

Report Folder Layout:

CCE	CCE_AF_Historical	
CCE	CCE_AF_Realtime	
CCE	CCE_OB_Historical	
CCE	CCE_OB_Realtime	
CCE	CCE_TR_Historical	Agent Attendance
CCE	CCE_TR_Historical	Agent Skill
CCE	CCE_TR_Historical	Agent Summary
CCE	CCE_TR_Historical	Agent Team
CCE	CCE_TR_Historical	Agent Team Attendance
CCE	CCE_TR_Historical	Call Type Skill Group
CCE	CCE_TR_Historical	Skill
CCE	CCE_TR_Historical	Skill Call Profile
CCE	CCE_TR_Historical	Skill Summary
CCE	CCE_TR_Realtime	Skill Group Status
CCE	CCE_TR_Realtime	Skill Status
Intelligence Center Admin		

Report Catalog:

Agent Attendance	Agent Attendance Historical	11.61
Agent Attendance	Agent Attendance Monthly Historical	11.61
Agent Attendance	Agent Attendance Weekly Historical	11.61
Agent Skill	Agent Skill Historical	11.61
Agent Skill	Agent Skill Monthly Historical	11.61
Agent Skill	Agent Skill Weekly Historical	11.61
Agent Summary	Agent Summary Historical	11.61
Agent Summary	Agent Summary Monthly Historical	11.61
Agent Summary	Agent Summary Weekly Historical	11.61
Agent Team	Agent Team Weekly Historical	11.61
Agent Team	Agent Team Historical	11.61
Agent Team	Agent Team Monthly Historical	11.61
Agent Team Attendance	Agent Team Attendance Historical	11.61
Agent Team Attendance	Agent Team Attendance Monthly Historical	11.61
Agent Team Attendance	Agent Team Attendance Weekly Historical	11.61
Call Type Skill Group	Call Type Skill Group Historical	11.61
Call Type Skill Group	Call Type Skill Group Monthly Historical	11.61
Call Type Skill Group	Call Type Skill Group Weekly Historical	11.61
CCE_AF_Historical	Agent Not Ready Detail	11.61
CCE_AF_Historical	Agent Queue Hourly	11.61
CCE_AF_Historical	Agent Skill Group Historical All Fields	11.61
CCE_AF_Historical	Agent Team Historical All Fields	11.61
CCE_AF_Historical	Agent_Historical_All_Fields	11.61
CCE_AF_Historical	Agent_Precision_Queue_Historical_All_Fields	11.61
CCE_AF_Historical	Agent_Queue_Interval	11.61
CCE_AF_Historical	Call Type Queue Interval All Fields	11.61
CCE_AF_Historical	Call_Type_Abandon_Answer_Distribution_Historical	11.61

CCE_AF_Historical	Call_Type_Historical_All_Fields	11.61
CCE_AF_Historical	Call_Type_Skill_Group_Historical_All_Fields	11.61
CCE_AF_Historical	Enterprise_Service_Historical_All_Fields	11.61
CCE_AF_Historical	Enterprise_Skill_Group_Historical_All_Fields	11.61
CCE_AF_Historical	IVR_Ports_Performance_Historical	11.61
CCE_AF_Historical	Peripheral_Service_Historical_All_Fields	11.61
CCE_AF_Historical	Peripheral_Skill_Group_Historical_All_Fields	11.61
CCE_AF_Historical	Precision_Queue_Abandon_Answer_Distribution_Historical	11.61
CCE_AF_Historical	Precision_Queue_Efficiency	11.61
CCE_AF_Historical	Precision_Queue_Efficiency_Drill_Down	11.61
CCE_AF_Historical	Precision_Queue_Interval_All_Fields	11.61
CCE_AF_Historical	Skill_Group_Abandon_Answer_Distribution_Historical	11.61
CCE_AF_Realtime	Agent Skill Group Real Time	11.61
CCE_AF_Realtime	Agent State Real Time Graph	11.61
CCE_AF_Realtime	Agent Team State Counts Real Time	11.61
CCE_AF_Realtime	Agent_Precision_Queue_Membership	11.61
CCE_AF_Realtime	Agent_Queue_Real_Time	11.61
CCE_AF_Realtime	Agent_Real_Time	11.61
CCE_AF_Realtime	Agent_Team_Real_Time	11.61
CCE_AF_Realtime	Call Type Real Time	11.61
CCE_AF_Realtime	Enterprise_Skill_Group_Real_Time	11.61
CCE_AF_Realtime	Peripheral Service Real Time All Fields	11.61
CCE_AF_Realtime	Peripheral_Skill_Group_Real_Time_All_Fields	11.61
CCE_AF_Realtime	Precision Queue Real Time All Fields	11.61
CCE_AF_Realtime	Precision_Queue_Step_Real_Time	11.61
CCE_AF_Realtime	System Capacity	11.61
CCE_License	License Consumption NOTE: Select CUIC as the data source for the value list	11.61
CCE_OB_Historical	Attempts per Campaign Daily	11.61
CCE_OB_Historical	Campaign Consolidated Daily	11.61
CCE_OB_Historical	Campaign Consolidated Half Hour	11.61
CCE_OB_Historical	Campaign Half Hour Summary	11.61
CCE_OB_Historical	Dialer Call Result Summary Half Hour	11.61
CCE_OB_Historical	Dialer Capacity Daily	11.61
CCE_OB_Historical	Dialer Capacity Half Hour	11.61
CCE_OB_Historical	Import Rule	11.61
CCE_OB_Historical	Query Rule Within Campaign Daily	11.61
CCE_OB_Historical	Query Rule within Campaign Half Hour	11.61
CCE_OB_Realtime	Call Summary Count per Campaign Real Time	11.61
CCE_OB_Realtime	Dialer Real Time	11.61
CCE_OB_Realtime	Import Status Real Time	11.61
CCE_OB_Realtime	Query Rule Within Campaign Real Time	11.61
CCE_TR_Historical	Agent Login Logout Historical	11.61
CCE_TR_Historical	Agent Not Ready Historical	11.61
CCE_TR_Historical	Agent State Trace Historical	11.61
CCE_TR_Historical	Agent Team Not Ready Historical	11.61
CCE_TR_Realtime	Agent Team Real Time	11.61
CCE_TR_Realtime	Agents Real Time	11.61
CCE_TR_Realtime	Call Type Real Time	11.61
CCE_TR_Realtime	Skill Group Interval Graphical	11.61

CCE_TR_Realtime	Skill Group Not Ready Detail Real Time	11.61
CCE_TR_Realtime	Skill Group Not Ready Real Time	11.61
Livedata	Agent Skill Group	11.61
Livedata	Agent	11.61
Livedata	Precision Queue	11.61
Livedata	Recent Call History	11.61
Livedata	Recent State History	11.61
Livedata	Skill Group	11.61
Skill	Skill Daily Historical	11.61
Skill	Skill Interval Historical	11.61
Skill	Skill Monthly Historical	11.61
Skill	Skill Weekly Historical	11.61
Skill Call Profile	Skill Call Profile Historical	11.61
Skill Call Profile	Skill Call Profile Monthly Historical	11.61
Skill Call Profile	Skill Call Profile Weekly Historical	11.61
Skill Group Status	Skill Group Agent Status Real Time	11.61
Skill Group Status	Skill Group Real Time Status	11.61
Skill Group Status	Skill Group Status Graphical Real Time	11.61
Skill Status	Skill Status Agent Real Time	11.61
Skill Status	Skill Status Real Time	11.61
Skill Summary	Skill Summary Historical	11.61
Skill Summary	Skill Summary Monthly Historical	11.61
Skill Summary	Skill Summary Weekly Historical	11.61

Change Log:

CSCvd10800 CUI 10.5.1 Weekly reports are not summarized for first week of every year.

CCE_AF_Historical/Agent Historical All Fields

CSCvd58793 AACW was showing incorrect percentages

CCE_AF_Historical/Agent Not Ready Detail

CSCve78662 report Log On Duration wrong calculation

CCE_AF_Historical/Agent Precision Queue Historical All Fields

CSCve14599 HandledCalls attribute wrong value

CCE_AF_Historical/Agent Queue Interval

CSCvf44843 AHT and AholdT footers had been swapped, corrected in Agent Queue Interval.

CSCvf16245 Report Slow to Return

CCE_AF_Historical/Agent Team Historical All Fields

CSCvf46458 Fix for cartesian product in PQ when PeripheralID is not included in the join.

CCE_AF_Historical/Precision Queue Interval All Fields

CSCup76084 Report reports a single call multiple times.

CCE_AF_Realtime/Peripheral Skill Group Real Time All Fields

CSCvd61567 Report does not work

CCE_TR_Historical/Agent Login Logout Historical

CSCur96785 Report Fails Due to Boolean Agent Attribute

CCE_TR_Historical/Agent State Trace Historical

CSCvd03257 Report shows RONA for incorrect PQ/SG

CCE_TR_Realtime/Agents Real Time

CSCvd89970 Report list skill groups instead of agents

Defects:

CSCux00121 Contact Sharing not displaying correct errors in some reports
CSCvb30383 Agent Skillgroup Historical All Fields Incorrect %State Time summary
CSCvb37753 ServiceLevelCallsOfferedToday is incorrectly incrementing twice
CSCvb44290 You released an 11.5 Template named "Historical RealTime"
CSCvb61681 Field "Aban" is empty in report of Precision queue Interval all fields
CSCvc40798 Agent Team Historical All Field definition has incorrect field format.
CSCvc41940 ALL-LANG: LiveData reports: Unlocalised column names
CSCvd03257 CUIC - Agent State Trace Historical report shows RONA for incorrect PQ/SG
CSCvd07036 Failed to launch report when RD querytype is configured as Stored Proc and MSSQLSERVER as datasource
CSCvd10539 CUIC TR Agent Historical reports double counting Calls Handled
CSCvd10800 CUIC 10.5.1 Weekly reports are not summarized for first week of every year.
CSCvd20420 Agent Team Historical Transitional report takes a very long time to run
CSCvd45354 ALL-LANG: UCCE Reports: Strings from report drop-down in English
CSCvd46742 ALL-LANG: UCCE Reports: Hardcoded string 'Enterprise Skill Group' from table headers
CSCvd58793 Agent Historical All Field - AACW Showing Wrong Percentage
CSCvd61567 Peripheral Skill Group Real Time All Fields report in CUIC 11.5 does not work
CSCvd89970 TR Agent_Real time report list skill groups instead of agents
CSCvd89993 Wrong help file launches for Calltype real time report under CCE_AF_Real_Time
CSCvd96908 Precision Queue Attributes should be Under One Header
CSCve14599 Agent Precision Queue Historical All Fields's HandledCalls attribute wrong value
CSCve34969 Agent Call log report Call Type field shows inbound for Agent initiated outbound call
CSCve41085 Mutliple Hold,Talking reports in State log in confused order during consult calls
CSCve78662 AgentNotReadyDetail stock report Log On Duration wrong calculation
CSCvf07962 Deployment Type getting corrupted after upgrade
CSCvf16245 Agent Queue Interval Report Slow to Return
CSCvf30632 Call Type Historical All Fields wait time heading shows total not average.
CSCvf35679 Agent Detail trace missing for state log and call log in LD
CSCvf38386 LiveData - Spouts not activated in Paired-Active state
CSCvf39511 Reports using PriSupervisorSkillTargetID are not populated when in PCCE
CSCvf44843 Supervisor Team Data Gadget does not return any data, screen always blank
CSCvf46458 Call counts (handled, Held, etc) are multiplied in Agent Team Historical All Fields report.
CSCvj86408 No data of skill group in column "Precision Queue/Skill Group" in stock report "Agent Queue Hourly".