Getting Started

Overview

Unified CCX users can access reports using Cisco Unified Intelligence Center and Cisco Finesse. Unified Intelligence Center is a comprehensive, end-to-end reporting solution for Unified CCX. You can access Historical and Live Data reports.

With Unified Intelligence Center, you can complete the following tasks:

- Create and view Dashboards.

- Schedule reports to run at selected intervals.

- Import and export reports and report folders.

Common Terms

Data Source

Data source defines the sources that contain data for the report. Unified Intelligence Center supports two types of data sources: IBM Informix (Historical Reports) and Streaming (Live-Data Reports). Data sources are preconfigured for you.

Note Additional data sources are not supported.

Reports

Reports show data returned by Report Definitions. This data is extracted by database queries.

Stock Report

Report that is pre-bundled in Unified Intelligence Center.

Report Views

A report can be presented in multiple formats like a grid, chart, or a graph. Each view can have its own set of fields. A single report can have multiple views.

Report Help

You can attach a help page specifically for your report.

Authorized Users

The following user groups can access the reports:

- Agents—User can access the Live Data agent reports.

- Supervisors—User can access the Live Data agent and supervisor reports.

> **Note** To access Unified Intelligence Center Live Data reports, the supervisor should be assigned an agent Unified CCX extension.

- Reporting users—User can access Historical reports and Live Data reports.

> **Note**
> - Live Data reports can only be run by agents, supervisors, and reporting users.
>
> - For more information on the maximum number of reporting users supported to run Live-Data Reports concurrently on Cisco Unified Intelligence Center, see **Live Data Reporting Considerations** in *Solution Design Guide for Cisco Unified Contact Center Express*.

Available Reports

Historical Reports

These reports access past data from the historical data source to display information for the specified period of time. The refresh rate is 30 minutes. Historical reports display 8000 rows at a time.

Note Cisco Agent Desktop-email reports are no longer available on Unified Intelligence Center. Historical data of the Cisco Agent Desktop-email reports is available in the Unified CCX database. Report templates for accessing this data are located at: https://developer.cisco.com/site/reporting/documentation/

Import these report templates to Unified CCX to run the reports.

Live Data Reports

These reports access current data from the Streaming data source to display information about the current state of the contact center. The refresh rate is 3 seconds.

License-Wise Reports

For information on reports that are available based on the Unified CCX license package, see the "Reporting" section of the Unified CCX administration related guide, located at:

https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_implementation_design_guides_list.html.

Historical Reports

Report Categories	Available Reports
Chat reports	Chat Agent Detail Report
	Chat Agent Summary Report
	Chat CSQ Activity Report
	Chat CSQ Agent Summary Report
	Chat Traffic Analysis Report
Email reports	Email Agent Activity Report
	Email Contact Detail Report
	Email CSQ Activity Report
	Email Traffic Analysis Report

Report Categories	Available Reports
Inbound reports	Abandoned Call Detail Activity Report (For FAQ, see Abandoned Call Detail Activity Report.)
	Aborted Rejected Call Detail Report
	Agent All Fields Report
	Agent Call Summary Report (For FAQ, see Agent Call Summary Report.)
	Agent Detail Report (For FAQ, see Agent Detail Report.)
	Agent Login Logout Activity Report (For FAQ, see 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 (For FAQ, see Agent Summary Report.)
	Agent Wrap-up Data Summary Report
	Agent Wrap-up Data Detail Report
	Call Custom Variables Report (For FAQ, see Call Custom Variables Report.)
	Called Number Summary Activity Report
	Common Skill CSQ Activity report (For FAQ, see Common Skill CSQ Activity Report.)
	Contact Service Queue Activity by CSQ Report (For FAQ, see Contact Service Queue Activity by CSQ Report.)
	Contact Service Queue Activity Report (For FAQ, see Contact Service Queue Activity Report.)
	Contact Service Queue Activity Report by Interval
	Contact Service Queue Activity by Window Duration
	Contact Service Queue Call Distribution Summary
	Contact Service Queue Priority Summary
	Contact Service Queue Service Level Priority Summary Report
	CSQ Agent Summary Report
	CSQ All Fields Report

Report Categories	Available Reports
	Detailed Call by Call CCDR Report (For FAQ, see Detailed Call by Call CCDR Report.)
	Detailed Call CSQ Agent Report
	Priority Summary Activity Report
	Reason Code Report by Agent Grouping
	Reason Code Report by Reason Grouping
	Traffic Analysis Report (For FAQ, see Traffic Analysis Report.)
Outbound reports	Agent Outbound Campaign Summary Report
	Agent Outbound CCDR Report
	Agent Outbound Half Hourly Report
	IVR Outbound Campaign Summary Report
	IVR Outbound Half Hourly Report
	IVR Outbound CCDR Report
	Outbound Agent Detail Performance Report
	Preview Outbound Agent Detail Performance Report
	Preview Outbound Campaign Summary Report
System reports	Application Performance Analysis Report (For FAQ, see Application Performance Analysis Report.)
	Application Summary Report
	License Utilization Hourly Report (For FAQ, see License Utilization Hourly Report.

Live Data Reports

Live Data reports present ACD calls, chat, outbound, and email reports. You can access Live Data reports using Unified Intelligence Center or Cisco Finesse.

Live Data Reports on Unified Intelligence Center

The following table lists the available Live Data reports:

Report Categories	Available Reports
Agent	Agent CSQ Statistics Report
	Agent State Log Report
	Agent Statistics Report
	Agent Team Summary Report
Supervisor	Agent Outbound Team Summary Report
	Chat Agent Statistics Report
	Chat CSQ Summary Report
	Email Agent Statistics Report
	Email CSQ Summary Report
	Team State Report
	Team Summary Report
	Voice CSQ Summary Report

Live Data Reports on Finesse

Agent and supervisors can access Live Data reports that are configured to be displayed in the gadgets of the desktops. The following are the reports that are displayed in the gadgets:

Users	Reports	Report View	Is the Report Available in Default Layout ?	Tab
Agent	Agent CSQ Statistics Report	Agent CSQ Statistics Report	Yes	Home
Agent	Agent State Log Report	Agent State Log Report	Yes	My Statistics
Agent	Agent Statistics Report	Agent Statistics Report	Yes	My Statistics
Agent	Agent Team Summary Report	Agent Team Summary Report	Yes	Home
Supervisor	Agent Outbound Team Summary Report	Since Midnight	No	Team Data
Supervisor	Agent Outbound Team Summary Report	Short and Long Term Average	No	Team Data
Supervisor	Chat Agent Statistics Report	Chat Agent Statistics Report	No	Team Data
Supervisor	Chat CSQ Summary Report	Chat CSQ Summary Report	No	Queue Data

Users	Reports	Report View	Is the Report Available in Default Layout ?	Tab
Supervisor	Email Agent Statistics Report	Since Midnight	No	Team Data
Supervisor	Email CSQ Summary Report	Email CSQ Summary Report	No	Queue Data
Supervisor	Team State Report	Team State Report	No	—
Supervisor	Team Summary Report	Since Midnight	Yes	Team Data
Supervisor	Team Summary Report	Short and Long Term Average	Yes	Team Data
Supervisor	Voice CSQ Summary Report	Voice CSQ Agent Detail Report	Yes	Queue Data
Supervisor	Voice CSQ Summary Report	Snapshot	Yes	Queue Data
Supervisor	Voice CSQ Summary Report	Short and Long Term Average	Yes	Queue Data
Supervisor	Voice CSQ Summary Report	Since Midnight	Yes	Queue Data

For Finesse documentation, see:

https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html

Start Unified Intelligence Center

Access Unified Intelligence Center only after the administrator completes the post installation tasks for Unified CCX.

Procedure

Step 1   Open a web browser.

Step 2   Use one of these methods to access Unified Intelligence Center:

a) Enter the URL `http://<host address>` and click **Cisco Unified Contact Center Express Reporting**.

b) Enter the URL `http://<host address>:8081/cuic`.

c) Enter the URL `https://<host address>:8444/cuic`.

Note   Host address is the DNS name or IP address of the Unified CCX node.

Step 3   Enter your username and password.

Step 4   Click **Log In**.

Trust Self-Signed Certificate

When you access a server for the first time, follow the below steps to trust a self-signed certificate.

Procedure

Step 1   Start Unified Intelligence Center.

Step 2   Perform the following steps to trust the self-signed certificate:

Option	Description
If you use Internet Explorer:	1. A page appears that states there is a problem with the website's security certificate. Click **Continue to this website (not recommended)**. A sign in page opes and a certificate error appears in the address bar of your browser. 2. Click **Certificate Error**, and then click **View Certificates** The **Certificate** dialog box appears. 3. On the **Certificate** dialog box, click **Install Certificate**. The **Certificate Import Wizard** appears. 4. Click **Next**. 5. Select **Place all certificates in the following store**, and then click **Browse**. 6. Select **Trusted Root Certification Authorities**, and then click **OK**. 7. Click **Next**. 8. Click **Finish**. 9. If a Security Warning dialog box appears that asks if you want to install the certificate, click **Yes**. A **Certificate Import** dialog box that states the import was successful appears. 10. Click **OK**. 11. Enter your credentials, and then click **Sign In**.
If you use Firefox:	1. A page appears that states this connection is untrusted. 2. Click **I Understand the Risks**, and then click **Add Exception**. 3. On the **Add Security Exception** dialog box, ensure the **Permanently store this exception** check box is checked. 4. Click **Confirm Security Exception**. The page that states this connection is untrusted automatically closes.

Option	Description
	5. Enter your credentials, and then click **Sign In**.

View Help

Two types of help are available for a report in Cisco Unified Intelligence Center.

• Application-specific help: This help content explains how to use Unified Intelligence Center in general.

• Report-specific help: This help content explains how to use the report itself. The help can describe the fields or provide details of the relationship between the fields, or it can explain how to interpret the data in the report. This help is available only if it has been created for the report. To know more about how to attach help to a report, see the available here: http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html.

Get Help on Cisco Unified Intelligence Center

To get help on Cisco Unified Intelligence Center, go to the tab on which on you need help. In the top right corner, click **Help**. The help content related to the tab displays in a separate browser window.

Access Report Help

Procedure

Step 1 Generate the report that you want.

Step 2 On the toolbar, click ![Help] and select **Template Help**.

Tip
If required, click ![>>] until you see the Help icon.

The help window for the report opens.