Reports

Complete details of all reports on the LCM application are available in the *Cisco Webex Contact Center Campaign Manager Reports Guide*.

License Reports

The **License** page displays two Usage reports:

- Concurrent Login Report
- Violation Report

For descriptions of all reports available from the LCM console, see the *Cisco Webex Contact Center Campaign Manager Reports Guide*.

Usage Report or Billing Report

The **Usage Report** page (for Perpetual license model) and the **Billing Report** page (for Subscription license model) display the corresponding license consumption data. Access the **License** menu and click the **Usage** (or) **Billing** module to arrive at the corresponding page.

The **Usage Report** or **Billing Report** page for tenant model displays the usage reports for individual tenants. It features a tenant selection drop-down featuring the list of tenants. The tenants are listed in the order starting from the first created at the top to the last created in the bottom. The first created tenant is selected by default and the corresponding report is displayed. By default, the report displays the data for the current year with each month in an individual tab. The first tab displays the data for the current month, while the data for the previous months are available in the subsequent tabs. Clicking the arrow buttons allows to scroll through the tabs.

To view the month-wise reports for a different year, access the drop-down along the **Year** field to select from the list or manually enter a year. Thereby, the reports for the corresponding months(starting from the latest to the oldest month of the year, as applicable) are generated.

Note The pre-defined time range allows to view the data for the last two calendar years only. For instance, if the current is 2019, the drop-down corresponding to the **Year** field allows to select or enter a calendar year within a range of 2017 to 2019. To view the data for an older year or a wider time range, access the **Custom Time Range** option.

To define a custom time period for the generating the Usage or Billing report:

Step 1 Select the **Custom Date Range** option.

Step 2 Click the **Start Date** field to select a Start Date and Time.

Step 3 Click the **End Date** field to select an End Date and Time.

Note By default, the **Start Date** and the **End Date** fields display the current date and the time, at which the **Usage Report** or **Billing Report** page is last opened.

Step 4 Click the **Show** button to generate the corresponding report data.

Note The month-wise classification of usage report is not applicable for **Custom Date Range** selection. The data for the defined time range is presented in a single list.

The **Refreshed Time** displays the last refreshed date and time of the usage report data. Access the **Refresh** button to refresh the data to the current.

The Usage or Billing Report is displayed as a table with the following columns:

- **Date**—Displays the dates for which the usage data is populated.
- **Total Attempts**—Displays the total number of contact attempts made across channels that include calls, voice drop (that is, IVR calls), email and SMS for the given date.
- **Agent**—This section includes the following columns of agent-specific data:
    - **Count**—Displays the count of agents, who handled the contacts for the given date.
    - **Calls Handled**—Displays the count of calls handled by the agents for the given date.
    - **Call (Hrs:Mins)**—Displays the total call duration of all the calls handled by the agents for the given date.
- **Voice Drop**—This section includes the following columns of data specific to voice drop (IVR calls):
    - **Calls Handled**—Displays the count of IVR calls conducted for the given date.
    - **Call (Hrs:Mins)**—Displays the total duration of all the IVR calls conducted for the given date.
- **Other Channels**—This section includes the following columns of data pertaining to non-voice channels:
    - **SMS**—Displays the count of SMS sent for the given date.

      Note For two-way SMS, the count gets incremented for every transaction on each side.
- **Email**—Displays the count of Emails sent for the given date.

Data Drilldown

The Usage Report or Billing Report offers a further drilldown of data agent-wise and time-wise. Access the expander arrow along each row to view the drilldown. By default, the table displays agent-wise drilldown.

The agent-wise drilldown features the details of individual agents - such as the corresponding agent names, calls handled, and total duration of all the calls handled individually.

To view the time-wise drilldown, select the **Time** option by clicking the corresponding radio button in the Show By field and access the expander arrows along each row to view the hour-wise drilldown.

The hour-wise drilldown data features the details captured for every hour, starting from the first minute to the sixtieth minute of an hour. Example, 14:01 to 15:00.

Note The time is displayed in the 24-hour format for the time-wise display of the usage data.

Exporting Usage or Billing Report

The **Export** button allows to download the usage data into XLSX files. Exporting the report for a pre-defined time rage (**Year** option) renders individual files for each month.

To export the usage data:

Step 1 Click the **Export** button.

Step 2 Select the type of report (**Summary**, **Agent**, **Time**) to be downloaded, in the pop up that appears. For more information, see License Usage Report Types, on page 3.

Step 3 If the exported report has a pre-defined time range, select the required months to export the data. The current month is selected by default. This step is not applicable if the time range is custom defined.

Step 4 Click the **Export** button in the pop up to download the corresponding report as an XLSX file.

License Usage Report Types

The following are the report types available to be exported as XLSX files:

- **Summary** (default selection)—This report type features the following columns of data:
    - **UsageDate**—Displays the dates for which the usage data is populated.
    - **TotalAttempts**—Displays the total number of campaign attempts made by the agents that include calls, voice drop (that is, IVR calls), email and SMS for the given date.
    - **AgentCount**—Displays the count of agents, who handled the campaign for the given date.
    - **AgentCallsHandled**—Displays the count of calls handled by the agents for the given date.
    - **AgentCallHours**—Displays the total duration of all the calls handled by the agents for the given date.
    - **VoiceCallsHandled**—Displays the count of voice drops conducted for the given date.

- **VoiceCallHours**—Displays the total duration of all the voice drops conducted for the given date.
- **SMS**—Displays the count of campaign SMS sent for the given date.
- **Email**—Displays the count of campaign Emails sent for the given date.

- **Agent**—This report type features the following columns of data:
  - **UsageDate**—Displays the dates for which the usage data is populated.
  - **AgentName**—Displays the name of the agent, who handled the calls for the given date.
  - **AgentCallsHandled**—Displays the count of calls handled by the agents for the given date.
  - **AgentCallHours**—Displays the total duration of all the calls handled by the agents for the given date and hour.

- **Time**—This report type features the following columns of data:
  - **UsageDateTime**—Displays the date and the hour, for which the usage data is populated.
  - **TotalAttempts**—Displays the total number of campaign attempts made by the agents that include calls, voice drop (that is, IVR calls), email and SMS for the given date and hour.
  - **AgentCount**—Displays the count of agents, who handled the campaign for the given date and hour.
  - **AgentCallsHandled**—Displays the count of calls handled by the agents for the given date and hour.
  - **AgentCallHours**—Displays the total duration of all the calls handled by the agents for the given date and hour.
  - **VoiceCallsHandled**—Displays the count of voice drops conducted for the given date and hour.
  - **VoiceCallHours**—Displays the total duration of all the voice drops conducted for the given date and hour.
  - **SMS**—Displays the count of campaign SMS sent for the given date and hour.
  - **Email**—Displays the count of campaign Emails sent for the given date and hour.