



Preface

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Update the description for Total in Queue Service Level	Queue Service Level	April 2023
Updated the System Requirements section to include support for Microsoft Windows 11.	System Requirements	July 2022
Added a topic about the agent states seen in activity records.	Agent States	April 2022
Added a topic about editing the default date format of the Interval field while creating or editing a visualization.	Change Date Format of the Interval Field	February 2022
Added information about retaining column width in tabular reports.	Resize Report Column Width	December 2021
These topics are added	Access Reports and Dashboards through Browser Links Share Browser Links to Reports and Dashboards	October 2021
These topics are added	Agents Available Card Real-Time Contacts in Queue Card Real-Time	September 2021

Change	See	Date
These reports are added	<ul style="list-style-type: none"> • Inline IVR Post Call Survey Statistics Report • Post Call Survey Statistics Report 	April 2021
These topics are added	<ul style="list-style-type: none"> • Time Zone 	February 2021
These reports are added.	<ul style="list-style-type: none"> • IVR and CVA Dialog Flow Report • Opt Out of Queue Report • OEM Integration with Acqueon Report • Callback Report 	November 2020
These reports are added.	<ul style="list-style-type: none"> • Access Control 	September 2020
These topics are added.	<ul style="list-style-type: none"> • Threshold Alerts 	August 2020
These reports are added.	<ul style="list-style-type: none"> • Historical - Contact Center Overview • Historical - Team and Queue Stats • Real-Time - Contact Center Overview - Real-Time • Real-Time - Team and Queue Stats - Real-Time • Business Metrics • License Usage Reports 	July 2020
These topics or reports are updated.	<ul style="list-style-type: none"> • Create a Visualization • Create a Compound Visualization • Tasks to Perform on Visualization and Dashboard Pages • Entry Point Contact Volume - CAR • Analyzer Title Bar Buttons • Agent Statistics Realtime • Team Details • Contact Reason • Team Details Real-Time 	July 2020
Initial Release of Document.		Jul 2019

About this Guide

This guide describes how to use Webex Contact Center Analyzer.

Analyzer Audience

This document is intended for users who use Cisco Webex Contact Center to run their contact centers. Analyzer extracts and presents operational data for user analysts to determine how to maximize Contact Center performance.

Related Documentation

To view the list of Webex Contact Center documentation, see <https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html>.

To view Webex Contact Center developer documentation and API references, see <https://developer.webex-cx.com/documentation/getting-started>.

Conventions

This guide uses the following conventions.

Convention	Description
Boldface font	<p>Boldface font indicates commands (such as user entries), keys, buttons, folder names, and submenu names. For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.
<i>Italic font</i>	<p>Italic font:</p> <ul style="list-style-type: none"> • Introduces a new term. For example: A <i>skill group</i> is a collection of agents who share similar skills. • Emphasizes important information. For example: <i>Do not</i> use the numerical naming convention. • Indicates an argument for which you must supply values. For example: IF (<i>condition, true-value, false-value</i>) • Indicates a title. For example: See the <i>Agent Desktop User Guide</i>.

Convention	Description
Window font	<p>Window font indicates:</p> <ul style="list-style-type: none"> • Text as it appears in code or information that the system displays. For example: <code><html><title> Cisco Systems, Inc. </title></html></code> • Filenames. For example: <code>tserver.properties</code>. • Directory paths. For example: <code>C:\Program Files\Adobe</code>

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure apps, products, solutions, and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system. This system maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Documentation Feedback

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