

CUIC Reports for 2Ring

How to get reports on UCCX (**Version 2.1**)

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Chapter 1

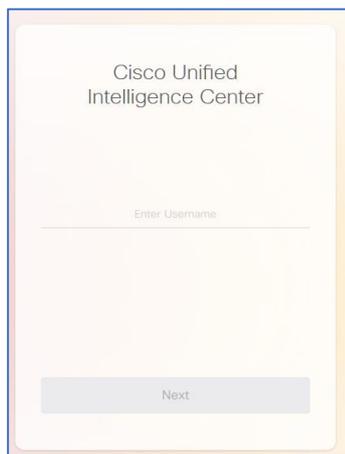
CSQ Activity Report By CSQ Report

Choose one of the following reports to identify the number proceeded calls per day within your UCCX environment.

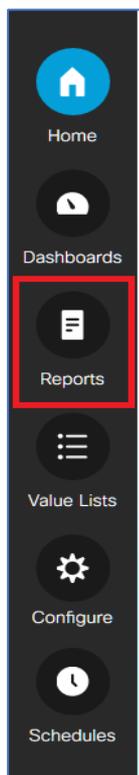
Once you have determined the contact center call volume by using CUIC reports, refer to sizing guides: <http://www.2Ring.com/dw-sizing> or www.2Ring.com/gadgets-sizing to prepare servers.

1.1. Steps Description

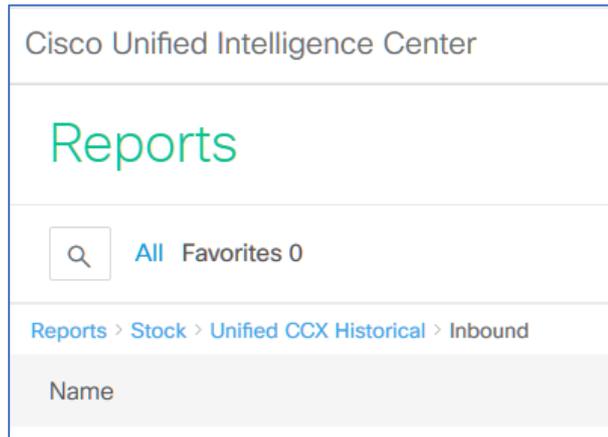
1. Login into the CUIC UI



2. Select Reports Option from the menu on the left side



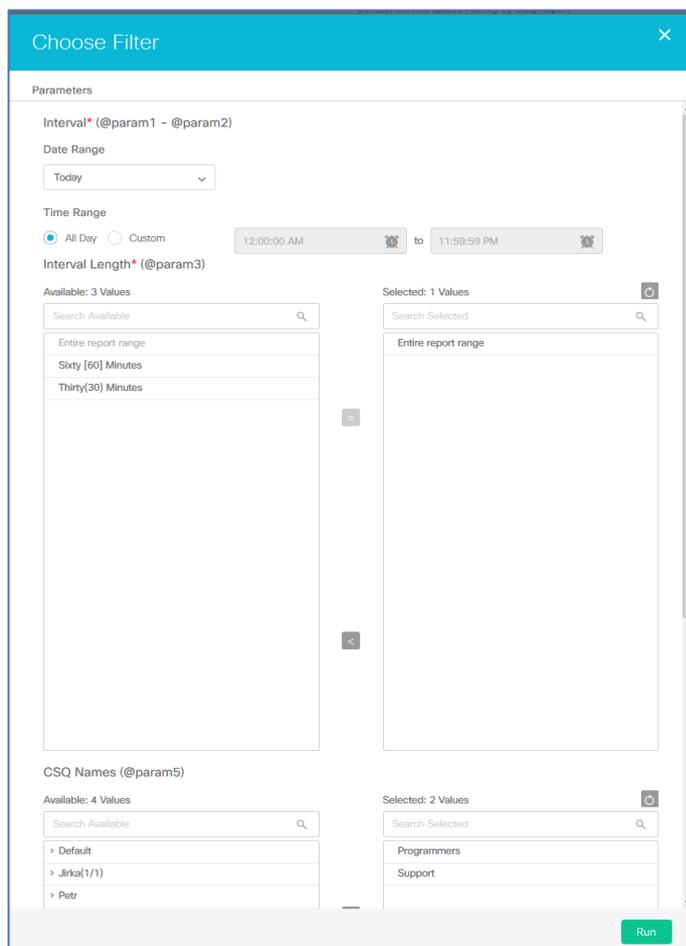
- Under Stock Reports click on Unified CCX Historical and then select Inbound



- Look for Contact Service Queue Activity by CSQ Report and click on it.
- Configure the filters as follows:
 - Today as Date Range

Notice: If you are in a seasonal business, choose the busiest week of the year instead of today.

- Entire report range as Interval Length
- Choose required CSQs



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6. Once done, click Run.
7. Send us the output from the end of the day.

CSQ Name	CSQ ID	Call Skills	Interval Start Time	Interval End Time	Service Le...	Calls Hand...	Calls Aban...	Percentage Of Service Level Met				Calls Pres...	Calls Handled		Calls Abandoned		Calls Dequeued	
								Only Handl...	With No A...	With Aban...	With Aban...		Handled	%	Abandoned	%	Dequeued	%
Programme...	1	0	11/1/19 12:00:00 am	11/30/19 11:59:59 pm	5	1	1	20.00	14.29	25.00	12.50	8	5	62.50	3	37.50	0	0.00
Support	2	0	11/1/19 12:00:00 am	11/30/19 11:59:59 pm	5	71	10	78.02	62.83	65.85	57.72	123	91	73.98	32	26.02	0	0.00
						72	11	75.00	60.00	63.36	54.96	131	96	73.28	35	26.72	0	0.00

Chapter 2

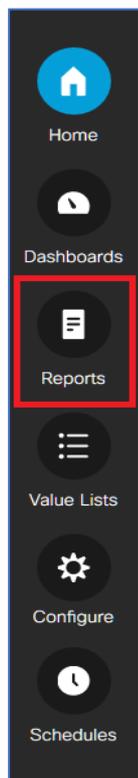
License Utilization Hourly Report

2.1. Steps Description

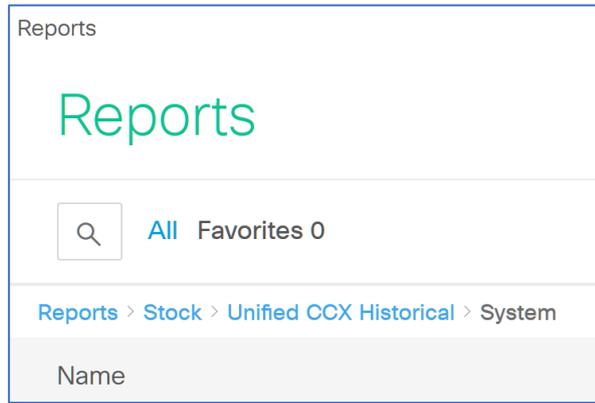
1. Login into the CUIC UI



2. Select Reports from menu on the left side



- Under Stock Reports click on Unified CCX Historical and then select Inbound



- Look for License Utilization Hourly Report
- Configure filter as follows:
 - Date Range: Last Month

Notice: If you are in a seasonal business, choose the busiest week of the year instead of last month.

- Time Range: All Day
- Once done, click Run.
- Send us the output

