



Manage and Run Reports

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Report Actions

The following table lists various actions that you can perform from the Reports.



Note You can open a maximum of ten tabs at a time.

Table 1: Report Actions

| Action | Description |
|-----------------------------|---|
| Report-level actions | |
| New | |
| Report | Creates a new report in the selected folder. Note You cannot create reports inside the Stock folder. You can only import reports into the Stock folder. To edit or customize reports, clone the report and edit the cloned version. |

| Action | Description |
|------------------------------|---|
| Folder | <p>Creates a new Folder. Use this feature to categorize reports.</p> <p>Note When you move or save the folders to a different location, the drop-down lists all the folders including the disabled folders. You can navigate to subfolders with Edit permissions.</p> <p>Note You cannot create folders inside the Stock folder.</p> |
| Toolbar actions | |
| Refresh | <p>Refreshes the Reports page.</p> <p>Applies to all folder levels (root, sub folder, and report).</p> |
| Favorites | <p>To easily access your reports, you can tag Reports as your Favorites.</p> <p>Click the star icon beside the Report name to add to Favorites.</p> |
| Search | <p>Searches for a particular the Report.</p> |
| Import | <p>Imports a report.</p> <p>To import a report, you need the Report Designer, Report Definition Designer, and Value List Collection Designer roles and the Edit permission on the target folder where you want to import these reports.</p> <p>For more information, see <i>Import Reports</i>.</p> <p>Note Applies to all folder levels (root, subcategory, and report).</p> |
| Ellipsis(...) actions | |
| Edit | <p>Edits the Report details. In the edit mode, you can add, modify, and delete report details, views and thresholds, and filters.</p> <p>After editing the Report, click Finish.</p> <p>Note You cannot edit a Stock report.</p> |

| Action | Description |
|--------------------------------|---|
| Save As | <p>Saves a copy of the report with a different name.</p> <p>Note</p> <ul style="list-style-type: none"> • By default, the reporting users do not have permission to create a subfolder in the Reports root folder. To get permissions, contact your administrator. • You cannot perform the Save As action to move contents (reports or folders) into the Stock folder and its subfolders. <p>Note</p> <p>The report description does not support the following special characters:</p> <ul style="list-style-type: none"> • Parentheses (()) • Angle brackets (<>) • Forward slash (/) • Question mark (?) • Quotes ("") • Any scripts; JavaScript |
| Clone Report Definition | <p>If you want to create a copy of the Report Definition that is associated with the report being saved:</p> <ol style="list-style-type: none"> 1. Click the Clone Report Definition check box. 2. Enter the new Report Definition Name and select the Report Definition Location. 3. Click Save. <p>The new report gets associated to the cloned Report Definition.</p> |
| Rename | <p>Renames a folder or a report.</p> <p>Note You cannot rename a Stock folder or a Stock report.</p> <p>Note Applies to the root-level folder.</p> |
| Move | <p>Moves Report or Folder from one folder to another.</p> <p>Note</p> <ul style="list-style-type: none"> • You can move a Report or a Folder only if you have Edit permission on the parent folder of the Report or Folder being moved. • You cannot move custom folders or reports from within the Stock folder (and its subfolders) to other locations and the other way. |

| Action | Description |
|---------------------|---|
| Set Default Filters | <p>Creates report filters.</p> <p>For more information, see <i>Report Filters</i>.</p> <p>Note You can also set the default filter by checking the Set as Default check box in the Choose Filter dialog box during the report run mode.</p> |
| Add Help | <p>Hosts the help page for Report Templates. For more information, see <i>Add Template Help</i>.</p> |
| Delete | <p>Deletes a report or a folder.</p> <p>Note</p> <ul style="list-style-type: none"> You can delete a Report or a Folder only if you have Edit permission on the parent folder of the Report or Folder being deleted. You cannot delete a Stock folder or a Stock report. |
| Permissions | <p>Assigns appropriate permissions to access and manage the Report.</p> <p>Groups—Grants View and Edit permissions for the Report.</p> <ul style="list-style-type: none"> Security Administrators can grant these permissions to various groups. Entity owners can grant these permissions to groups that they are directly associated with. <p>Users—Grants View and Edit permissions for the Report to various users. Applicable only to Security Administrators.</p> <p>Note</p> <ul style="list-style-type: none"> Higher permissions (View and Edit) from either an individual user or the user group takes precedence. Only the first 200 records (alphabetical order) are displayed in the Members or Groups panel. To view more records, see Configure > Groups. When you modify a permission and want to switch between Groups and Users tabs, you will be prompted to either save or discard the changes. |
| Permalinks | <p>Displays the Report permalink. For more information, see <i>Permalink for a Report</i>.</p> <p>Note You can access permanent hyperlink only from a web browser.</p> |
| Export | <p>Export any custom report or report folders. Reports and report folders are exported in a ZIP file format. To export a report or a report folder, you need the REPORT DESIGNER role. For more information, see <i>Export Reports and Folders</i>.</p> |

Add Template Help

You can configure individual help files to each Cisco Unified Intelligence Center report. You can either host the help page separately and point the report to it or create and upload the help page along with the report.

This help content is specific to the report and can contain explanation on:

- How to use the report
- Field description
- Details of the relationship between the fields
- How to interpret the report data or
- Any other report related information

You can upload only files in ZIP formats. ZIP files can contain multiple HTML files. The HTML page contents support rich text including images.



Note Help files does not support videos and other interactive content.

To configure the help page for a report, perform the following steps:

Procedure

Step 1 From the left navigation pane, click **Reports**.

Step 2 Click the Ellipsis icon (...) next to the report row for which you want to create the help page and click **Add Help**.

Step 3 In the **Add Help** dialog box,

- If you want to set an external help page as the report help, select the **URL** option and enter the external URL location.
- If you want to upload the help file, select the **Choose file** option and click **Browse** to upload a ZIP file (with HTML files).

Step 4 After uploading the file, click **Save**.

Note When you run the report, click the "?" icon (Template Help) on the Reports toolbar to view the configured help file.

Report Filters

Filter Types

Report filters in Unified Intelligence Center are used to present selective data. You can define the filter to filter the data that you want to display in the report. There are two ways to view the Filter page.

- Before the report is generated: You can set and refine the default filter values using the **Actions > Set Default Filter** option.
- After the report is generated: You can refine the filter values using the filter icon.



Note You cannot view filters if the Report Designer has selected the **Skip filter during the report processing** check box during the report filter selection.

Cisco Unified Intelligence Center supports the following types of report filters:

- Date & Time
- Key Criteria
- Field Filters
- Parameters

Filter parameters are displayed based on the selected query type in the Report Definition for that report.

Table 2: Filter tabs

| Report Definition Query Type | Applicable Filter Tabs |
|----------------------------------|--|
| Database Query | Date & Time, Key Criteria, Field Filters |
| Live Data or Real Time Streaming | Key Criteria, Field Filters |
| Stored Procedure | Parameters |

Date & Time



Note • Cisco Unified Intelligence Center uses the browser locale to display the Date & Time format in the filter page. If Cisco Unified Intelligence Center does not support the browser locale language, then the locale selected in the Cisco Unified Intelligence Center application is used.

To configure Date and Time filters for a report, perform the following steps:

Procedure

- Step 1** After creating the report, click **Set Default Filter** from the ellipsis **Actions**.
- Step 2** In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options.
- The options available in the **Date Range** and **Time Range** filter are predefined.
 - Selection of the **Custom** option allows you to customize the **Date Range** and **Time Range** details.
- You can select the days of the week (Days > Custom) only if the time interval spans more than a day.
- For reports that are based on the query type Anonymous Block, you cannot select days of the week. For more information, see *Cisco Unified Intelligence Center Report Customization Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-user-guide-list.html>.
- Step 3** Check the **Skip filter during the report execution** check box if you want to skip filter selection during the running of report.
- Note** In the **Choose Filter** dialog box (report run mode), you can check the **Set as Default** check box to set the report filter as the default.
- Step 4** Click **Next**.
-

Key Criteria

Use the **Key Criteria** tab in the filter to select value lists or collections. A collection is a pre-configured group of values.



Note Key Criteria fields are predefined filters and are displayed in the filter screen if they are defined in the Report Definition.

To configure Key Criteria filters, perform the following steps:

Procedure

- Step 1** After creating the report, click **Set Default Filter** from the ellipsis **Actions**.
- Step 2** In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options and click **Next**.
- Step 3** In the **Key Criteria** filter wizard, select the collections or values from the **Available** selection box.
- Note** Do not set multiple filter parameters; set any one filter parameter.
- Step 4** Use the arrows to move the selected collections or values to the **Selected** selection box.
- Step 5** You can also select multiple collections or values.
- Step 6** Click **Next**.
-

Field Filters

Use the **Field Filters** tab to filter any field in the report. Based on the selected field type (date, numeric/decimal, boolean, or string), different operators are available. For example, you can filter calls in queue for greater than two minutes or on all agents in the hold state to filter out the less important information.



Note You can configure Field Filters in reports:

- Only for SQL Query based reports.
 - To filter a text, date, boolean, or a decimal field.
-

To configure Field Filters, perform the following steps:

Procedure

- Step 1** After creating the report, click **Set Default Filter** from the ellipsis **Actions**.
- Step 2** In the **Date & Time** filter wizard, select the **Date Range** and **Time Range** options and click **Next**.
- Step 3** In the **Key Criteria** filter wizard, select the collections or values from the **Available** selection box and click **Next**.
- Step 4** In the **Field Filters** wizard, select the filter according to the following criteria.

Filter criteria/operators depend on the selected field type (date, numeric/decimal, boolean, or string).

- For **Date**, the options available in Date Range filter are predefined. Using the Date Range drop-down list, select from Custom, Today, Yesterday, This Week, Last Week, This Month, Last Month, Year to Date, or Last Year.

Only Custom will allow the user to customize the Calendar, Time Range and Days certain days of the week.
- For **Decimal**, select an Operator from Equal To, Not Equal To, Less Than, Less Than or Equal To, or Greater Than and then enter a value; for example, Operator = Greater Than and Value = 16.5.
- For **String**, select an Operator from Equal To, Not Equal To, or Matches and then enter a value for the string; for example, Operator = Matches and Value = Team Green.
 - If you select Matches as the Operator, you must specify an SQL pattern to match the string field. The system appends the wild card character % automatically to the beginning and end of the string. You can also use any SQL wild card pattern in between the string.
 - If the filter field is associated with a **Value List**, then specify any value or move one, all, or some items in the list to the Selected column to filter.

Note Use only the Matches operator to filter the report data records with leading or trailing spaces. Do not use the Equal To or Not Equal To operators in such scenarios as Unified Intelligence Center trims the filter criteria before running the SQL query and hence does not fetch the matching results.

- For **Boolean**, select True or False from the Operator list.

Step 5 Using the **Operator** drop-down list, select the criteria.

Note If you select **Matches** operator, you can use any Microsoft SQL wildcard pattern to filter the data. The wildcard character % is added to the beginning and end of every string that is used to filter the data.

Step 6 In the **Value** field, enter a value against which the data in the field will be filtered.

Step 7 Click **Run**.

Report Types

There are three types of reports based on the query types:

- Historical report
- Live Data report

Report Components

These reports consist of the following components:

- **Data Source**

The Data Source defines the sources that contain the data for the report. Unified Intelligence Center supports three types of data sources: Microsoft SQL Server, IBM Informix, and Streaming. The data source should be pre-configured for you. If it is not, contact your administrator to configure the appropriate data source.

- **Report Definitions**

Each report has a Report Definition, which represents how data is retrieved from the data source for that report template. In addition to specifying how data is retrieved (by a simple MS SQL query or stored procedure query), a report definition contains the dataset that is obtained. This includes the fields, filters, formulas, refresh rate, and key criteria field for the report.

- **Reports**

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

- **Time Zone Conversions**

The time zone conversion happens if there is a difference between the user and the data source time zones.

Daylight savings time consideration for Database Query Reports: The Daylight savings time offset at the start of the date range is considered for the time zone conversion when the report is filtered. If the daylight savings change occurs somewhere in between the filter date and time ranges, the time zone offsets will not be computed properly if the user and the data source are in different time zones. In this case, you will have to split the time filter such that separate report invocations are run before and after the daylight savings time change.



Note The daylight savings time offset depends on the latest system time zone library.



Note Daylight savings start date or end date may (when the data is recorded) create an additional row (in the report output) due to the time zone value change in the SQL database. This applies to any template report, as well as for any query type (Anonymous block, Database Query, Stored Procedure, Real Time Streaming) that these template reports would use. For confirmation that SQL had time zone value change, use the Report Options icon from the report summary page and run the SQL command in AW node to validate the change in the time zone.

Example 1:

User time zone: Australia/Sydney

Data source time zone: America/New_York

Daylight savings time changes: +1 hour for Sydney at 2013-10-06 02:00 a.m. DST +1 hour is already on for New York

Filter selected by the user: 2013-10-06 to 2013-10-06, 12:00 a.m. to 11:59 p.m.

Query formed in data source time zone: 2013-10-05 10:00:00 a.m. to 2013-10-06 09:59:59 a.m.

Report displayed in user time zone: 2013-10-06 12:00 a.m. to 2013-10-07 12:59 a.m.

In this case, the report will display an extra hour of data as Sydney Daylight savings time is off at the start of the date range and on at the end of the date range.

Example 2:

User time zone: Australia/Sydney

Data source time zone: America/New_York

Daylight savings time changes: +1 hour on for Sydney at 2013-10-06 02:00 a.m. DST +1 hour is already on for New York

Filters selected : 2013-10-06 to 2013-10-10, 03:00 a.m. to 11:59 p.m.

Query formed in data source timezone: 2013-10-05 12:00:00 p.m to 2013-10-06 08:59:59 a.m.

Report displayed in user time zone: 2013-10-06 03:00 a.m. to 2013-10-06 11:59 p.m.

In this case, the conversion happens as expected as there is no Daylight savings time change in between the date ranges.

Example 3:

User time zone: America/New_York

Data source time zone: IST

Daylight savings time changes: +1 hour DST at 2013-03-03 02:00 a.m. and off at 2013-11-03 02:00 a.m. for New York. No Daylight savings time changes for IST.

Filter selected by the user : 2013-11-03 to 2013-11-03, 01:30 a.m. to 05:30 p.m.

Query formed in data source time zone: 2013-11-03 11:00:00 a.m. to 2013-11-03 02:59:59 a.m.

Report displayed in user time zone: 2013-11-03 01:30 a.m. to 2013-11-03 04:30 p.m.

In this case, the report will display one hour less of data as New York Daylight savings time is on at the start of the date range and off at the end of the date range.

- **Report Views**

A report can be presented in multiple formats (grid and charts). 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. For more information, see *Add Template Help*.

Historical and Real Time Reports

Historical report

Retrieves data from the historical data source. Reports are populated with interval data that has a default refresh rate of 15 minutes. Historical reports have an upper limit of 8000 rows.



Note Real-time report is not applicable for Unified CCX.

Live Data Reports

Live Data report—Receives data from streaming data source. Live Data reports supports only grid view.

- Live Data reports do not automatically respond to changes in the system time. If the server or client time is changed or adjusted, the report must be refreshed to accurately display the duration field values. For example, during a daylight saving time (DST) change, active live data reports do not display correct values in the duration field. Live data reports must be refreshed to update.
- Unified CCX Engine updates the changed records every three seconds. The unchanged records are updated every 15 seconds so that the sliding window fields (such as, **Average Talk Time-Long Term**, **Average Talk Time-Short Term** in Team Summary report) have the updated data.

A sliding window is a time period that stretches back in time from the present. For example, the **Average Talk Time-Long Term** field with a sliding window of 30 minutes indicates the average time that an agent spent in Talking state in the last 30 minutes.

- In Live Data reports, the time in the auto increment fields (such as **Login Duration** in Team Summary report, **Total Talk Time** in Agent Statistics report) is incremented every second. When there is an update from Unified CCX Engine, there may be fluctuations in the these fields. That is, the time may advance by few seconds and revert to the actual time published by Unified CCX Engine.

For more details on how to create permalinks for live data reports (Cisco Finesse gadget equivalent), see the *Permalink for a Report* section in this guide.

Manage Reports

Create Reports

All actions on the Reports interface are based on user role and on the user's object permissions for reports and for categories.



Note By default, reporting users do not have permission to create a subfolder in **Reports**. An Administrator can create a subfolder and grant access.

To create a new report, perform the following steps:

Procedure

- Step 1** In the left navigation pane, choose **Reports**.
 - Step 2** Navigate to the folder where you want to create the report.
 - Step 3** From the **Reports** toolbar, click **New > Report**.
To edit an existing report, navigate to the report, click the ellipsis icon beside the report and click **Edit**.
 - Step 4** In the **Create New Report** window, enter the **Report Name** and **Description**.
Note The report name must be unique to Cisco Unified Intelligence Center.
 - Step 5** Click **Next**.
 - Step 6** In the **Basic Details** tab, enter or select the report details.
Note Use the arrows to select the appropriate Report Definition.
 - Step 7** Click **Next**.
 - Step 8** In the **Manage Views** tab, create the report views and click **Next**.
For more information, see [Report Views](#).
 - Step 9** In the **Thresholds** tab, create report thresholds and click **Finish**.
For more information, see [Report Thresholds](#).
The newly created report is listed in the **Reports** page.
-

Report Views

There are two types of report views:

- Grid View
- Chart View



Note Do not delete the Report Definition fields that are currently associated with any of the manually created report views. If deleted, you must reapply the Data Fields for all the manually created report views to save the report.

For default grid views, the deleted field is removed automatically from the Data Fields list retaining any other fields in the Selected Field list. Hence, no additional action is required to save the report.

Create a Grid View

Grids are tabular presentations of the data in rows and columns. By default, all Cisco stock reports have a grid view. For custom reports, a default grid is created from the SQL query in the Report Definition.



Note Grouping and font size is not supported in Live Data reports.

You can create a Grid View while creating or editing a report.

To create a Grid View, perform the following steps:

Procedure

- Step 1** Create or edit a report.
- Step 2** Enter the report details in the **Basic Details** screen and click **Next**. The **Manage Views** screen appears with a default grid view.
- Note** You can access Report permalinks only after completing the report creation. Report permalinks allow you to share your report with other users and view reports of other users. For more information, see *Permalink for a Report*.
- Step 3** You can edit the default view (**Actions** column > **Edit View**) or click **Create New** > **Grid view** to create a new grid view.
- The **Edit Grid View** or the **New Grid View** screen appears depending on your selection for edit or create.
- Step 4** Enter the **Name** and **Description** in the respective fields.
- Note** Maximum length allowed for the grid view **Name**: 50 characters.
- Step 5** From the **Font** selection box, you can select the font size from the list to display the grid data.
- Step 6** Use the arrow buttons to select fields from the **Available** value list box to move to the **Selected** field list.
- Step 7** You can use the following features to improve grid view display:

- **Header**—Use this feature to add (+) or delete (-) a header for the selected fields. This helps in categorizing the field set.

Note You cannot save the view with empty headers.

Post upgrade to Cisco Unified Intelligence Center 12.0 or later, any empty headers that exist in the report views in prior releases are not migrated.

- **Edit icon**—In the Selected value list box, click the **Edit** icon (hover on the field value) if you want to edit the **Display Name** and **Column Width** for the selected field and click **Done**.

Note For Header fields, you can only edit the Display Name.

- **Sort Grid by Field**—Select the **Sort Grid by Field** check box to sort the selected report columns in either **Ascending** or **Descending** order. Selecting this check box enables the drop-down list to be populated with the values from the **Selected** value list box. You can select only one value for sorting.

Step 8 Click **Save**.
The **Report Views** screen appears.

Step 9 Click **Finish**.

Create a Chart View

Cisco Unified Intelligence Center supports the following chart types:

- **Bar**—Bar charts display discontinuous events and show the differences between events rather than trends. Bar charts are oriented vertically and can be stacked horizontally or clustered one below the other.
- **Pie/Donut**—Pie charts display quantities as proportions of a whole. The circle (pie) represents 100% of the data, with each quantity represented as a wedge of the appropriate size. Pie charts take decimal or numeric fields only. A pie chart cannot have more than 50 wedges. An error occurs if your data set and chart editor selections generate a pie chart with more than 50 wedges.

A doughnut chart is another display representation of a pie chart.

- **Column**—Column charts display discontinuous events and show the differences between events rather than trends. Column charts are oriented horizontally and can be stacked vertically or clustered side by side.
- **Dial Gauge/Numeric**—A gauge chart displays the dial representation of the report results as per the defined threshold.

The Numeric chart displays the report results in a number format highlighted as per the defined threshold.

- **Line charts**—Line charts display continuous quantities over time against a common scale. Use the Line charts to show trends.



Note

- Live Data reports do not support chart view.
- In the vertically oriented charts, for Cyrillic characters, the data labels in the Horizontal Axis field may be hidden or garbled. This is a known limitation. Hence, for Cyrillic characters, use the horizontally oriented charts.

To create a Chart View, perform the following steps:

Procedure

- Step 1** Create or edit a report.
- Step 2** Enter the report details in the **Basic Details** screen and click **Next**. The **Manage Views** screen appears with a default grid view.
- Note** You can access Report permalinks only after completing the report creation. Report permalinks allow you to share your report with other users and view reports of other users. For more information, see *Permalink for a Report*.
- Step 3** Click **Create New > Chart view**.
- Step 4** In the **Create New Chart View** screen, click the required chart type. For more information, see *Chart Types*.
- Step 5** Enter the Chart Information; **Name**, **Description** and click **Next**.
- Note** Maximum length allowed for the chart view **Name**: 50 characters.
- For Cartesian type charts (Bar, Column, and Line), select the **Group Data** check box to group data:
- **By a field**—Select this option to create a chart view where the vertical axis shows fields with footer formula configured for line or column chart and horizontal axis with footer formula for bar chart.
 - **By label field**—Select this option to create a chart view where the vertical axis shows fields of decimal data type for Line or Column chart. In Bar chart, the horizontal axis shows fields of decimal type.
- Note** For Pie charts, you can only **Group Data by Label Field**.
- Step 6** In the **Add Data Fields** screen, select the **Label Field** from the drop-down list and **Data Fields** from the list box and click **Next**.
- Step 7** In the **Preview and Format** screen, enter or select appropriate information based on the selected chart type. For more information, see *Chart Types*.
- Note** For the following Data Fields, the Column Type (Stacked and Grouped) feature is unavailable.
- Date and Time
 - Boolean
- Step 8** Click **Save**.
-

Chart Types

| Chart Type | Chart Information | Add Data Fields | Preview and Format |
|---------------|-------------------|---|---|
| Bar | Yes | Yes | Yes |
| Column | Yes | Yes | Yes |
| Line | Yes | Yes | Yes |
| Gauge/Numeric | No | Yes Note To configure a Gauge chart, Report Definition must have at least one decimal field with footer configured. | Yes You can select Dial Gauge or Numeric view for this report. To set the chart view for Dial Gauge/Numeric, perform the following steps: <ol style="list-style-type: none">1. Enter the Range (min and max). Default: 0-1002. Define the zones. When the chart value is within any of the defined thresholds,<ul style="list-style-type: none">• The gauge pointer points to the corresponding color set in the threshold.• The Numeric text is displayed in the corresponding color set in the threshold.3. Click Save. |
| Pie | Yes | Yes Note To configure a Pie chart, Report Definition must have at least one decimal field configured. | Yes You can select Pie or Donut as the display type for this report. |

Report Thresholds

You can set a threshold indicator for a field to display if the field value meets the threshold condition. There are nine colors instead of the color palette for the threshold color selection in this release. Threshold indicators can be set only for view type **Grid** and **Chart > Gauge**.

For setting field threshold indicators for a **Chart > Gauge** view, see [Create a Chart View](#).

For setting field threshold indicators for a **Grid** view, perform the following steps:

Procedure

- Step 1** From the **Manage Views** screen, after adding the report views, click **Next**. The **Thresholds** screen appears.
- Step 2** Select a view to which you want to set the threshold and select the field name from the **Create new threshold** list. The screen refreshes with a new panel for the selected field name.
- Step 3** Select a field operator and set a condition from the Operator list.

| Operator | Description |
|--|---|
| Matches | <p>The Matches operator accepts Regular Expressions.</p> <p>Note that the Regular Expressions does not support:</p> <ul style="list-style-type: none"> • Flags (i, g, m, n, y), OR/AND any combinations of these flags. • Leading and trailing forward slash (/). <p>Example:</p> <ul style="list-style-type: none"> • Valid Pattern → \w+\s • Invalid Pattern → /\w+\s/g <p>(As it contains leading and trailing forward slash (/) and a "g" flag.)</p> |
| String fields; Always, Equal, Not Equal | <p>In Report Definition, if the %format is defined for any field, then while setting the thresholds for that field, ensure to enter the decimal format of the percentage to render the condition in the report.</p> |
| Decimal fields; Always, Equal, Not Equal, Greater Than, Less Than, Greater Than Equal To, Less Than or Equal To, Between | <p>For example:</p> <p>In Report Definition, if %format is defined for the field "SL" (Service Level) and you want to apply thresholds to this field to indicate "Red" if SL is less than 60%, set the following:</p> <ol style="list-style-type: none"> a. Define the threshold for the SL field. b. Set the Operator to Less Than. c. Enter the percentage value as 0 . 60. d. Select "Red" in the No Fill drop-down. |

| Operator | Description |
|----------|------------------------|
| | e. Click Done . |

Step 4 Choose the options from **No Fill** and edit the threshold fields.

Note You can set conditions on the same or different fields:

- condition on same field: threshold and condition on the same field.
- condition on different field: threshold for a field, based on the condition on the different field.
- multi conditions on same field: apply threshold for a field based on the condition on different fields.

Caution When you upgrade to Unified Intelligence Center version 11.6 or later, all the threshold colors are retained for reports that are created in the earlier versions. But, when you modify the threshold, all the old threshold color selection are lost within the report. Hence, you must reconfigure the threshold color selection for that report.

For existing reports, perform the above mentioned steps to add more thresholds.

Note Threshold configuration supports upto 30 thresholds for a field.

To edit an existing threshold from a report run already, click **Report options** and select **Manage Thresholds**.

Step 5 Format the text in the field to appear when it matches the threshold condition. Use the following options:

- **Text Bold**—Select this check box to highlight the report field in bold.
- **Text/Background Color**—Select a color from the drop-down for the text/background color in the field.
- **Text Substitute**—Enter a new string if you want the text in the field to be replaced with it when it matches the threshold condition.
 - Syntax to add an html hyperlink as text substitute: `cisco`
 - Syntax to add an empty space as text substitute: ` `
- **Image Location**—Enter the URL path of the image if you want the text to be replaced with an image.

Note Supports only image URLs reachable from Unified Intelligence Center server. Maximum size limit allowed for the image is 5MB.

Step 6 Click **Done**.

Step 7 Click **Finish**.

Run Report

Report Actions - Run Mode

The following table lists all the menu items and actions you can perform when you run a report.

Table 3: Report Actions

| Action | Description |
|-----------------------|--|
| Report options | |
| Edit View | Displays the Edit View dialog box. You can modify the current report view and click Done to instantly view the modified view. |
| Save View As | Clones the existing report view. In the Save View dialog box, enter the Name and Description for the cloned view and click Save . The report page refreshes with the cloned view. |
| Create Chart View | For the report that is run, you can directly create a chart view if you have Edit permissions. After you create the chart view, the report page refreshes with the newly created chart view and gets listed in the view list. Note This feature is disabled for Live Data reports. For more information, see <i>Create a Chart View</i> . |
| Group By | Add/remove/update grouping configurations for the current view (columns). Cisco Unified Intelligence Center grid reports support up to three levels of grouping. If you are grouping the column with Date or Date time data type, you can group records on a Daily/Weekly/Monthly basis. For more information, see <i>Group By</i> . |
| Manage Thresholds | Sets a threshold indicator for a field to display if the field value meets the threshold condition. Threshold indicators can be set only for views of type Grid and Gauge. For more information, see <i>Report Thresholds</i> . |
| SQL | Displays the SQL code used to run this report. |
| Export | Exports the already run grid report data into your local disk in a .xlsx format. Note <ul style="list-style-type: none"> When you export a report to an Excel file format, to read the exported report, the client system's locale must match with the browser's locale (where you had exported the report). When reports are exported to excel in Report viewer, the custom formatting of DECIMAL data type is not applied. |
| Report menu | |

| Action | Description |
|-------------------------|---|
| Run or Pause the report | Click to run or pause the report respectively. Note Report running times out after three minutes. Rerun the report by modifying the filter, and if the problem persists, contact your administrator. |
| Print Report | Prints the report using your default printer. Note Reports in chart view supports only landscape mode in A3 size paper for printing. |
| Manage Filters | Displays Choose Filter dialog box to modify filter criteria for this report. For more information, see <i>Report Filters</i> . |
| Refresh | Refreshes the Report page. |
| View Filter Information | Displays the filter information of the report. |
| Online Help | Displays the configured template help. You can configure template help for the report from the Reports page > Add Help . For more information, see <i>Add Template Help</i> . |
| Only Thresholds | Enable this toggle button to view only rows with matching threshold values in the report. By default, this check box is unchecked for every report. Note This button is disabled for the grouped view. |

Group By

For a report that is run, use the **Group By** option to add/remove/update grouping configurations for the current view. Cisco Unified Intelligence Center grid reports support up to three levels of grouping.

If you're grouping the column with Date or Date Time data type, you can group records on a Daily/Weekly/Monthly basis.



- Note**
- Live data reports don't support grouping.
 - Grouped fields cannot be hidden.

To group the report data, perform the following steps:

Procedure

- Step 1** From the report that is run, click the **Report options** icon and select the **Group By** option.

Step 2 In the **Group By** dialog box, specify the **Number of Levels** you want to group the report. Depending on the number of levels selected, the Level, Grouped By, Sub Group, and Show Expanded columns are activated.

Cisco Unified Intelligence Center grid reports support up to three levels of grouping.

Step 3 To group the report data by values in a particular column, select the required column name from the **Grouped By** list.

If you select a date or date and time value from the list, you can select any one of the following from the **Sub Group** column:

- None—The report data is grouped by the absolute date or date time values.
- Daily—The report data is grouped by day.
- Weekly—The report data is grouped by week.
- Monthly—The report data is grouped by month.

By default, the **Show Expanded** option is selected and you can uncheck the option if necessary. The **Show Expanded** column allows you to view the reports that are run with the group expanded.

Enable the **Show Summary Only** toggle button to display only the summary row in the report.

For example, if you group by Agent Team and enable the **Show Summary Only** toggle button, only the summary data row for each team is displayed.

Note If any of the fields have a footer formula defined in the report definition, then a group level summary is also displayed for such fields using that formula.

Step 4 Click **Save**.

- Note**
- For the grouped view, the **Only Thresholds** check box is disabled.
 - Thresholds aren't displayed in a grouped field and on summary rows.
 - You cannot perform a drill-down from a report with grouped fields.

Trust Self-Signed Certificate for Live Data Reports

When you generate Live Data reports for the first time, an error message appears after approximately 30 seconds.

Procedure

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

| Option | Description |
|-------------------------------|--|
| If you use Internet Explorer: | <ol style="list-style-type: none"> a. When you click Run, the following message appears: |

| Option | Description |
|--|--|
| | <p>Internet Explorer blocked this website from displaying content with security certificate errors.</p> <p>b. Click Show content.</p> |
| If you use Firefox: | <p>a. When you click Run, the following message appears:</p> <p>Please accept the certificate(s) from <hostname> to view streaming data source status.</p> <p>b. Click OK.</p> <p>A page appears with a warning that there is a potential security risk.</p> <p>c. Click Advanced and then click Accept the Risk and Continue.</p> <p>The page that states potential security risk automatically closes.</p> |
| If you use Chrome or Edge Chromium (Microsoft Edge): | <p>a. When you click Run, the following message appears:</p> <p>Please accept the certificate(s) from <hostname> to view streaming data source status.</p> <p>b. Click OK.</p> <p>A page appears states that your connection is not private.</p> <p>c. Click Advanced, and then click,</p> <p>In Chrome, Proceed to <hostname> (unsafe) link.</p> <p>In Microsoft Edge , Continue to <hostname> (unsafe) link.</p> <p>The page that states this connection is not private, closes automatically.</p> |

Import Reports

You can import the Unified Intelligence Center report, which is in either .xml or .zip file format.

The imported report retrieves data for the following entities:

- Report
- Report Definition
- Value Lists
- Views
- Thresholds
- Drilldowns
- Template Help



Note Each report template help folder has a size limit of 3 MB. If the folder size exceeds this limit, the system does not load the help content.



Note You cannot import Report Filters and Collections.

To import reports, perform the following steps:

Procedure

- Step 1** In the left navigation pane, choose **Reports**.
- Step 2** In the **Reports** listing page, click **Import**.
- Step 3** Click **Browse** to select the file (.xml or .zip format) to be imported.
- Note** Maximum file size for .zip file format is 60 MB and for .xml file format is 3 MB.
- Step 4** Select the required file and click **Open**.
- Step 5** Select the file location from the **Save to Folder** list to save the file.
- Step 6** Click **Upload**.
Once the file is successfully uploaded, the table gets populated with the corresponding report template, current available version, and incoming version of the files being imported.
- Step 7** Select a Data Source for the Report Definition only if the Report Definition for the report being imported is not defined in Unified Intelligence Center.
- Step 8** Select a Data Source for the Value List that is defined in the Report Definition.
- Note** Selection of a Data Source for the Value List is mandatory:
- If the Value List does not use the same Data Source as the Report Definition.
 - For Real Time Streaming Report Definitions.
- Step 9** Select the files to import or overwrite.
- Overwrite—If the report being imported exists in the Unified Intelligence Center.
 - Import—If the report being imported is the new set of report files.
- Step 10** Click **Import**.

- Note**
- If the system does not have report definitions, new report definitions are created in **Report Definitions > Imported Report Definitions** folder.
 - Importing a report to a different version of Unified Intelligence Center is not supported. However, when you upgrade Unified Intelligence Center, report templates continue to work in the upgraded version.
 - Importing manually edited XMLs is not supported.
-

Export Reports and Folders

You can export any custom or stock report or report folders from the Unified Intelligence Center. Reports and report folders are exported in a ZIP file format.

When you export a folder, the reports in the folder are grouped as ZIP files. The grouping is based on the data source that is used by the report definition and the value lists.



- Note**
- For customized reports, you must update the version numbers of the value list and report definition before you export the report. Else, the export will not overwrite the existing reports.
 - While exporting folders, ensure that all the Value Lists in the report definitions or folders point to the same data source respectively.
-



- Caution** Do not modify the exported report (XML file) for customization purposes. However, if necessary, you can modify only the EntityVersion of the Report, Report Definition, and ValueList.
-

When you export a report, the following data that is associated with the report are exported:

- Report
- Report Definition
- Value Lists
- Views
- Thresholds
- Drilldowns
- Template Help (if not bundled, an empty folder is created in the zip file)



- Note** Report Filters and Collections are not exported along with the report.
-

To export a report or a folder, perform the following steps:

Procedure

Step 1 From the left navigation panel, click **Reports**.

Step 2 Navigate to the report or the report folder that you want to export and click the ellipsis icon beside the report and click **Export**.

Note If necessary, you can rename the report or the report folder. Do not change the file extension (Reports or report folder: zip).

Step 3 Click **OK**.
The exported file is downloaded into your specified local folder.
