



Cisco Unified Customer Voice Portal Templates for Cisco Unified Intelligence Center

This chapter presents the Cisco-designed reports for Cisco Unified Customer Voice Portal (Unified CVP). These templates are available to you once you import them and set their data source.

To become familiar with developing additional custom reports, run one of the stock reports, perform a Save As operation, and modify the Save As report.

This chapter contains the following topics:

- [Application Summary Reports \(15, Daily, and Weekly\)](#), on page 1
- [Call Report](#), on page 2
- [Call Detail Report](#), on page 4
- [Call Traffic Reports \(15, Daily, and Weekly\)](#), on page 7
- [Call Traffic Charts](#), on page 9
- [Current and Historical Callback Reports](#), on page 9
- [Trunk Group Utilization Report](#), on page 11

Application Summary Reports (15, Daily, and Weekly)

Unified CVP has three Application Summary Reports: Application Summary 15, Application Summary Daily, and Application Summary Weekly.

These reports are useful for Dominant Path Analysis. They display which elements of the voice applications are being executed and the number of times they are executed.

The three reports display the same data but aggregate the data for different time periods. See [Summary / Aggregate Tables](#)

Fields in this report are populated from these tables:

- [ApplicationSummary_15 Table](#)
- [ApplicationSummary_Daily Table](#)
- [ApplicationSummary_Weekly Table](#)
- [ResultRef Table](#)
- [ElementypeRef Table](#)

Fields in this report:

- **Date and Time**

The date and time when the period of data collection began. From the dbdatetime field of the appropriate Application Summary table - 15, Daily, or Weekly.

- **Application Name**

The name of the voice application. From the AppName field of the appropriate Application Summary table - 15, Daily, or Weekly.

- **Source Application Name**

The name of the source application that transferred the element. This field typically shows *null*. From The SourceAppName field of the appropriate Application Summary table - 15, Daily, or Weekly.

- **Element Name**

The name of the element. From the ElementName field of of the appropriate Application Summary table - 15, Daily, or Weekly.

- **Element Type**

The element type. From the ElementTypeID field of the appropriate Application Summary table - 15, Daily, or Weekly.

- **Exit State**

The exit state of the element. From the ExitState field of the appropriate Application Summary table - 15, Daily, or Weekly.

- **Result**

Indicates how an element ended. From result, where ResultID = ResultRef.resulttypeID.

- **Count**

The number of calls that executed a particular application. From the Count field of the appropriate Application Summary table - 15, Daily, or Weekly.

- **Average Elapsed Time**

The average number of seconds a call was in a particular element. Calculated by subtracting the start time from the end time over all the elements within the grouping.

Call Report

The Call report shows the first 500 calls, starting at the date/time you select in the Basic Filter.

For this report, you can take advantage of the Absolute Date feature of the Basic Filter and filter to a narrow range, for example, to a one-minute time interval:

Fields in this report are populated from these tables:

- [Call](#)
- [CallTypeRef](#)
- [SubsystemTypeRef](#)

Fields in this report:**• Call Guid**

The Global Unique ID (GUID) of a call. From Call.CallGuid.

• ANI

The Automatic Number Identification (ANI) of the caller sent by the telephony provider.

ANI does not need to be configured, and can therefore be a null field. From Call.ANI.

• DNIS

The Dialed Number Identification Service (DNIS) sent by the telephony provider. From Call.DNIS.

• UID

The external User Identifier (UID) of the originating caller, sent by telephony provider. From Call.UID.

• UUI

The User-To-User Information (UUI) of the originating caller, sent by telephony provider. From Call.UUI.

• IIDigits

The ANI II Digits of the originating caller, sent by the telephony provider. From Call.IIDigits.

• Sub Subsystem Type

The type of Unified CVP Service used for the call, such as SIP, IVR, VXML, where Call.SubSystemTypeID = SubsystemTypeRef.SubsystemTypeID.

See [SubsystemTypeRef](#) for the list of subsystem types.

• Call Type

The type of call, where Call.CallTypeID = CallTypeRef.CallTypeID. See [CallTypeRef](#) for the list of call types.

• Call Started

The time when the call started. From Call.StartDateTime.

• Call Ended

The time when the call ended. From Call.EndDateTime.

• Time Persisted to Database

This is the timestamp when data is written to the database. If the reporting server is in Boston, and the Callserver is in San Diego, then calls placed in San Diego at 1 PM have a Coordinated Universal Time (UTC) startdatetime (+ 7 hours), and the dbdatetime for this call is 4 PM (Boston time).

• Time Zone Offset from UTC (Minutes)

The offset in minutes of the local timezone from the UTC timezone. From Call.LocalTimeZoneOffset.

If the reporting server is in Boston, and the Callserver is in San Diego, then calls placed in San Diego at 1 PM have a UTC startdatetime (+ 7 hours), and the dbdatetime for this call is 4 PM (Boston time). The timezone offset is 240 minutes.

• Applications Visited

The number of applications visited during the life of the call. From Call.NumAppVisited.

- **Errors**

The number of errors that occurred during the call. From Call.NumError.

- **On Hold**

The number of times the call was on hold due to unavailable ports. From Call.NumOnHold.

- **Opted Out**

This will always show 0. From Call.NumOptOut, deprecated field.

- **Timed Out**

The number of times the call timed out because it exceeded a processing time. From Call.NumTimedOut.

- **Transferred**

The number of times the call was transferred out to an agent or to a Voice Response Unit (VRU) leg. The VRU leg is the leg that talks to VoiceXML Gateways.

Call Detail Report

This report displays robust detail for calls according to the filters you set. This report is based on a Stored Procedure and uses the *Filter Page for Stored Procedure and Anonymous Block Reports*.

Note that this is a wide report. You might need to set the printer to Landscape mode, use legal-sized paper, or Export to Excel.

Fields in this report include data from these tables:

- [Call](#)
- [CallEvent](#)
- [CallICMInfo](#)
- [VXMLElement](#)
- [VXMLSession](#)
- [CallTypeRef](#)
- [CauseRef](#)
- [EventTypeRef](#)
- [ResultRef](#)
- [SubsystemTypeRef](#)
- [TransferTypeRef](#)

Fields in this report are:

- **Call Start Date**

The time when the call started. From Call.StartDateTime.

- **End Date and Time**

The time when the call ended. From Call.EndDateTime.

- **Local Timezone Offset**

The offset in minutes of the local timezone from UTC timezone. From Call.LocalTimeZoneOffset.

If the reporting server is in Boston, and the Callserver is in San Diego, then calls placed in San Diego at 1 PM will have a UTC startdatetime (+ 7 hours), and the dbdatetime for this call will be 4 PM (Boston time). The timezone offset is 240 minutes.

- **Call Guid**

The Global Unique ID (GUID) of a call. From Call.CallGuid.

- **Call Type**

The type of call, where Call.CallTypeID = CallTypeRef.CallTypeID.

- **ANI**

The Automatic Number Identification (ANI) of the caller sent by the telephony provider. From Call.CallGuid.

ANI does not need to be configured, and can therefore be a null field. From Call.ANI.

- **DNIS**

The Dialed Number Identification Service (DNIS) sent by the telephony provider. From Call.DNIS.

- **IIDigits**

The ANI II Digits of the originating caller, sent by the telephony provider. From Call.IIDigits.

- **UID**

The external User Identifier (UID) of the originating caller, sent by telephony provider. From Call.UID.

- **UUI**

The User-To-User Information (UUI) of the originating caller, sent by telephony provider. From Call.UUI.

- **Number of Applications Visited**

The number of applications visited during the life of the call. From Call.NumAppVisited.

- **Number of Interactions**

The number of applications visited during the life of the call. From VXMLElement.NumberofInteractions.

- **Number of Errors**

The number of errors that occurred during the call. From Call.NumError.

- **Number of Times On Hold**

The number of times the call was on hold due to unavailable ports. From Call.NumOnHold.

- **Number of Timeouts**

The number of times the call timed out because it exceeded a processing time. From Call.NumTimedOut.

- **Total Number of Transfers**

The number of times the call was transferred out to an agent or to a VRU leg. (*VRU* leg is the leg that talks to VoiceXML Gateways.) From Call.TotalTransfer.

- **Event Date and Time**

The date and time of the event. From CallEvent.EventDateTime.

- **Event Type**

The name of the event type, from Callback.eventTypeID, where Callback.eventTypeID = EventTypeRef.eventtypeid.

- **Subsystem**

The Subsystem Name. From SubsystemTypeRef.Subsystem.

- **Subsystem Type ID**

The ID of the Unified CVP Service used for the call, such as "2" for VXML. From SubsystemTypeRef.SubsystemTypeRefID.

- **CallLegId**

This is an ID assigned by the service. From CallEvent.CallLegID.

- **Cause**

The reason that the call event was generated. From CallEvent.CauseID.

- **Result**

Indicates how an element ended. From result, where ResultID = ResultRef.resultTypeID.

- **Media Filename**

This field is always *null* in this release. From CallEvent.MediaFileName.

- **Transfer Label**

The destination to which Unified CVP transfers the call. From CallEvent.TransferLabel.

- **Transfer Type**

The unique id of the transfer type. From CallEvent.TransferTypeID.

- **Messagebus**

The name of the Call Server (its message adapter name) with which the Call Event is associated. From CallEvent.MessageBusName.

- **RouterCallKey**

The Unified ICM router call key. From CallICMInfo.RouterCallKey.

- **RouterCallKeyDay**

The Unified ICM router call key day. From CallICMInfo.RouterCallKeyDay.

- **RouterCallKeySequenceNumber**

The Unified ICM router call key sequence number. From CallICMInfo.RouterCallKeySequenceNumber.

- **Application Name**

The name of the VXML application. From VXMLSession.AppName.

- **Enter Date and Time**

The date and time when the element was entered. From VXMLElement.EnterDateTime.

- **Exit Date and Time**

The date and time when the element was exited. From VXML.ExitDateTime.

- **Duration**

The length of the session. From VXMLSession.Duration.

- **Element Name**

The name of the element. From VXMLElement.ElementName.

- **Element Type**

The type of element. From VXMLElement.ElementTypeID.

- **Exit State**

The exit state of the element. From VXMLElement.ExitState.

- **Session ID**

The unique id of a VXML application session. From VXMLSession.SessionID.

- **Session Name**

The name of the session assigned by VXML Server. From VXMLSession.SessionName.

- **Source Application Name**

The name of the application that transferred to this one. From VXMLSession.SourceAppName.

- **VXML Cause**

The reason that the application visit ended. From VXMLSession.CauseID.

- **VXML End Date and Time**

The end date and time of the session. From VXMLSession.EndDateTime.

- **VXML Event Type**

The mechanism used to end the application visit. From VXMLSession.EventTypeID.

- **VXML Start Date and Time**

Date and time when session began. From VXMLSession.StartDateTime.

Call Traffic Reports (15, Daily, and Weekly)

Unified CVP has three Call Traffic Reports: Call Traffic 15, Call Traffic Daily, and Call Traffic Weekly.

These reports indicate the CallServer/VXML Server load during the course of the day. Call center administrators can monitor peak call volume times and monitor load levels on various call servers and VXML servers.

The three reports display the same data and aggregate the data for different time periods. See [Summary / Aggregate Tables](#)

Fields in this report are populated from these tables:

- [Call_15 Table](#)
- [Call_Daily Table](#)
- [Call_Weekly Table](#)
- [CallTypeRef Table](#)
- [SubSystemTypeRef Table](#)

Fields in this report:

• **Date and Time**

The date and time of the call, from the start of the increment. From the datetime field of the appropriate Call Traffic table (15, Daily, or Weekly).

• **SubSystem Type**

The type of Unified CVP Service used for the call, such as SIP, IVR, VXML, where the Call Summary table SubSystemTypeID = SubsystemTypeRef.SubsystemTypeRefID.

See [SubSystemTypeRef Table](#) for the list of subsystem types.

• **Call Type**

The type of call, where the Call Summary Table CallTypeID = CallTypeRef.CallTypeID. See [CallTypeRef Table](#) for the list of call types.

• **Number of Calls**

Total number of calls in this period. From the NumCalls field of the appropriate Call Traffic table (15, Daily, or Weekly).

• **Average Call Length**

The average call length. From the AvgCallLength field of the appropriate Call Traffic table (15, Daily, or Weekly).

• **Applications Visited**

The total number of applications visited in this period. From the TotalAppVisited field of the appropriate Call Traffic table (15, Daily, or Weekly).

• **Errors**

The total number of errors in this period. From the TotalError field of the appropriate Call Traffic table (15, Daily, or Weekly).

• **On Hold**

The total number of times that calls were placed on hold in this period. From the TotalOnHold field of the appropriate Call Traffic table (15, Daily, or Weekly).

• **Opted Out**

This field is deprecated. From the TotalOptOut field of the appropriate Call Traffic table (15, Daily, or Weekly).

- **Timed Out**

The total number of calls that timed out in this period. From the TotalTimeOut field of the appropriate Call Traffic table (15, Daily, or Weekly).

- **Transfers**

The total number of calls were transferred in this period. From the TotalTransfer field of the appropriate Call Traffic table (15, Daily, or Weekly).

Call Traffic Charts

All three Call Traffic reports have chart views. To display the report data in the chart view, click the View drop-down and select Columns.

Call Traffic charts are columns that show the total Applications Visited, Errors, Number of Calls, On Hold calls, Timed Out calls, and Transfers for the 15 minute, Daily, or Weekly time interval.

Current and Historical Callback Reports

Unified CVP has two callback reports: Pending Callbacks and Historical Callbacks.

They both pull data from the [CallBack table](#).



Note

Callbacks reports must use the `callback` database as the data source or an error occurs when you attempt to access the report. The error message received is *"Import could not be completed: Query validation failed against the selected data source."*

The Pending Callbacks report takes data from calls that have occurred in the past 30 minutes. The Historical Callbacks report shows calls that occurred prior to 30 minutes ago.

The [CallBack table](#) is used to generate the report.

Fields in this report are:

- **ANI**

This field specifies the Automatic Number Identification (ANI) for the call.

- **Callguid**

This field specifies the call's unique identifier.

- **Cause**

This field specifies the cause of the event (no answer, no response etc).

- **CVP estimated wait time**

This specifies the estimated wait time by CVP.

- **Database date and time**

This field specifies the name of the queue.

- **Date and Time**

This field specifies the database update date and time.

- **Event date and time**

This field specifies the several events that are generated during a Courtesy Call Back (CCB) call. It's the time of latest event.

- **Event type**

This field specifies the type of the latest event.

- **Gateway**

The identifier for the gateway, can be an IP address or a string identifier.

- **ICM estimated wait time**

This field specifies the estimated wait time for ICM to start sending to CVP (at the time call comes into ICM scripts for the first time).

- **Location**

This field specifies the location that is assigned to the ingress gate way.

- **ICM estimated wait time**

This field specifies the estimated wait time for ICM to start sending to CVP (at the time call comes into ICM scripts for the first time).

- **Number of attempts**

This field specifies the number of callback retries that have been made so far (in case the callback was not accepted earlier).

- **Queue enter time**

This field specifies the time at which the call entered the queue.

- **Queue**

This field specifies the name of the queue.

- **Queue leave time**

This field specifies the time at which the call left the queue.

- **Queue status**

This field specifies the current call back status of the call.

- **Recording URL**

This field specifies the URL of the media file for caller's name.

- **Validation Status**

This field specifies whether each call that gets into reporting server gets validated for CCB and the result is captured in a bit mask.

Trunk Group Utilization Report

This report shows a summary of trunk group utilization. It is a grid (a tabular display).

This report is populated by data from the [Usage Table](#), the [Resource Table](#), and the [Device Table](#).

Fields in this report are:

- **Date and Time**

The date for the event. From Usage.eventdatetime.

- **Device**

The IP address of the device. From Usage.DeviceID, where Usage.DeviceID = Device.DeviceID.

- **Resource**

The unique identifier of the resource being measured. From Usage.ResourceID, where Usage.ResourceID = Resource.ResourceID. See the [Resource](#) for the resource descriptors.

- **Average Resource Used**

The average resource used, from Usage.ResourceUsed.

- **Max Threshold Reached**

Was the maximum threshold reached (Yes | No), from Usage.ThresholdReached.

- **Max Resource Used**

The maximum resource used, from Usage.ResourceMax.

