

# Cisco Finesse Supervisor CUIC Training

Revision: 2.0



## For: TRAVIS COUNTY

**Date: January 2020**

### **RESTRICTIONS ON DISCLOSURE AND USE OF DATA**

This document contains information and data which is proprietary to Presidio that shall not be disclosed outside TRAVIS COUNTY site and shall not be duplicated, used, or disclosed - in whole or in part - for any purpose outside of TRAVIS COUNTY.

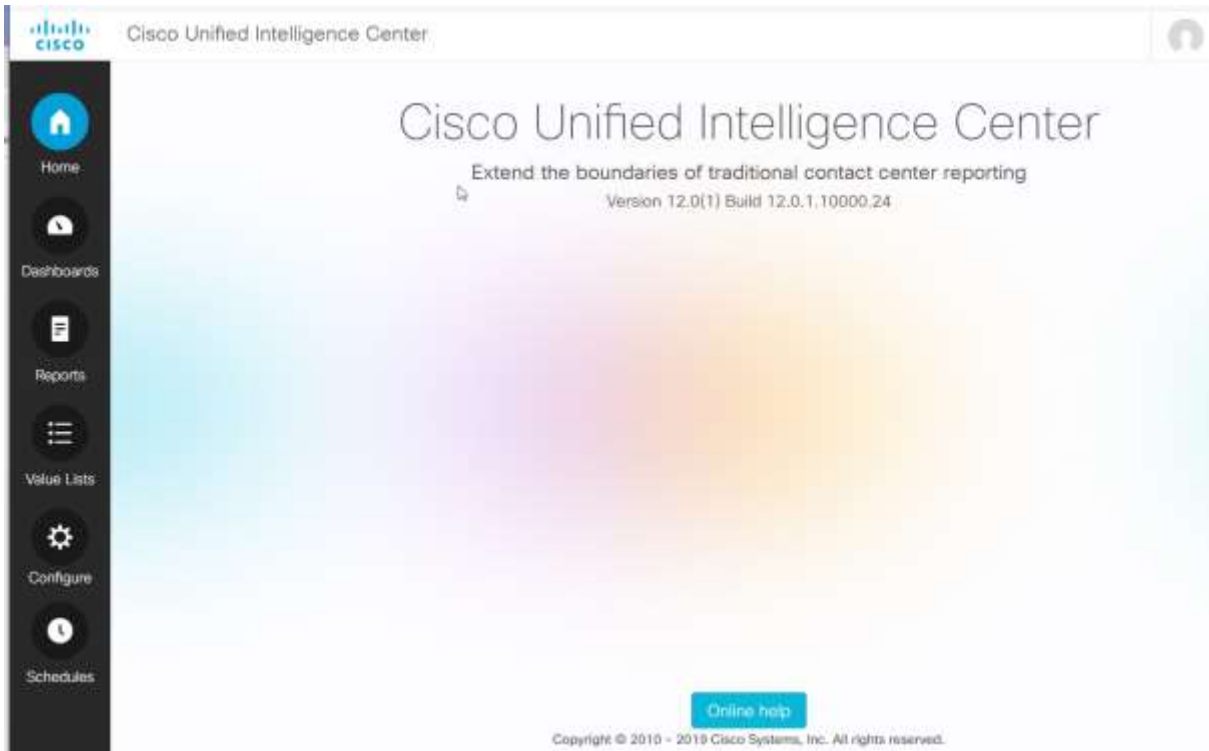
## **TABLE OF CONTENTS**

<b>1.0 CISCO FINESSE SUPERVISOR CUIC WINDOW OVERVIEW .....</b>	<b>3</b>
<b>2.0 LOGGING INTO CISCO CUIC DESKTOP .....</b>	<b>4</b>
<b>3.0 FINDING A REPORT.....</b>	<b>5</b>
<b>4.0 HISTORICAL REPORTS.....</b>	<b>5</b>
4.1 HISTORICAL INBOUND REPORTS .....	6
<b>5.0 LIVE DATA REPORTS.....</b>	<b>7</b>
<b>6.0 CUSTOMIZING A REPORT .....</b>	<b>9</b>
<b>7.0 SCHEDULING REPORTS.....</b>	<b>10</b>
<b>8.0 SIGN OUT .....</b>	<b>12</b>

## 1.0 CISCO FINESSE SUPERVISOR CUIC WINDOW OVERVIEW

---

The UCCX CUIC Desktop allows the supervisor to:



- Run Historical and Live Data reports
- Create Dashboards for easier monitoring
- Schedule reports to run periodically

## 2.0 LOGGING INTO CISCO CUIC DESKTOP

---

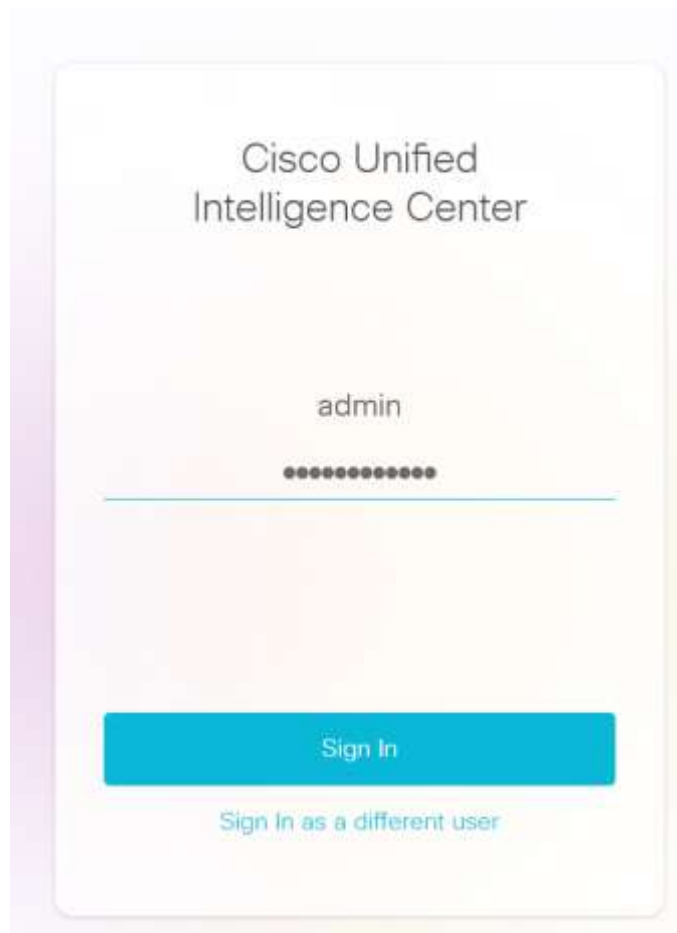
Open a web browser and type the following address:

For ITS, TCSO, DRO, CES, Pretrial, Info Booth, Law Library, HR MD, Civil Court and Criminal Court

**Address:** <https://ent-dc-cuccxpub-p.travis.local:8444/cuicui>

For County Clerk, Tax Office

**Address:** <https://ent-dc-ccx2pub-p.travis.local:8444/cuicui>



- The **User ID** and **password** are case sensitive
- Log in using your **TRAVIS COUNTY User ID** and **password**
- Click **Sign In**

### 3.0 FINDING A REPORT

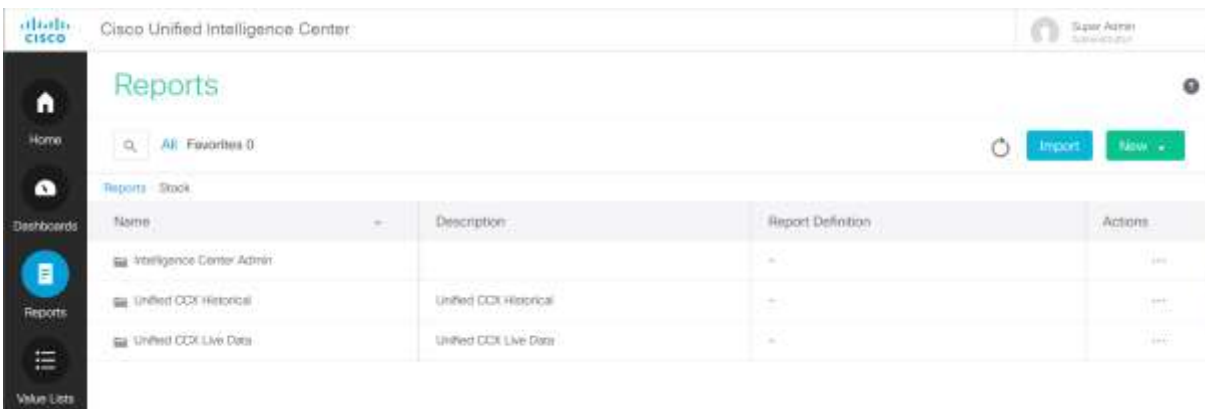
From the navigation bar on the left side of the login page click on the Report Icon.



The Stock reports folder contains all the initial reports.

The Custom folder contains reports that users have customized and saved.

There are two Stock subfolders Unified CCX Historical and Unified CCX Live Data that contain all the reports that are provided.



Click on the folder that contains the reports that you would like to run. To add a report to your favorites list, click on the star to the right of its name. A favorite list will appear near the list All reports with the reports you have selected.

### 4.0 HISTORICAL REPORTS

There are six Historical report subfolders that specify the kind of call center contact that was made.

- Chat – Web based chat contact reports
- Email – Email queue and agent reports
- Inbound – Voice reports for inbound calls
- Multichannel – Reports for a combination of chat, email and voice contacts
- Outbound – Voice reports for outbound calls

- System – Overall system contact reports

#### 4.1 Historical Inbound Reports

There are Agent, Queue, Call and overall Traffic reports available for historical reporting. Historical report data is updated on the reports every 15 minutes and is up to 15 minutes old. To run a report, click on its name.

**Reports**

Search: All Favorites 0

Reports > Stock > Unified CCX Historical > Inbound

Name
Abandoned Call Detail Activity Report
Aborted Rejected Call Detail Report
Agent All Fields Report
Agent Call Summary Report
Agent Detail Report
Agent Login Logout Activity Report
Agent Not Ready Reason Code Summary Re...
Agent State Detail Report
Agent State Summary by Agent Report
Agent State Summary by Interval Report
Agent Summary Report
Agent Wrap Up Data Summary Report
Agent Wrap-Up Data Detail Report
Call Custom Variables Report
Called Number Summary Activity Report
Common Skill CSQ Activity Report
Contact Service Queue Activity by CSQ Report
Contact Service Queue Activity by Window D...
Contact Service Queue Activity Report
Contact Service Queue Activity Report by Int...
Contact Service Queue Call Distribution Sum...
Contact Service Queue Priority Summary
Contact Service Queue Service Level Priority...
CSQ Agent Summary Report
CSQ All Fields Report
Detailed Call by Call CCDR Report
Detailed Call CSQ Agent Report
Priority Summary Activity Report
Reason Report by Agent Grouping
Reason Report by Reason Grouping
Traffic Analysis Report

When you click on a report a Choose Filter page appears. This page allows you to specify the report time interval and other information that is specific to the report like Queue or Agent name.

Choose Filter

Parameters

Interval\* (@param1 - @param2)

Date Range

Today

Time Range

All Day  Custom

12:00:00 AM to 11:59:59 PM

CSQ Names (@param4)

Available: 13 Values

Search Available

> Default

> Service Desk(1/1)

> Training(1/1)

Selected: 0 Values

Search Selected

## 5.0 LIVE DATA REPORTS

There are live data reports available for Agents and Supervisors. Agent reports focus on agent activities. Supervisor reports focus on Team activities and Queue activity. The Live Data reports update every 30 seconds so the data is much more real time. To run a particular Live Data report, click on the name of the report.

# Reports

All Favorites 0

[Reports](#) > [Stock](#) > [Unified CCX Live Data](#) > [Supervisor](#)

Name

Advanced Supervisor

Agent Outbound Team Summary Report

Chat Agent Statistics Report

Chat CSQ Summary Report

Email Agent Statistics Report

Email CSQ Summary Report

Team State Report

Team Summary Report

Voice CSQ Agent Detail Report

Voice CSQ Summary Report

# Reports

All Favorites 0

[Reports](#) > [Stock](#) > [Unified CCX Live Data](#) > [Agent](#)

Name

Agent CSQ Statistics Report

Agent Statistics Report

Agent Team Summary Report

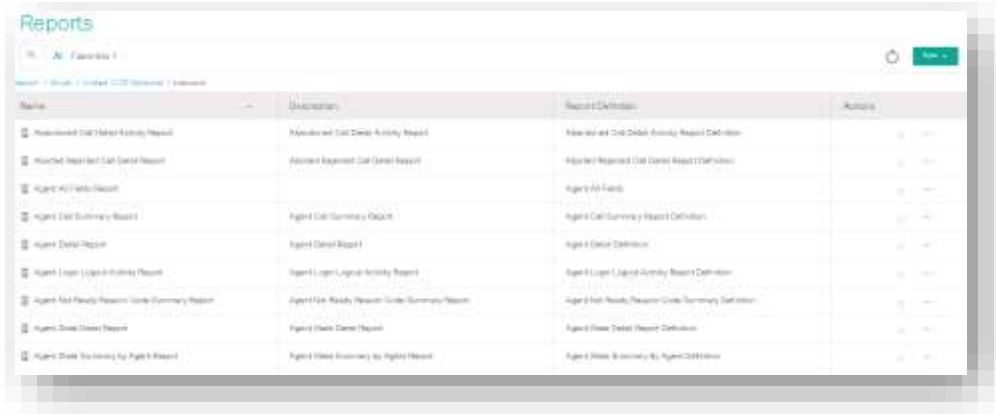
Recent Call History

Recent State History

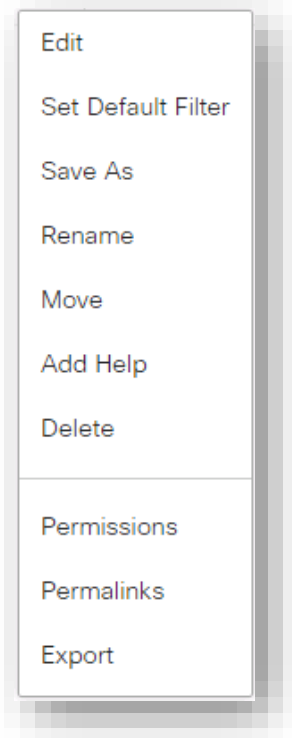


## 6.0 CUSTOMIZING A REPORT

Near the star in the Action column of report page are three dots. When you click on these



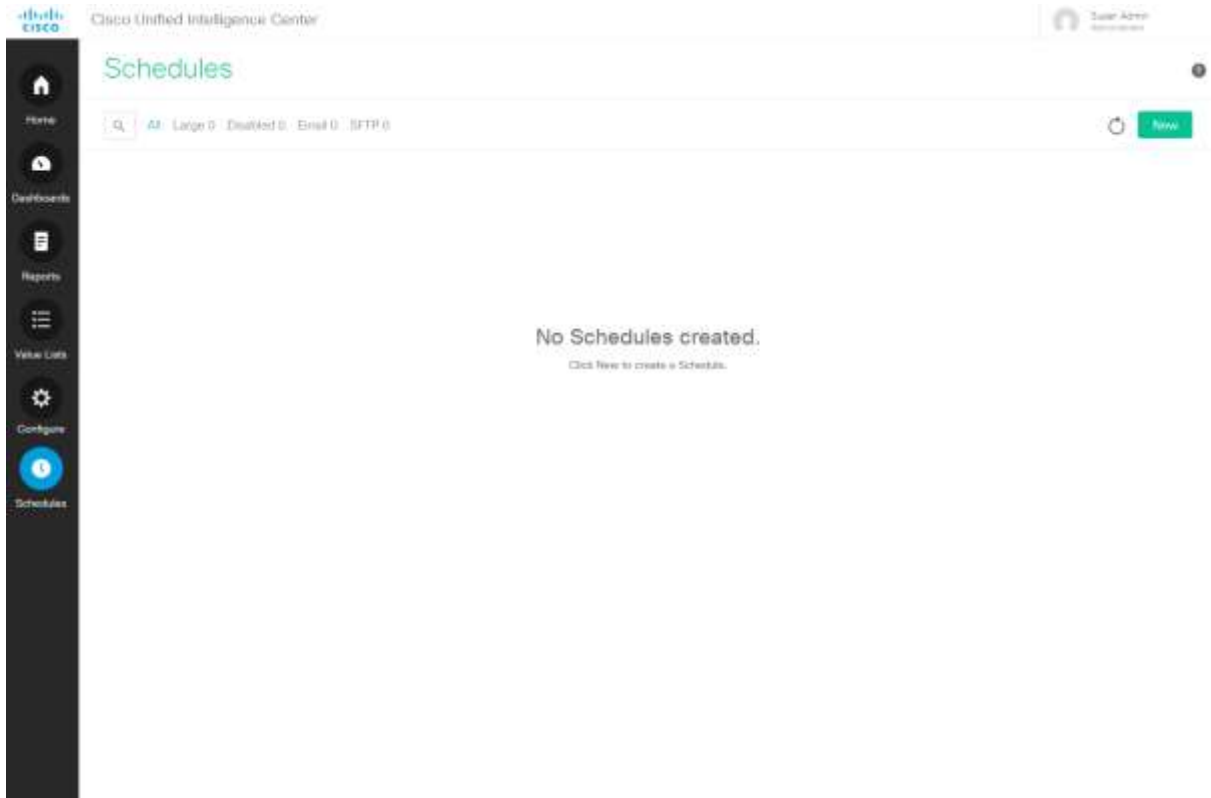
dots then an additional menu appears. Two options Edit and then Save As help you customize the report to the filter settings that you would normally use. First choose Save As to make a copy of the report and then select the Custom folder as the place where it will be copied to.



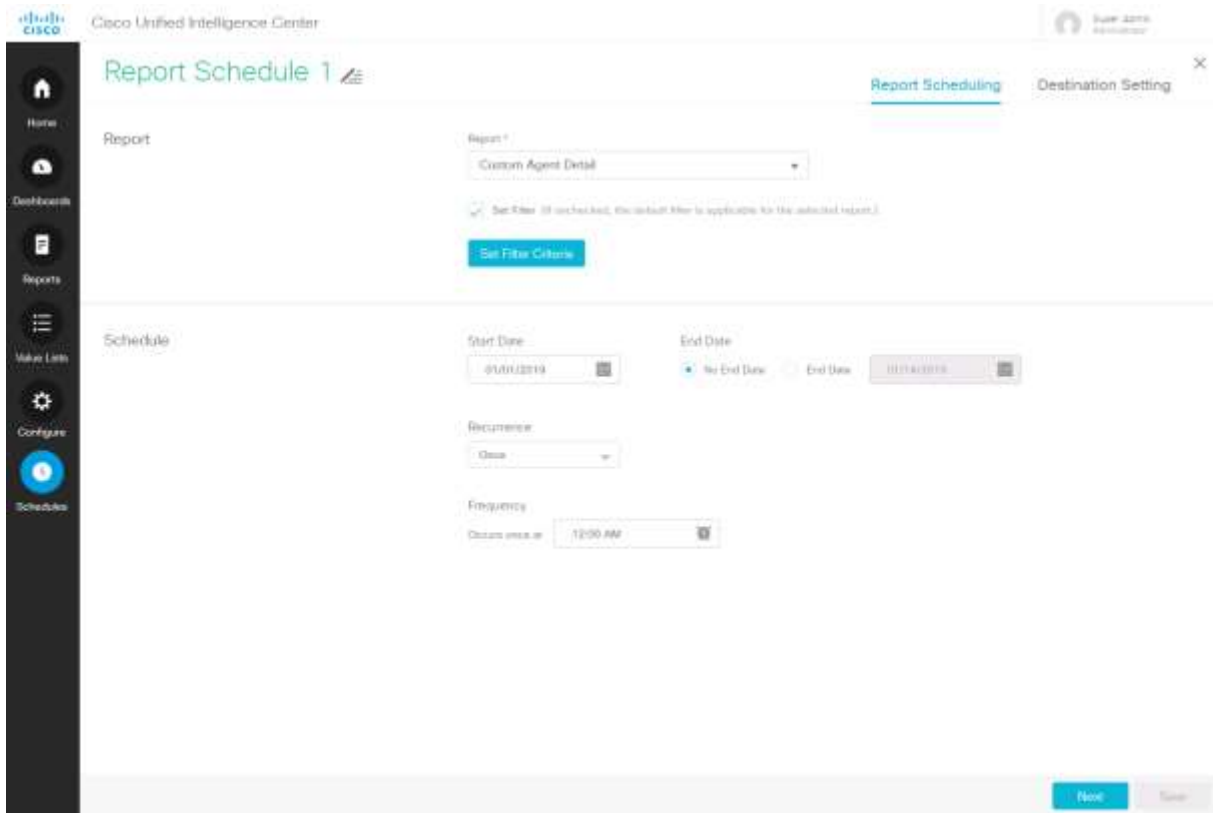
Then select Edit to set the specific setting for your version of the report.

## 7.0 SCHEDULING REPORTS

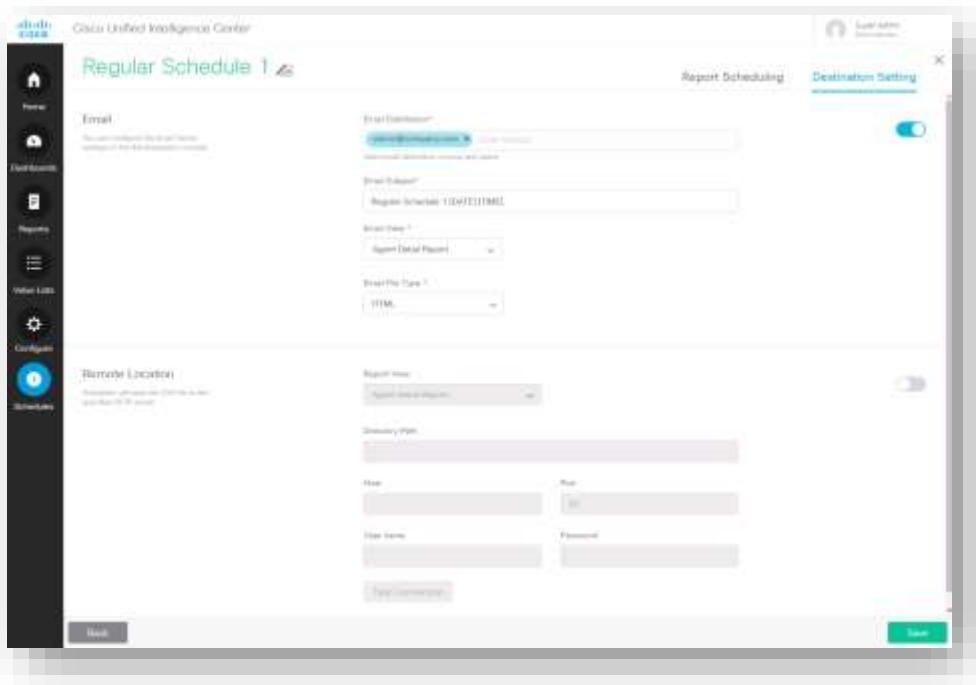
From the navigation bar on the left side of the login page click on the Schedules Icon. This will take you to the scheduling wizard.

A screenshot of a "Create New Schedule" dialog box. It has a title bar with "Create New Schedule" and a close button. The form contains a "Name\*" field with the text "Report Schedule 1". Below it is a "Schedule Type" section with two radio button options: "Regular Schedule" (which is selected) and "Large Schedule". At the bottom right, there are "Cancel" and "Next" buttons.

Click new and regular schedule for reports that you expect will return less than 8000 entries. Then specify the report and schedule you would like it use.



Then specify the output type, email or file location you would like the result sent to.



And click save to finish the schedule.

## 8.0 SIGN OUT

---

To sign out of the CUIC:

1. Click on your name in the upper right corner of the CUIC desktop.
2. Click **Sign out**.