



Reporting in Unified CCE

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Overview

Cisco Unified Intelligence Center is a reporting platform for users of Cisco Contact Center products. It is a web-based application that provides Historical, Real-time, and Live Data reporting and dashboards.

Unified Intelligence Center serves the following primary purposes:

- Obtains data from the base solution's database. The base solution can be any of the Contact Center products.
- Allows you to create custom queries to obtain specific data.
- Customizes the visual presentation of the reports.
- Customizes the report data.
- Allows different groups of people to view specific data based on their roles.

Customer Journey Analyzer

Unified Intelligence Center users can use the reporting platform to launch Customer Journey Analyzer using **Analyzer** from the left navigation pane.

You can customize the default Analyzer URL using the CLI `set cuic analyzer url <urlname>`.

For more information on the CLI, see *Cisco Unified Contact Center Express Administration and Operations Guide* at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html>.

The Customer Journey Analyzer mines historical data from multiple data sources and systems to generate specific business views of data. The Analyzer visually displays trends to help you identify patterns and gain insight for continuous improvement.



Note You must have completed the on boarding process for Cloud Connect to access Customer Journey Analyzer. Cloud Connect allows Cisco Contact Center on premises customers to connect to cloud services, such as Customer Journey Analyzer to use Business Metrics.

For more information, see *Business Metrics* related information in *Cisco Unified Contact Center Express Features Guide* at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-feature-guides-list.html>

For more information, see *Business Metrics* related information in *Cisco Unified Contact Center Enterprise Features Guide* at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-feature-guides-list.html>

Access Unified Intelligence Center

The URL for logging in to the Unified Intelligence Center reporting application is:

HTTPS

`https://<HOST>:8444/cuicui/Main.jsp`

Where HOST is the DNS name of a Unified Intelligence Center node.



Note Cisco Unified Intelligence Center does not support HTTP.

Cisco Unified Intelligence Center, Release 12.6(1) supports custom logon message for users. If your administrator has defined the custom logon messages, then the message is displayed in the **Sign In** page.



Note Custom logon messages are not displayed to users signing in with SSO.

Stock Reports

The following report bundles are available as stock reports for Cisco Unified Intelligence Center:

- 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 reports, and include templates for precision queue routing data.
- Realtime and Historical Outbound templates - Templates for reporting on Outbound Option activity. Import these templates if your deployment includes Outbound Option.

- Live Data templates - Templates for reports that use the Live Data stream processing system as a data source. Refresh rates for these reports are much faster than the Realtime or Historical reports--usually less than every 3 seconds. Reports are available for Agent, Agent Skill Group, Precision Queue, Skill Group, Recent State History and Recent Call History.
- Contact Sharing templates - Templates for reporting on a Contact Sharing system. You can use the Contact Sharing reports to understand the current configuration and behavior of the Contact Sharing system. You can view data on the active configuration of the Contact Sharing routing, the number of calls routed to each target system for each group, and the calls that have errors during the routing process.
- Cisco Unified Intelligence Center Admin Security templates - Templates to report on Cisco Unified Intelligence Server audit trails, permissions, and template ownership.
- License Consumption Report - Use this report to monitor the agent license consumption and other related ports such as the VRU-IVR ports and the outbound dialer ports. It helps you ascertain the number of licenses you must procure to cover the peak or maximum license usage during the license agreement period.

The report bundles are available as downloads from Cisco.com. Click the **Intelligence Center Reports** link on the downloads page (<https://software.cisco.com/download/type.html?mdfid=282163829&catid=null>). Depending on how it was deployed, your installation of Unified Intelligence Center may include all or a subset of these reports.

For information on importing report bundles or custom reports, see the *Cisco Unified Contact Center Enterprise Installation and Upgrade Guide* at https://www.cisco.com/en/US/products/sw/custcosw/ps1844/prod_installation_guides_list.html. Navigate to Initial Configuration>Configure Cisco Unified Intelligence Center>Import Report Bundles.

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.

