CUIC Reports for 2Ring

How to get reports on UCCX (Version 2.1)

2Ring .. AMERICAS

ADDRESS

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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: <u>http://www.2Ring.com/dw-sizing</u> or <u>www.2Ring.com/gadgets-sizing</u> to prepare servers.

1.1. Steps Description

1. Login into the CUIC UI

Cisco Unified Intelligence Center
Enter Username
Next

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



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

Cisco Unified Intelligence Center					
Reports					
Q All Favorites 0					
Reports > Stock > Unified CCX Historical > Inbound					
Name					

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

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

- b) Entire report range as Interval Length
- c) Choose required CSQs

arameters				
Interval* (@param1 - @param2)				
Date Range				
Today 🗸				
Time Range				
All Day Custom	12:00:00 AM		11:59:59 PM	30
Interval Length* (@param3)				
Available: 3 Values			Selected: 1 Values	0
Search Available	Q			٩
Entire report range			Entire report range	
Sixty [60] Minutes				
Thirty(30) Minutes				
		<		
CSQ Names (@param5)		V	Schenet 2 Volue	
CSQ Names (@param5) Available: 4 Values		<	Selected: 2 Values	
CSQ Names (@param5) Available: 4 Values Search Available	Q	<	Selected: 2 Values Search Selected	٩
CSQ Names (@param5) Available: 4 Values Search Available > Default b Med(10)	٩	<	Selected: 2 Values Search Selected Programmers	٩
CSQ Names (@param5) Available: 4 Values Search Available > Default > Jarka(1/1) > Petr	Q	V	Selected: 2 Values Search Selected Programmers Support	Q

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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	nd 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



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

Reports
Reports
Q All Favorites 0
Reports > Stock > Unified CCX Historical > System
Name

- 4. Look for License Utilization Hourly Report
- 5. Configure filter as follows:
 - a) Date Range: Last Month

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

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

