Custom and Stock Report Templates

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Stock Reports

The following Cisco Unified Intelligence Center report bundles are available as downloads from Cisco.com https://software.cisco.com/download/type.html?mdfid=282163829&catid=null. Click the **Intelligence Center Reports** link to view all available report bundles:

- Realtime and Historical Transitional templates - Introductory templates designed for new users. These templates are simplified versions of the All Fields templates, and are similar to templates available in other contact center solutions.
- Realtime and Historical All Fields templates - Templates that provide data from all fields in a database. These templates are most useful as a basis for creating custom report templates.
- Live Data templates - Templates that provide up to the moment data for contact center activity.
- Realtime and Historical Outbound templates - Templates for reporting on Outbound Option activity. Import these templates if your deployment includes Outbound Option.
- Enterprise Chat and Email - Templates for reporting on Enterprise Chat and Email activity. Include these templates if your deployment includes Enterprise Chat and Email.
- Cisco Unified Intelligence Center Admin Security templates - Templates to report on Cisco Unified Intelligence Server audit trails, permissions, and template ownership.

Additionally, sample custom report templates are available from the Cisco Developer Network (https://developer.cisco.com/site/reporting/overview/), and include templates for Cisco Unified Customer Voice Portal (Unified CVP).

When downloading report template bundles, select bundles for the version of software deployed in your contact center.

For information on importing report bundles, see the *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide* at https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-install-and-upgrade.html.

Report Summary Rows

Many reports have one Summary row or several Summary rows. These summaries are enabled in the Grouping page of the grid editor and show the footer values for the fields. You configure these values in the footer for each report column in the Report Definition.

These footer values can be:

- None (blank)

  Footer values can be blank, when a summary metric is not applicable or it is not logical to summarize the value when the data is null, and for intervals in certain call type reports, which are configured values.

- Avg (average of all items in the column)

  Examples are percentages and the average length of time associated with the value the column represents.

- Sum (total of the values in the column)
- Count (total of all items in the column)
- Min (minimum value in the column)
- Max (maximum value in the column)
- Custom (calculation derived from a custom formula that was applied to the footer value)

Customize Report Templates

You can modify existing report templates or create custom reports templates if you determine that the stock report templates do not meet your reporting needs. For example, you might customize an existing report template to monitor a department's activity and performance by creating a collection with objects from only that department.

See the *Cisco Unified Intelligence Center Report Customization Guide* at https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html for directions on customizing report templates.