Preface

Change History

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

Change	Refer	Date
New historical report added	Callback Trace Report	December 2020
New 2-Way SMS reports added	2-Way SMS Reports	
Initial release of document		August 2019

About this Guide

This guide describes how to access and configure the reports available in the Cisco Webex Contact Center Campaign Manager modules and how to schedule real-time and historical reports to be sent out periodically to specified recipients.

The chapters in this guide provide the following information:

RealTime Reports describes contact center data that can be viewed in real time as campaigns are running. You can use the comprehensive filter criteria to drill down from a macro view to the micro level of a contact, call, or agent.

Historical Reports describes reports generated from past data up to the immediate preceding 15-minute interval. These reports are populated based on the filter criteria that you choose and can either be viewed or saved in a comma-separated value (csv) format.

Schedule Report describes how to schedule selected real-time and historical reports to be periodically sent by email to specified recipients.

Other Reports describes the Call Guide reports available in the Campaign Manager Script Designer module and the License reports available in the License module.

Audience

This guide is intended for administrators and personnel who use Campaign Manager to configure and manage outbound campaigns.

Conventions

This guide uses the following conventions:

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: • Choose **Edit** > **Find** • Click **Finish**.
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • For emphasis. Example: *Do not* use the numerical naming convention. • An argument for which you must supply values. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Cisco Webex Contact Center Getting Started Guide*.

Convention	Description

`window` font	Window font, such as Courier, is used for the following:
	
	• Text as it appears in code or information that the system displays. Example:
	
	`<html><title> Cisco Systems,Inc. </title></html>`
	
	• File names. Example: `tserver.properties`.
	
	• Directory paths. Example:
	
	`C:\Program Files\Adobe`

Related Documents

To view the list of Cisco Webex Contact Center documents, go to page:
https://www.cisco.com/c/en/us/support/customer-collaboration/webex-contact-center/series.html

To view Cisco Webex Contact Center developer documents and API references, go to page:
https://apim-dev-portal.devus1.ciscoccservice.com/documentation/getting-started

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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 that 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.

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