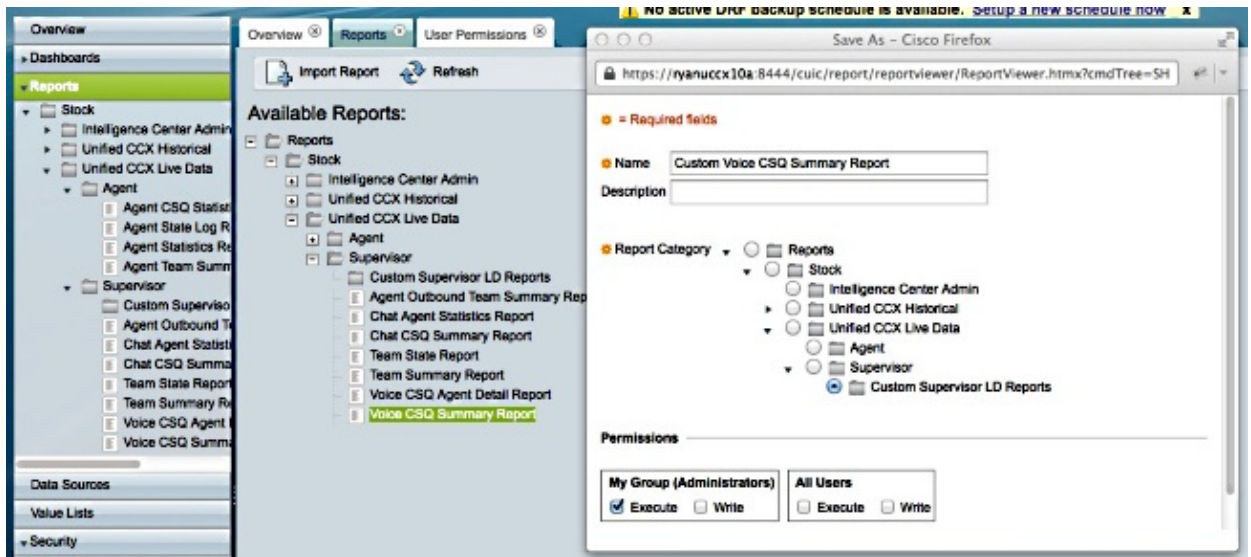


8. Click **AllUsers.Supervisors** in the right panel, click **Set Permissions**, check the **Execute** check box that appears in the pop-up window, and then click **OK**:

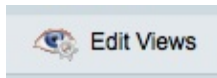


9. Navigate to **Reports > Stock > Unified CCX Live Data > Supervisor**, right-click **Voice CSQ**

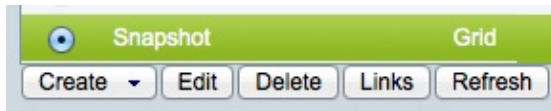
Summary Report, and click *Save As* in order to save this report in the sub-category that you created:



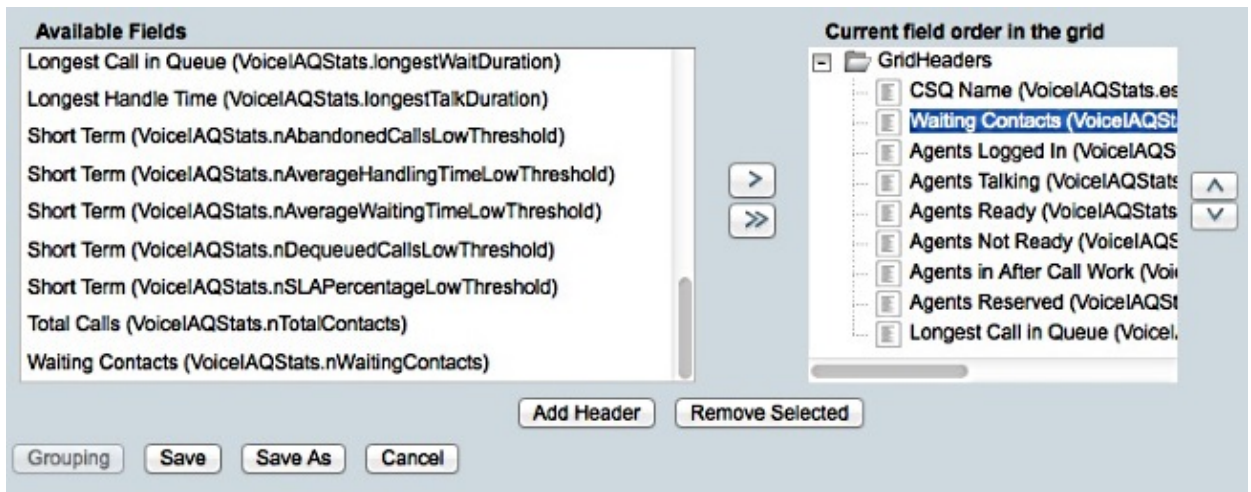
10. Click *Edit Views* in the tab that opens:



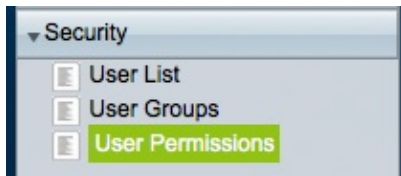
11. Click the *Snapshot* radio button when the tab that displays the views opens, and then click *Edit*:



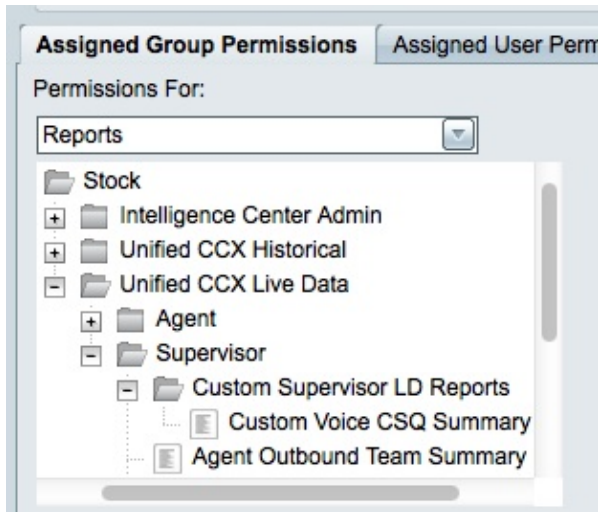
12. Choose *Waiting Contacts* from the *Available Fields* list, and move it to the *Current Fields* list. Set your desired order in the grid, and then click *Save*:



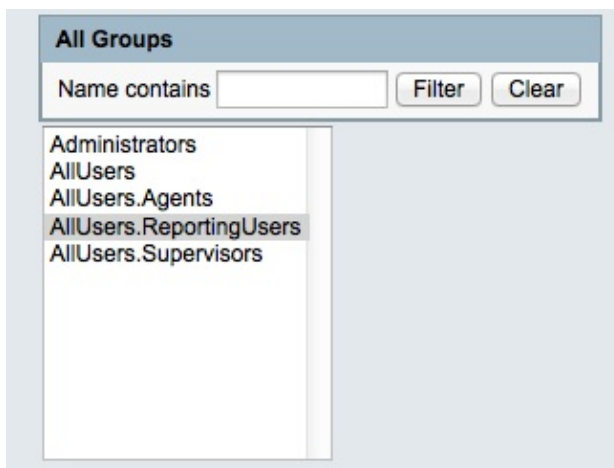
13. Navigate to *Security > User Permissions* and choose *Reports* from the *Permissions For:* drop-down menu:



14. Navigate to, and then select, the newly generated report in the sub-category that you created under *Stock > Unified CCX Live Data > Supervisor* in the left panel:



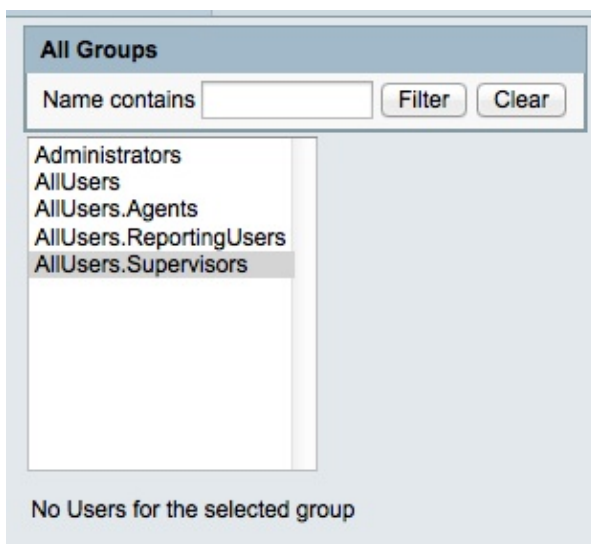
15. Click *AllUsers.ReportingUsers* in the right panel:



16. Click *Set Permissions*, check the *Execute* check box that appears in the pop-up window, and then click *OK*:



17. Click *AllUsers.Supervisors* in the right panel, click *Set Permissions*, check the *Execute* check box that appears in the pop-up window, and then click *OK*:

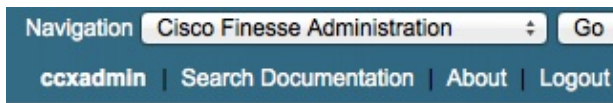


18. Export the new report, extract the ZIP file, and use a text editor to open the XML file with the report name.
19. Find and record the new view ID for the *Snapshot* view. In order to accomplish this, search for `<name>Snapshot</name>` in the file and record the value for the `<id>` node under the corresponding `<CuicGrid>` node.

The next example shows XML data for the *Snapshot* view. In this case, the **bolded** value is the new view ID:

```
-<CuicGrid id="3"><id>3191223510000149000002A20A4E5B35</id><version>3</version>
<parentRpt reference="1" class="CuicReport"/><name>Snapshot</name><description/>
```

20. Log into the Cisco Finesse Administration console:



21. Click the **Desktop Layout** tab:



22. Click **Finesse Layout XML** in order to view the default XML layout.

23. In the *VoiceIAQStats* gadget under the `<role>Supervisor</role>` layout, replace the view ID with the new one and save the XML.

Here is an example:

```
<layout><role>Supervisor</role>

...<id>queueData</id><label>finesse.container.tabs.supervisor.queueDataLabel</label>
<columns><column><gadgets><gadget>https://localhost:8444/cuic/gadget/LiveData/
LiveDataGadget.jsp?gadgetHeight=310&viewId=3191223510000149000002A20A4E5B35&
filterId=VoiceIAQStats.esdName=CL</gadget>
```

Verify

In order to verify your configuration, sign out of the Cisco Finesse Supervisor Desktop and log in again. The Waiting Contacts column should now be displayed in the *Voice CSQ Summary Report* of the *Queue Data* tab:

A screenshot of the Cisco Finesse Supervisor Agent One interface. The top bar shows the agent's name "Supervisor Agent One (agentone) - Extension 304" and status "Not Ready" with a timer at "03:47". Below the top bar are tabs: "Manage Team", "Team Data", "Queue Data" (highlighted), and "Manage Call". A "Make a New Call" button is visible. Below the tabs is a section titled "Custom Voice CSQ Summary Report" containing a table with three columns: "CSQ Name", "Waiting Contacts", and "Agents Logged In". The table has one data row: "CSQ One", "0", and "1".

CSQ Name	Waiting Contacts	Agents Logged In
CSQ One	0	1

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.