

## CUIC Reports for 2Ring

How to get reports on UCCE (Version 2.1)

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# Chapter 1

## Reports for Sizing

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Depending on your routing model, choose one of the following reports to identify the number proceeded calls per day within your UCCE/PCCE environment.

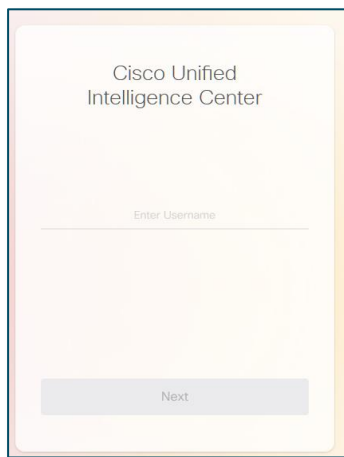
Once you have determined the contact center call volume by using CUIC reports, refer to sizing guides: <http://www.2Ring.com/dw-sizing> or [www.2Ring.com/gadgets-sizing](http://www.2Ring.com/gadgets-sizing) to prepare servers.

### 1.1. Skill Summary Historical Report

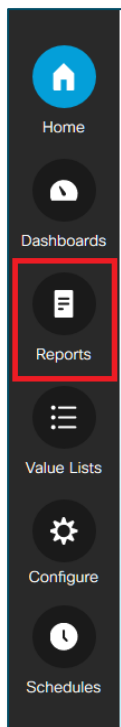
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#### 1.1.1. Steps Description

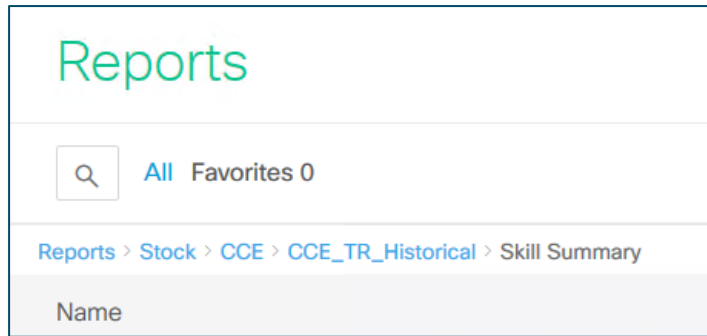
1. Login into the CUIC UI



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



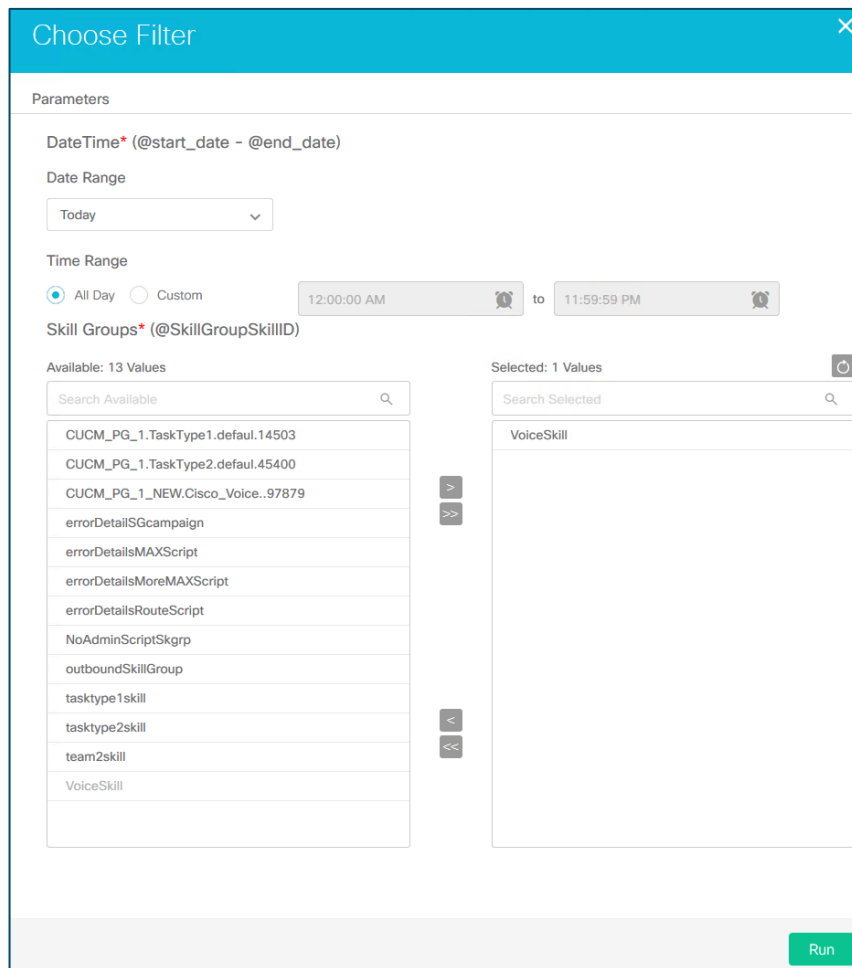
- Under Stock Reports click on CCE → CCE\_TR\_Historical and then select Skill Summary



- Look for Skill Summary Historical Report and click on it.
- Configure the filters as follows:
  - Today as Date Range

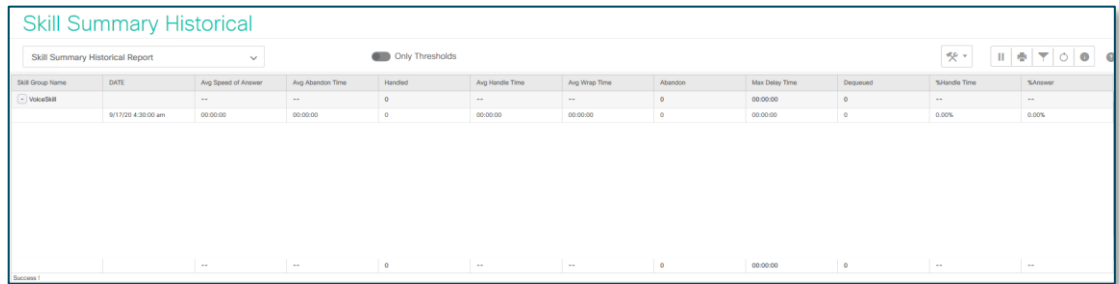
**Notice:** If you are in a seasonal business, choose the busiest week of the year instead of today.

- Entire report range as Interval Length
- Choose required Skill Groups



## CUIC Reports for 2Ring

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



The screenshot shows a web interface titled "Skill Summary Historical". At the top, there is a dropdown menu set to "Skill Summary Historical Report" and a toggle switch for "Only Thresholds". To the right are several icons for search, refresh, and other actions. Below this is a table with the following columns: Skill Group Name, DATE, Avg Speed of Answer, Avg Abandon Time, Handled, Avg Handle Time, Avg Wrap Time, Abandon, Max Delay Time, Dequeued, %Handle Time, and %Answer. The table contains one data row for "VoiceMail" on "9/11/20 4:30:00 am". The values for this row are: Avg Speed of Answer: --, Avg Abandon Time: --, Handled: 0, Avg Handle Time: --, Avg Wrap Time: --, Abandon: 0, Max Delay Time: 00:00:00, Dequeued: 0, %Handle Time: 0.00%, and %Answer: 0.00%. At the bottom left of the table area, there is a "Success 1" indicator.

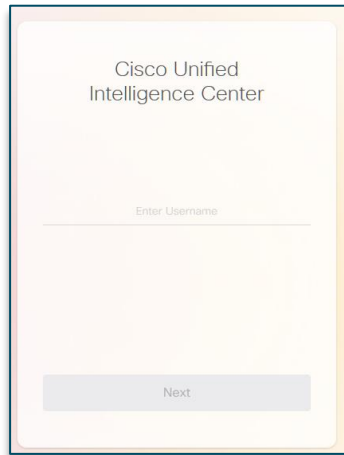
Skill Group Name	DATE	Avg Speed of Answer	Avg Abandon Time	Handled	Avg Handle Time	Avg Wrap Time	Abandon	Max Delay Time	Dequeued	%Handle Time	%Answer
VoiceMail	9/11/20 4:30:00 am	--	--	0	--	--	0	00:00:00	0	0.00%	0.00%

## 1.2. Precision Queue Interval All Fields Report

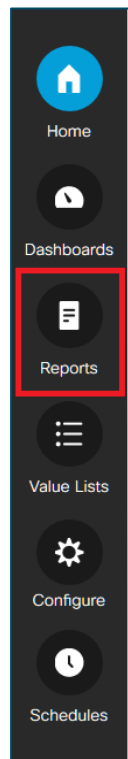
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### 1.2.1. Steps Description

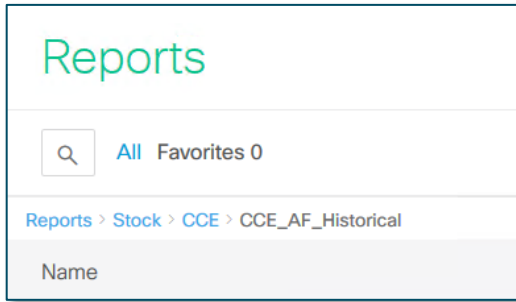
1. Login into the CUIC UI



2. Select Reports from menu on the left side



3. Under Stock Reports click on CCE and then select CCE\_AF\_Historical

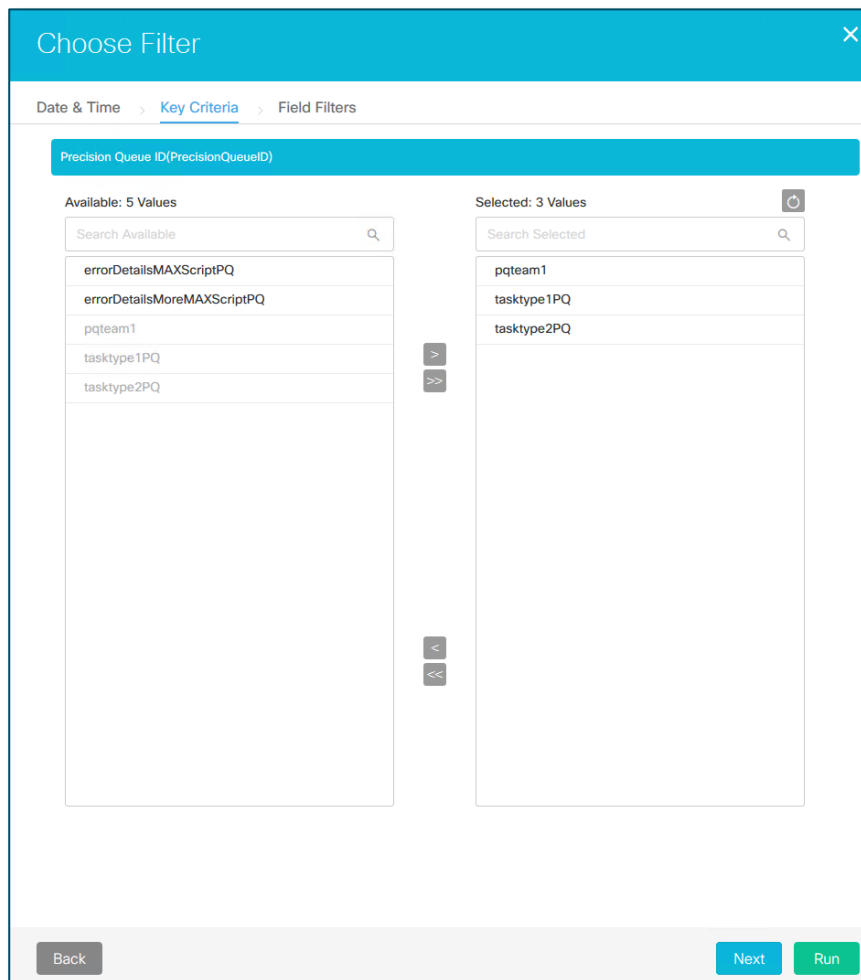


4. Look for Precision Queue Interval All Fields Report
5. Configure the filters as follows:
  - a) Date & Time: Last Month.

**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) Key Criteria: Select required Precision Queues

**Notice:** The Field Filters tab can be omitted.



6. Once done, click Run.
7. Send us the output.

Precision Queue Interval All Fields

Precision Queue Interval All Fields  Only Thresholds

Precision Queue	Media	Attributes										DataTime	Queued	Avg Spk...	Service Level			Completed Tasks																										
		Attribute 1	Attribute 2	Attribute 3	Attribute 4	Attribute 5	Attribute 6	Attribute 7	Attribute 8	Attribute 9	Attribute 10				Service L...	Service L...	Service L...	Total	Aban	ROSA	Handled	Avg Handl...	Avg Active...																					
jobnam1	Cisco_Voice											9/17/20 4:30:00 am	0	--	--	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0								
	Cisco_Voice											9/17/20 5:00:00 am	0	00:00:00	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
tasktype1PQ	TaskType1											9/17/20 4:30:00 am	0	--	--	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
	TaskType1											9/17/20 5:00:00 am	0	00:00:00	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
tasktype2PQ	TaskType2											9/17/20 4:30:00 am	0	--	--	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
	TaskType2											9/17/20 5:00:00 am	0	00:00:00	0.00%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
■												0	--	--	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Success: 1



# Chapter 2

## Reports for Licensing

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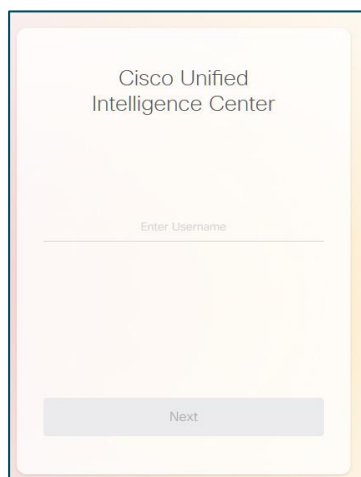
Run the following report in the peak time of your environment.

### 2.1. System Capacity Real Time Report

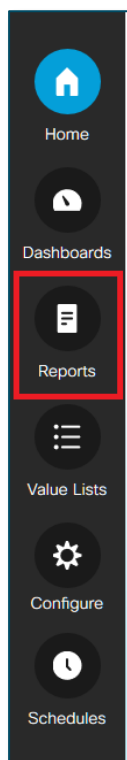
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#### 2.1.1. Steps Description

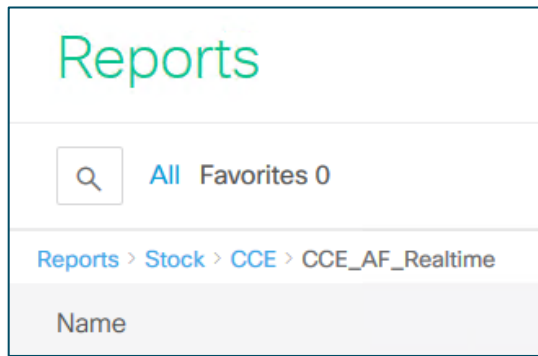
1. Login into the CUIC UI



2. Select Reports from menu on the left side

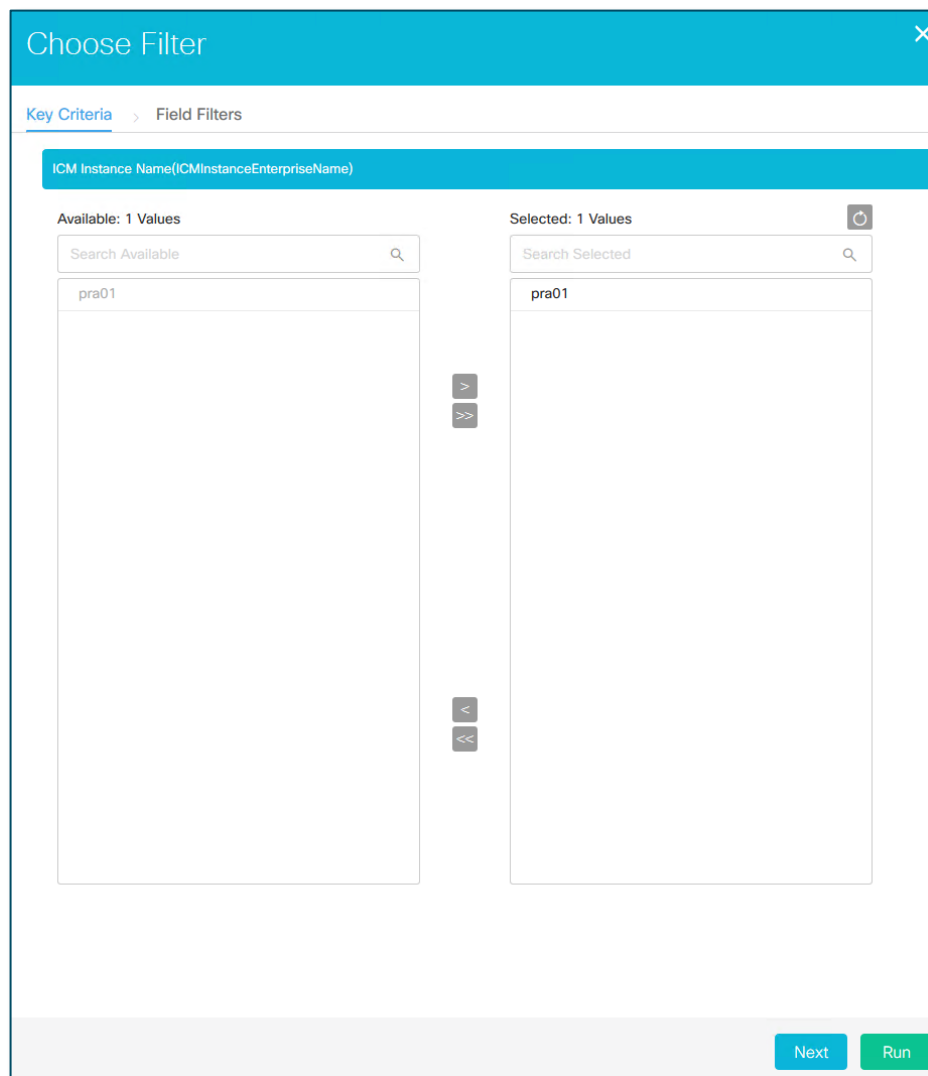


- Under Stock Reports click on CCE and then select CCE\_AF\_Realttime



- Look for System Capacity Real Time Report
- Configure the filters as follows:
  - Key Criteria: Select required ICM.

**Notice:** The Field Filters tab can be omitted.



## CUIC Reports for 2Ring

- Once done, click Run.
- Send us the output.

System Capacity Real Time

System Capacity Real Time  Only Thresholds

Generic System Information			Congestion Information												Capacity Information	
ICM Instance N...	Deployment Ty...	DataTime	Current Conge...	Current Reject...	Duration Conge...	Duration Conge...	Level1 Onset C...	Level1 Abatem...	Level1 Reduction	Level2 Onset C...	Level2 Abatem...	Level2 Reduction	Level3 Onset C...	Level3 Abatem...	Level3 Reduction	Total Agents Logged On
prod1	PackageP DCE...	2020-09-17 07:13:16	0.00%		02:29:06	00:00:00	1.10	0.90	10.00%	1.30	1.00	30.00%	1.50	1.00	100.00%	1