



## Preface

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## Change History

This table lists changes made to this guide. Most recent changes appear at the top.

| Change   | See | Date        |
|--|-----|-------------|
| <b>Initial Release of Document for Release 11.6(1)</b> |     | August 2017 |

## About This Guide

This guide describes all the fields in the Historical Reports and Live Data Reports and provides the query designs for the Historical Reports. Online help file is available for each report. It describes the fields, charts, available views, filters, and grouping.

## Conventions

This manual uses the following conventions.

| Convention           | Description  |
|----------------------|--|
| <b>boldface font</b> | <p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit &gt; Find</b></li> <li>• Click <b>Finish</b>.</li> </ul>  |
| <i>italic font</i>   | <p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• An argument for which you must supply values. Example:<br/>IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example:<br/>See the <i>Cisco Unified Contact Center Express Installation Guide</i>.</li> </ul> |
| window font          | <p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or information that the system displays. Example:<br/><code>&lt;html&gt;&lt;title&gt; Cisco Systems, Inc.<br/>&lt;/title&gt;&lt;/html&gt;</code></li> <li>• File names. Example:<br/><code>tserver.properties</code></li> <li>• Directory paths. Example:<br/><code>C:\Program Files\Adobe</code></li> </ul>   |
| string               | <p>Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.</p>   |
| [ ]                  | <p>Optional elements appear in square brackets.</p>  |
| { x   y   z }        | <p>Alternative keywords are grouped in braces and separated by vertical bars.</p>  |

| Convention    | Description   |
|---------------|---|
| [ x   y   z ] | Optional alternative keywords are grouped in brackets and separated by vertical bars.   |
| < >           | Angle brackets are used to indicate the following: <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul> |
| ^             | The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.  |

## Related Documents

| Document or Resource   | Link  |
|--|---|
| Cisco Unified Contact Center Express Documentation Guide           | <a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>   |
| cisco.com site for Cisco Unified CCX documentation                 | <a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>   |
| cisco.com site for Cisco Unified Intelligence Center documentation | <a href="http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>   |
| cisco.com site for Cisco Finesse documentation                     | <a href="http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>   |
| cisco.com site for Cisco SocialMiner documentation                 | <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>   |
| cisco.com site for Cisco Mediasense documentation                  | <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html">http://www.cisco.com/c/en/us/support/customer-collaboration/mediasense/tsd-products-support-series-home.html</a>   |
| cisco.com site for Cisco Unified CCX Virtualization Information    | <a href="http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html">http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html</a> |
| cisco.com site for Cisco Unified CCX Compatibility Information     | <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html</a>           |

## Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

## Documentation Feedback

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