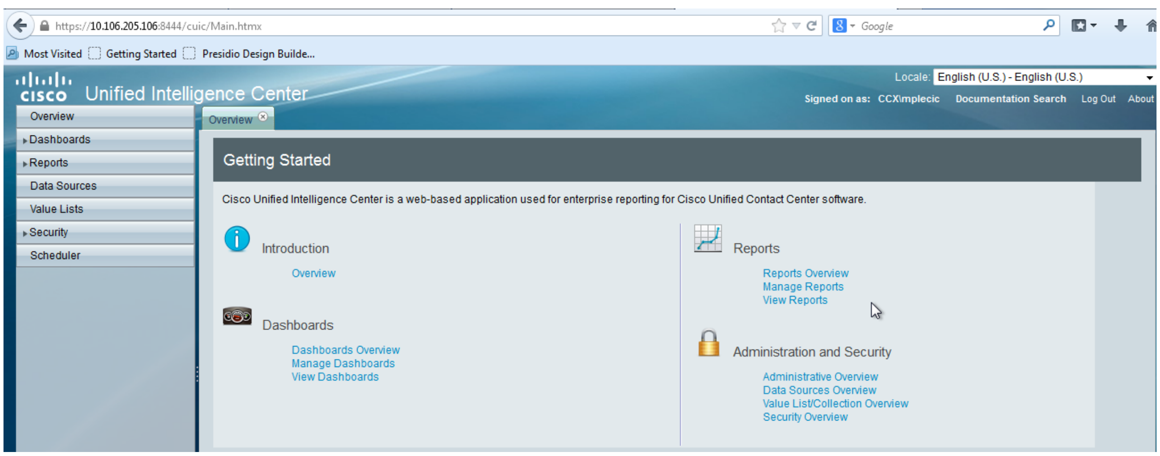
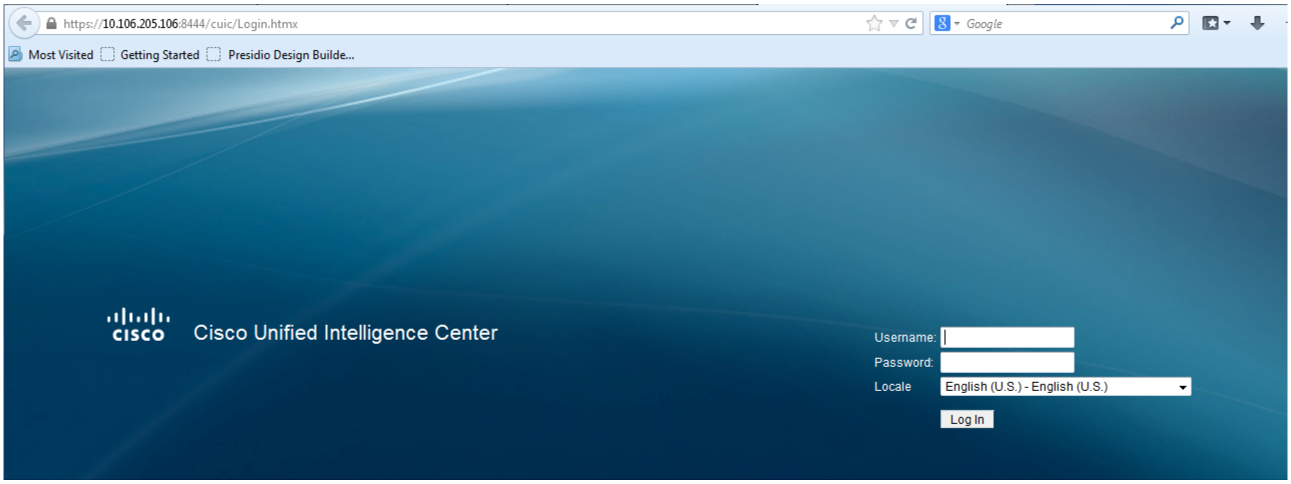
Cisco® Cisco Unified Intelligence Center Quick Reference Guide



STARTING THE CISCO UNIFIED INTELLIGENCE CENTER

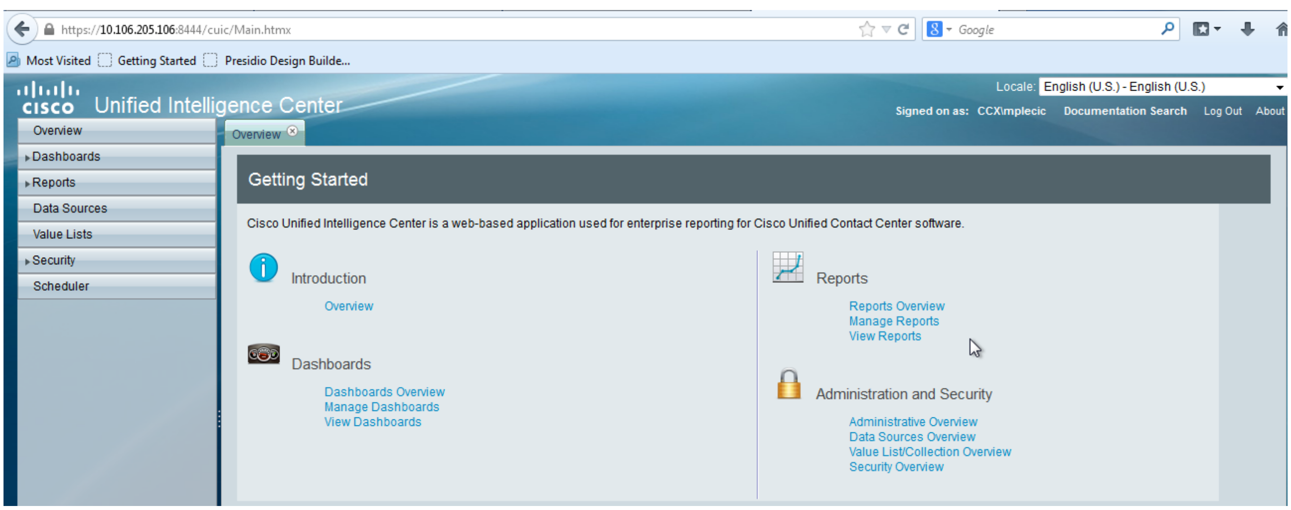
To login to the Cisco Unified Intelligence Center (Web Portal for Historical Reporting):

1. Open Firefox or Internet Explorer and enter: https://uccxp1.voip.ccsu.edu:8444/cuic
2. The Login dialog appears.

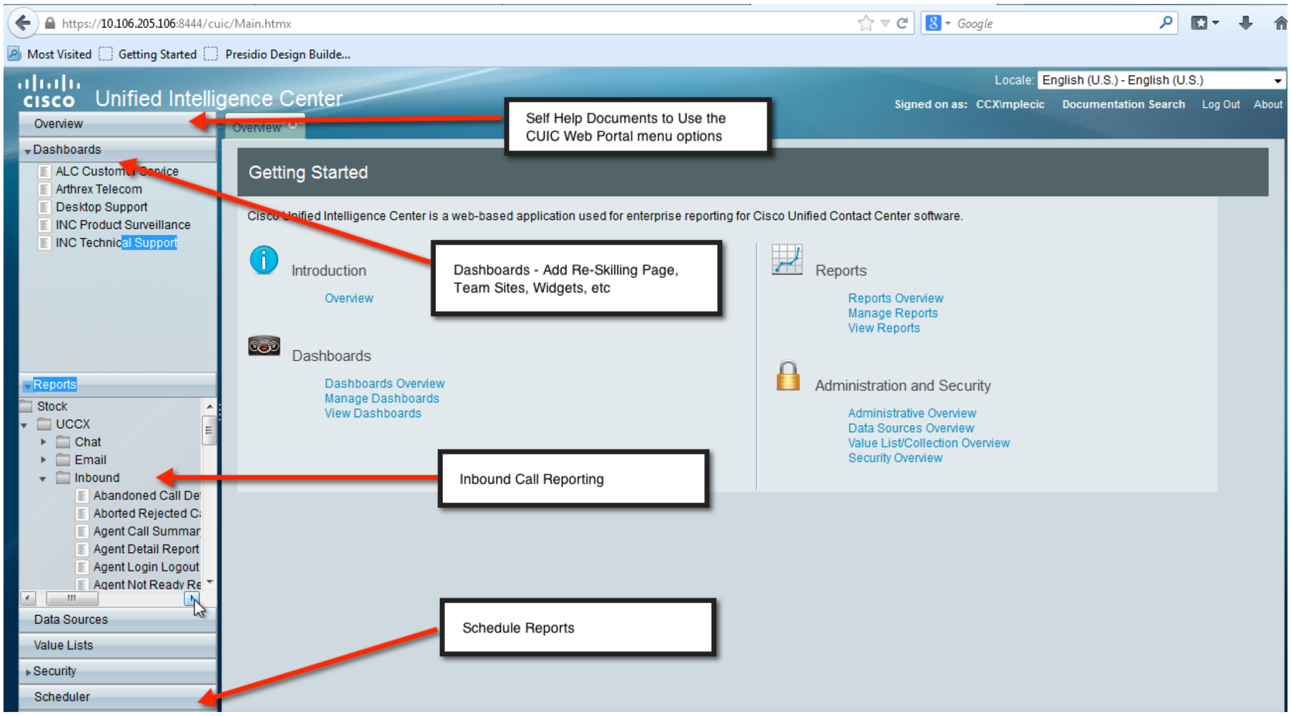


3. **Username: BlueNet Username**
4. **Password: BlueNet Password**
5. Select **Log In**.

The system displays the Cisco Unified Intelligence Center web portal.



CUIC Window Overview

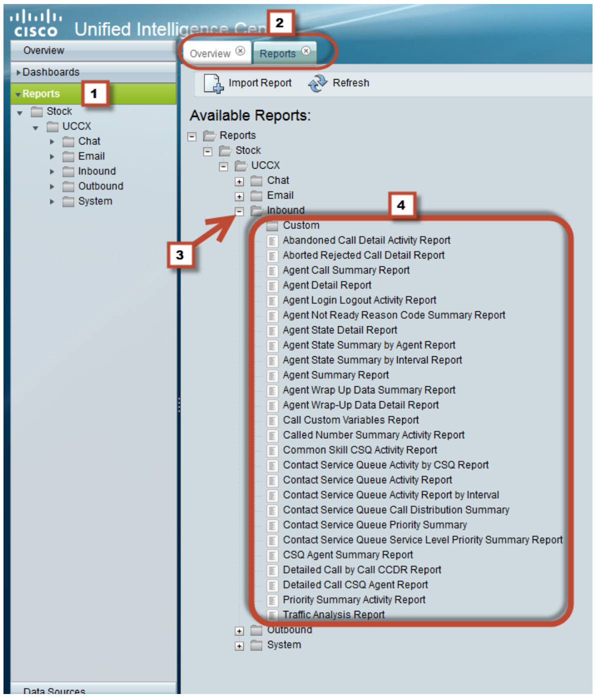


- **Overview** – Provides built-in server self-help on how to manage the different menu options, dashboards and more. Choose the applicable features to view additional details.
- **Dashboards** – Provides a customizable dashboard to add different views of the team reports, other internal or external websites, sticky notes for the teams and more.
- **Reports** – These reports are Cisco UCCX predefined reports that Call Center managers can use to view Teams, CSQ (Queue), Agent Statistics, Abandoned calls and more for Voice, E-mail, Chat, and Outbound Dialer queues.
- **Data Sources** – Are pre-defined UCCX servers that CUIC(Cisco Unified Intelligent Center) uses to retrieve reporting information.
- **Value Lists** – Value lists contains all reportable items of the same type, for example, all agents or all skill groups.
- **Security** – Provides a listing of the users, groups and permissions that members will have for the Cisco Unified Intelligence Center webpage.
- **Scheduler** – This enables the administrator to schedule reports that are requested regularly for Managers/Supervisors whether via e-mail or via the SFTP server.

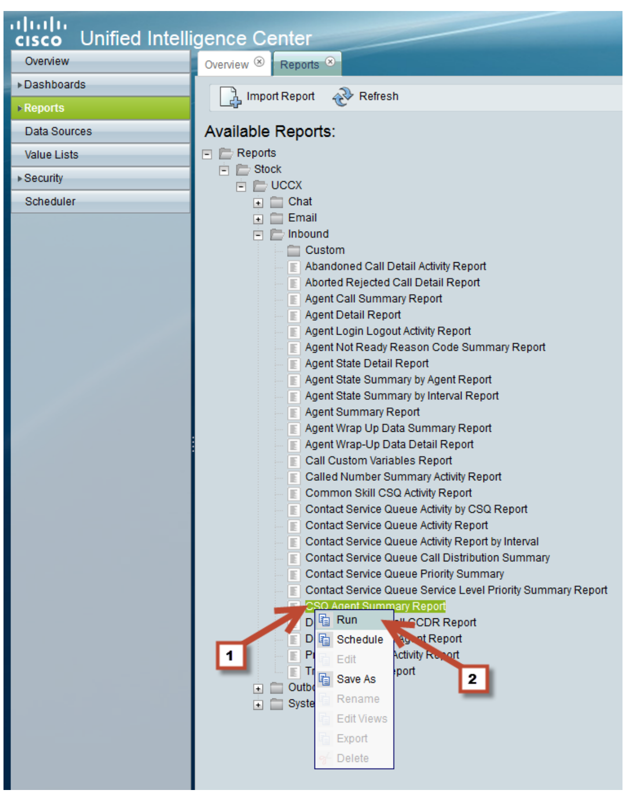
Running Reports

To generate a report with Cisco Unified Intelligence Center, the following general steps are performed:

1. Select the **Reports** button in the left column (1). As you can see below (2) is the current tabs opened in your session. Drill down to (3) to open “Inbound” reports. This is the collection of all stock reports (4) that you have access to:



2. Find the report you want to run and right-click on it (1). Select **Run** from the menu (2).

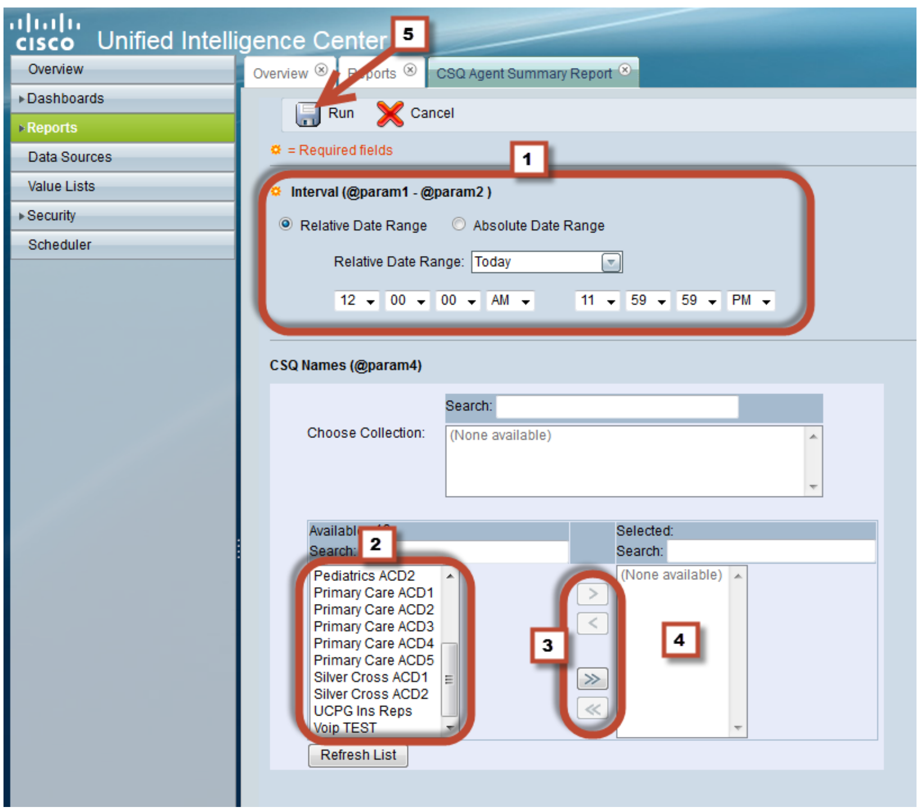


3. The reporting options for the selected report displays. The first section defines the report interval parameters (1). Relative Date Range can be for “Today, Yesterday,” etc. Use this type of range for scheduled reports since it is not tied to a specific date, it is recurring date range. Select the desired scheduled reports since it in not tied to a specific date, it is a recurring date range. Select the desired **Relative Date Range** and time range from start time on the left and end time on the right.

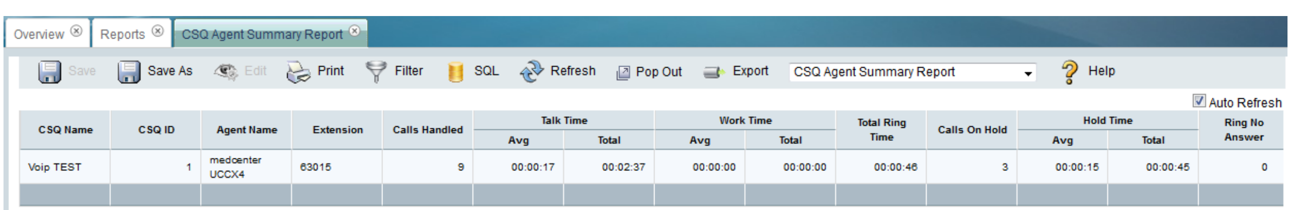
   Choose **Absolute Date Range** for a specific time and date range for a report. This option asks for a start and end date as well as a start and end time.

   In the second section (2), choose the available Call Service Queues (CSQ) for the report. Click on the CSQ and use the single arrow (3) to move it to the “selected” box. Once the options are set, click **Run** (5) to generate the report.

   Note: If the Report Designer has selected to bypass the filter dialog on the Report Edit page, the report will be generated. If the Report Designer does not select the bypass the filter dialog, selecting a report to view opens the Filters page for that report.

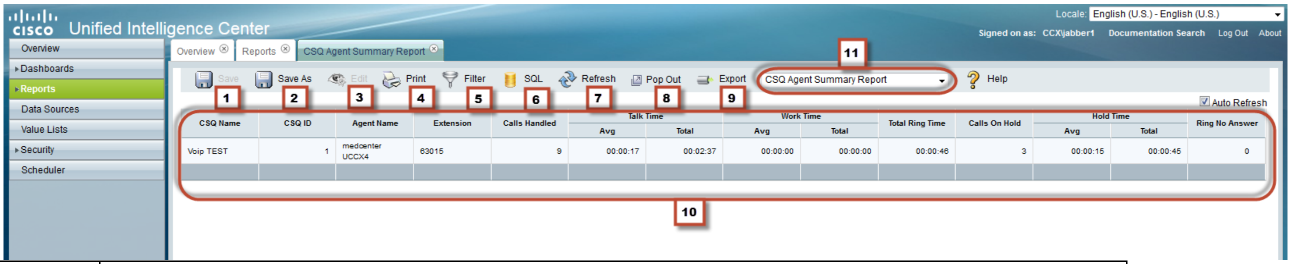


Below is a CSQ Agent Summary Report for the VOIP Test CSQ.



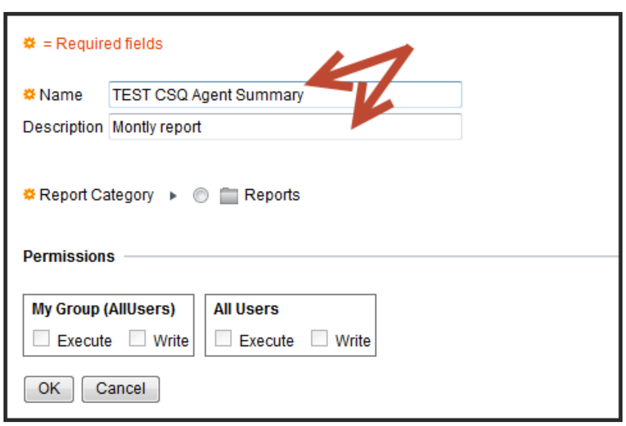
CSQ Name	CSQ ID	Agent Name	Extension	Calls Handled	Talk Time		Work Time		Total Ring Time	Calls On Hold	Hold Time		Ring No Answer
					Avg	Total	Avg	Total			Avg	Total	
Voip TEST	1	medcenter UCCX4	63015	9	00:00:17	00:02:37	00:00:00	00:00:00	00:00:46	3	00:00:15	00:00:45	0

The following is an explanation of the report.



1	**Save** button. You cannot save over an existing stock report.
2	**Save As** button. Save this as a custom report to edit, run, or view it at a later date.
3	**Edit** button. You can only edit custom reports.
4	**Print** button. Print the current report.
5	**Filter** button. Allows changes to report parameters.
6	**SQL** button. Displays the current report's SQL query.
7	**Refresh** button. Refreshes the current report.
8	**Pop Out** button. Open the current report in it's own window showing just the report.
9	**Export** button. Export the report in Microsoft Excel format.
10	**Report** area. Displays the requested data.
11	Displays the current type of report view. Depending on the report you will see different types of views for the report. This could be charts, graphs, as well as reports.

4. Click the **Save As** button and fill out the name and description fields.



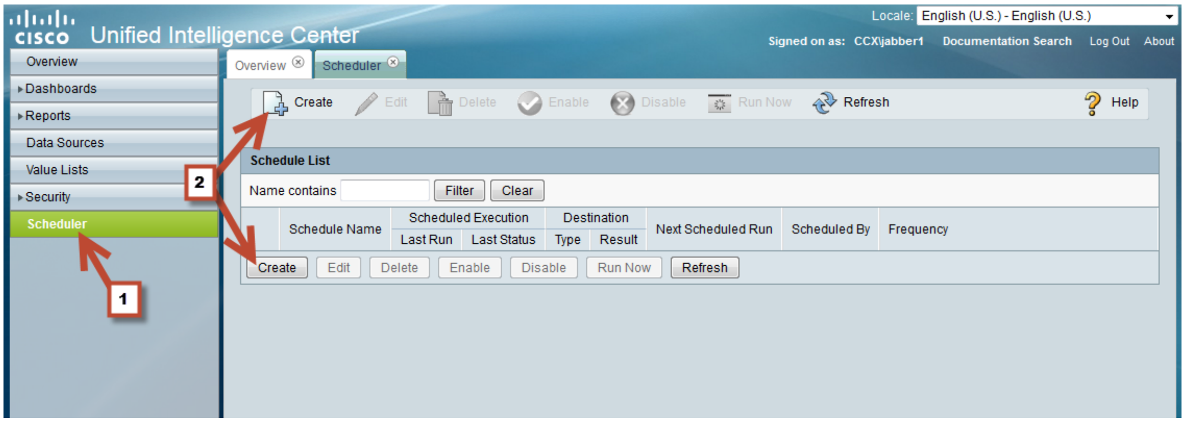
5. Choose the folder destination you created under the Report Category, then click **OK**.

Note: To create a custom folder destination, right-click on the **Reports** folder, then select **Create Sub-Category** and create your custom folder.

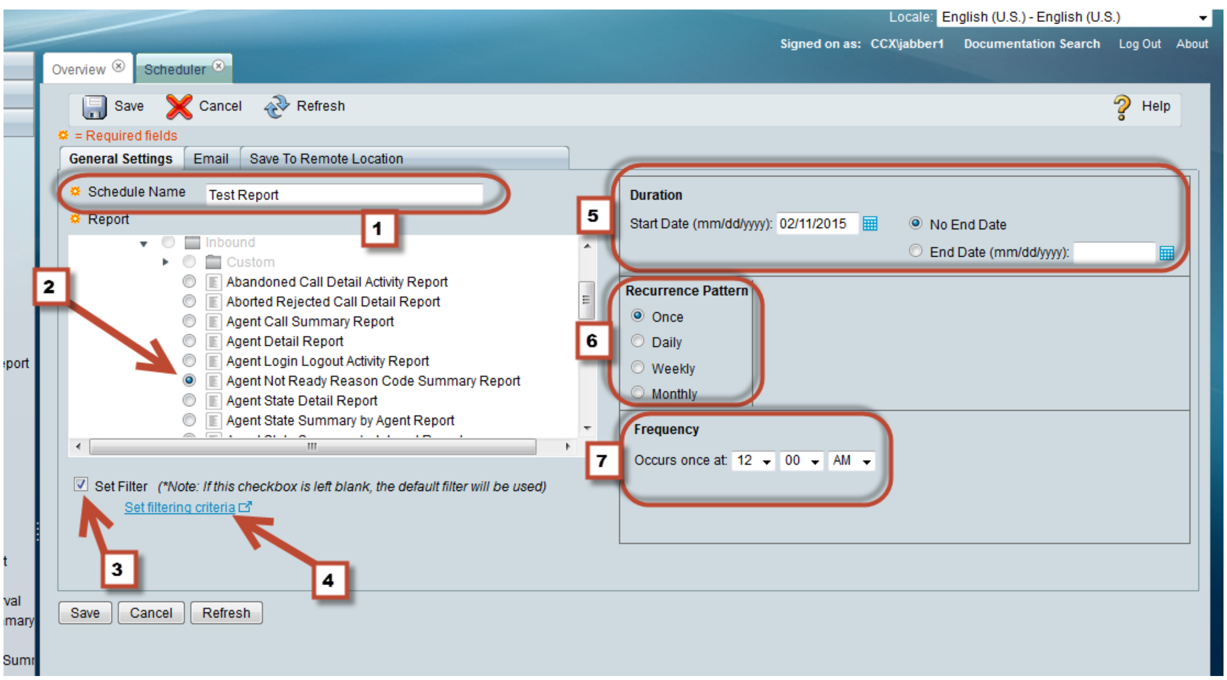
Scheduling Reports

You can automate the generation of reports on a regular and recurring basis by setting up a schedule. Scheduling lets you run large dataset reports once to be sent to, and viewed by, many users.

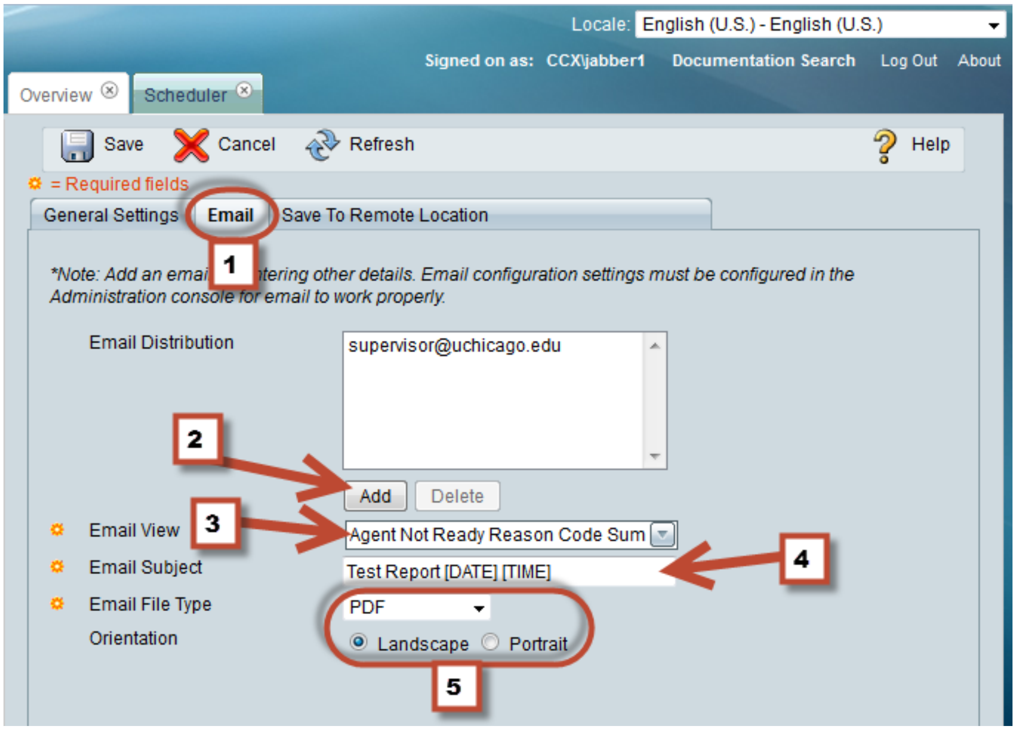
1. Once Logged into the CUIC portal choose **Scheduler** from the left-hand navigation (1). To create a scheduled report, click on **Create** using either button (2).



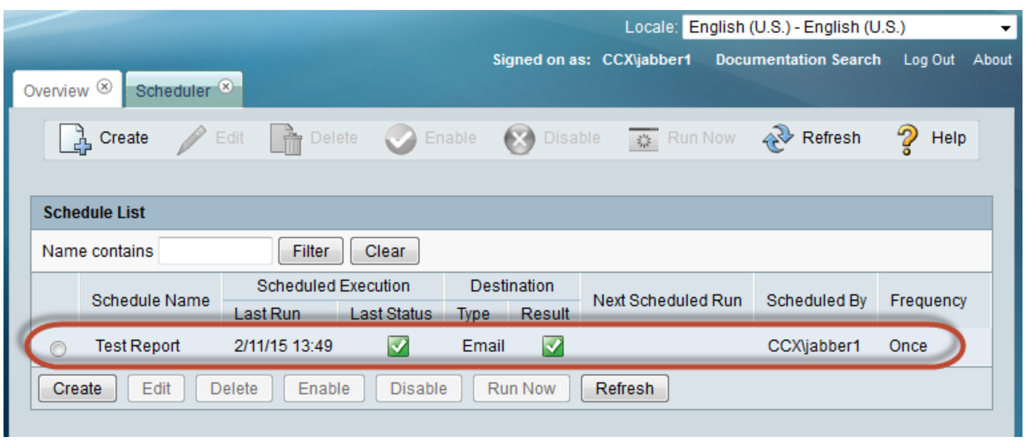
2. From the **General Settings** tab, enter a name for your scheduled report (1). Select the report (2). Check the **Set Filter** box (3) and then click on the **Set filtering criteria** (4) if you don't want to use the default filter. Set the duration for the scheduled report (5), the recurrence (6), and the frequency (7) of the scheduled report.



3. Go to the **Email** tab (1) and click on the **Add** button (2). In the window, enter the email address you want to send the report to, then click **OK**. You can add multiple email addresses by using the **Add** field for each addresses. Select the **View** (3) and change the **Email Subject** (4) if you want. Set the Email File Type to either inline HTML, XLS (zipped), or PDF and choose the **Orientation** (5).



4. Click the **Save** button to be brought to the Schedule list. You can check the status of the scheduled report, when it was last run, whether or not it was successful, edit the schedule, or enable and disable it from here. It may take a few minutes for he server to advise if the report was run.

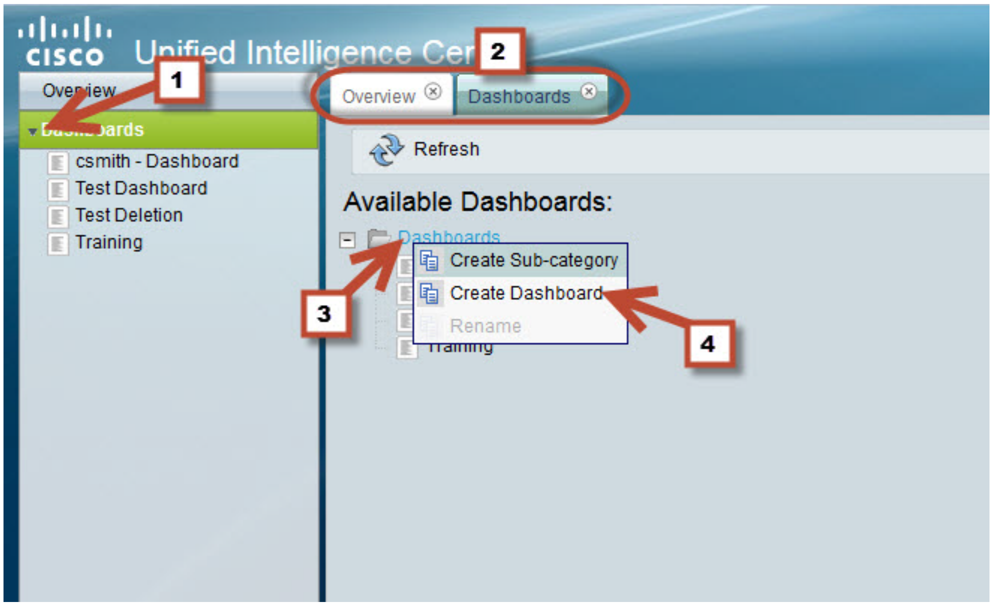


Dashboards

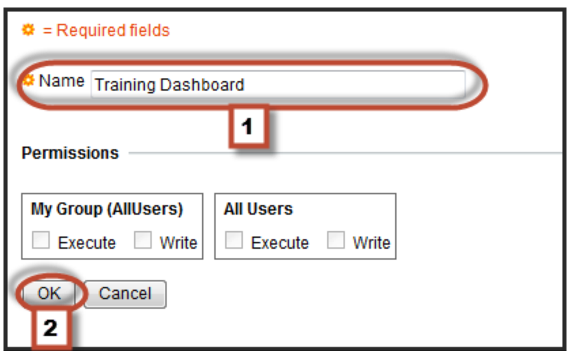
Dashboard is a unique feature of CUIC, which lets you display multiple objects like a web page, some widgets and some reports in a consolidated view. Dashboards are contained in categories and sub-categories.

CREATE DASHBOARD

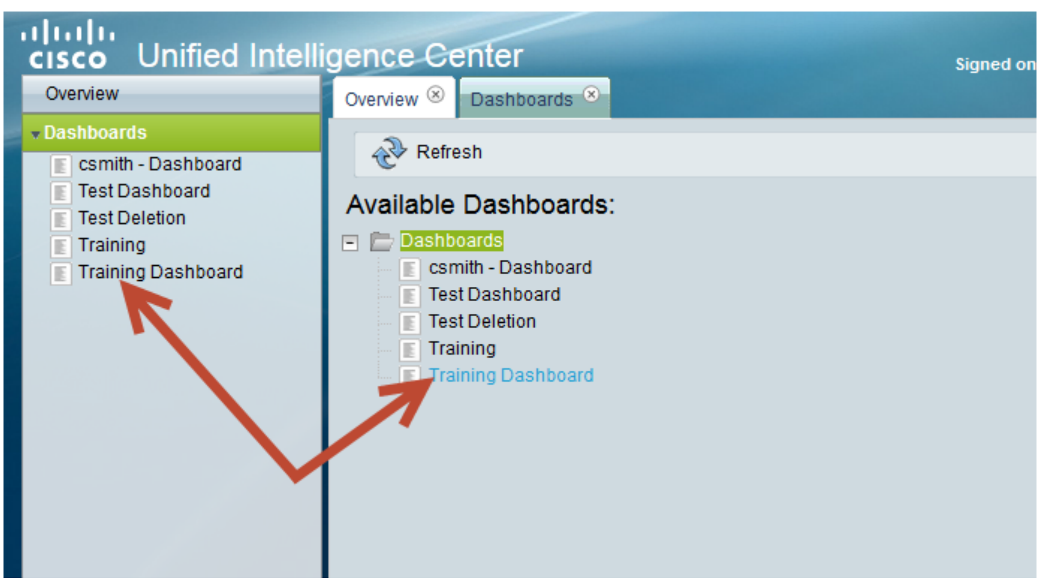
1. Choose **Dashboards** from the left-hand navigation (1). A new tab (2) opens to display the available dashboards. Right-click on **Dashboards** (3) and select **Create Dashboards** (4) from the drop-down menu.



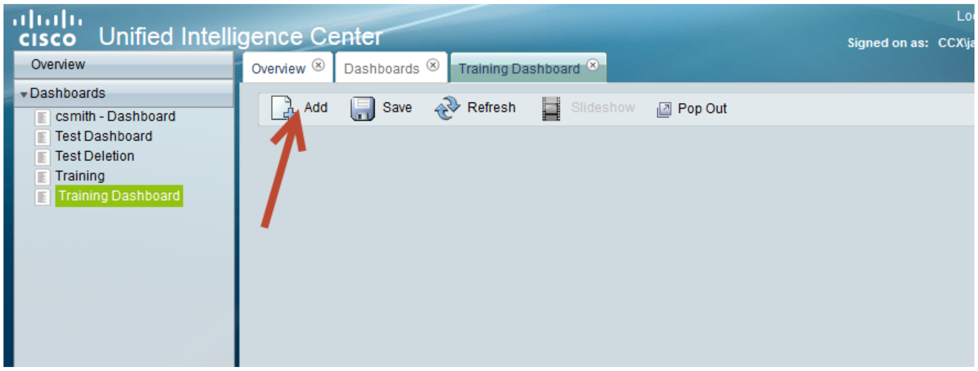
2. Type in a name for the dashboard (1), then select **OK** (2).



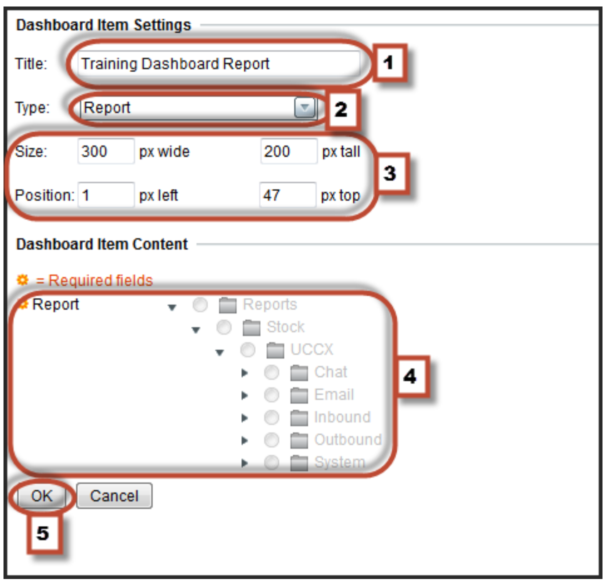
3. The new dashboard appears in the list. Click on it in the tab or from the left-hand navigation pane to open it.



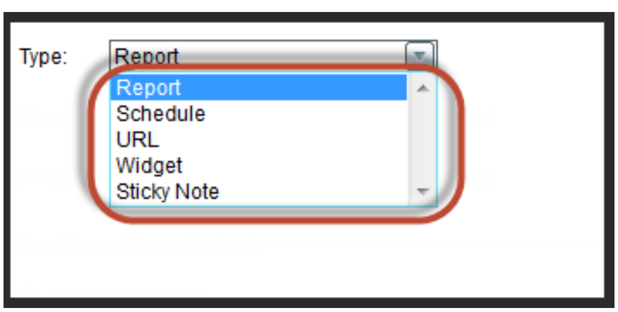
4. To create items for your dashboard click on the **Add** button.



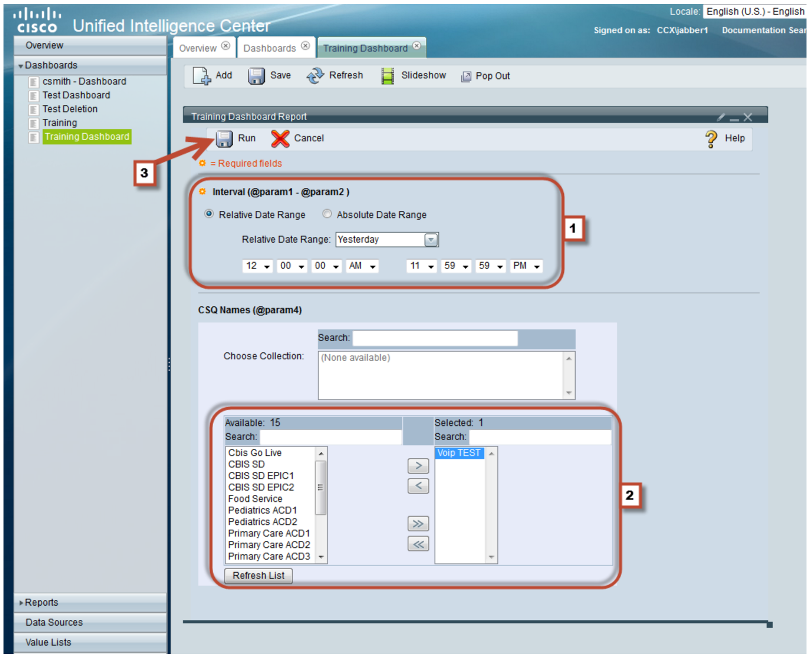
5. Give your dashboard item a name (1). Choose the item type (2) from the drop-down menu. Adjust the size and location of the item (3) you will be able to re-size and relocate the item once it is on the dashboard). The content menu changes depending on which item you choose to display (4), and this is where you choose the content. Once you are finished, click **OK** (5) to create the dashboard item.



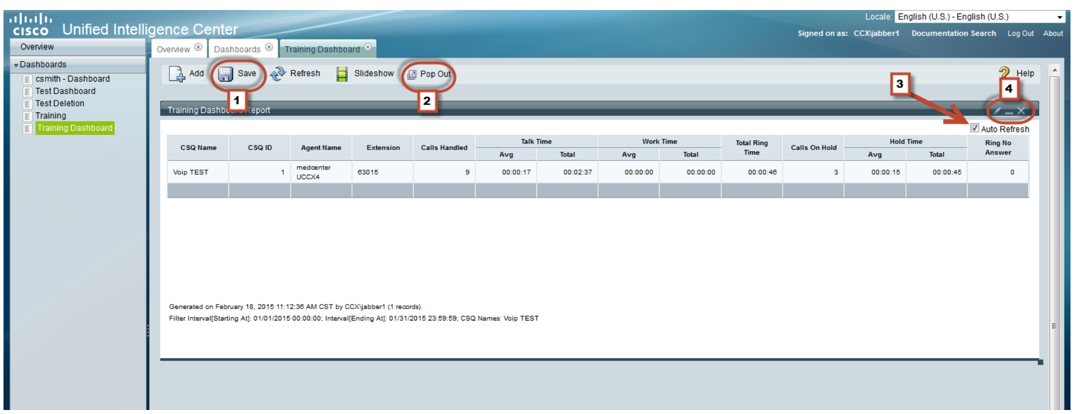
Below is a list of dashboard types from the drop-down menu:



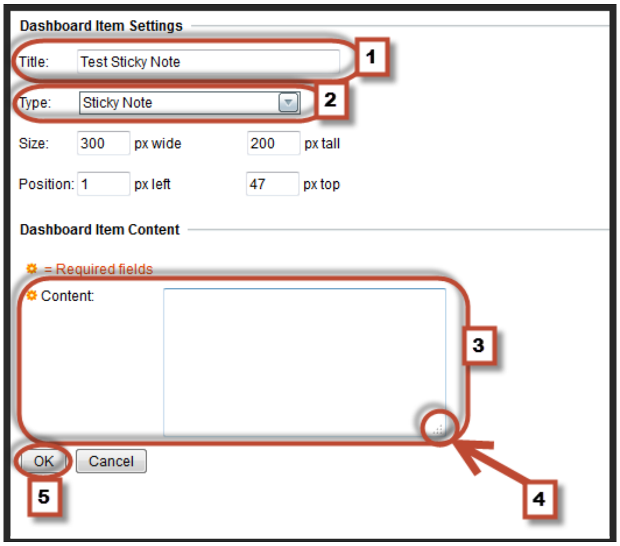
6. When Report is the selected dashboard type, the window displayed below appears. Configure the Interval (1) and select the parameters (2) and then click on the **Run** button (3).



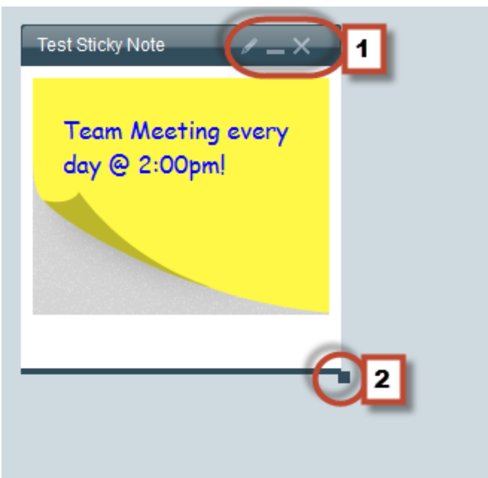
7. Your new dashboard item appears in the dashboard view. Make sure to click **Save** (1) so your new item will be there every time you open up the dashboard. You can also click on **Pop Out** (2) to open the dashboard in a window that only shows the dashboard itself. Check or un-check the **Auto Refresh** to automatically refresh the data. To edit, minimize or close the current item, click on the icons (4).



8. To create a **Sticky Note**, click on the **Add** button in your dashboard. Type in a name for it (1), select **Sticky Note** (2) from the drop-down menu and fill in the content (3). You can resize the note using (4). Once you are done, click **OK** (5). Your note displays on your dashboard.



9. Once your note is on the dashboard you can edit, minimize, or close it using using (1). To resize it you can use the lower right handle (2). You can move the items by dragging the title bar as you would any window.



Note: Make sure to save your dashboard each time you make a change.

VIEW DASHBOARD

To view a dashboard, click a dashboard or right-click a dashboard and select **View**.

1. Select **Slideshow** to view the dashboard items as a slideshow. This is a disabled until you have added items to the dashboard.
2. Click **Pop Out** to open the dashboard permalink in a new browser.

PERMALINK

Permalinks in CUIC are permanent hyperlinks.

CREATE A PERMALINK FOR DASHBOARD

1. Click the **Dashboards** in the left pane.
2. Navigate to a dashboard.
3. Right-click the dashboard, and select **Html Link**.
4. Copy the **Html Link**. This is the permalink to the dashboard.
5. Click **OK.**

CREATE A PERMALINK TO A REPORT

1. Click **Reports** drawer in the left pane.
2. Navigate to a particular report
3. Right-click the report, and select **Edit Views.**
4. Select a view, and click **Links**.
5. Check the **Enable Unauthorized Access** check box if you want the permalink to be accessible without authentication.

EXITING THE CISCO UNIFIED INTELLIGENCE CENTER HISTORICAL REPORT

To exit the CUIC, choose **Logout** from the top right menu option.