Cisco Finesse Supervisor CUIC Training

Revision: 2.0

For: TRAVIS COUNTY

Date: January 2020

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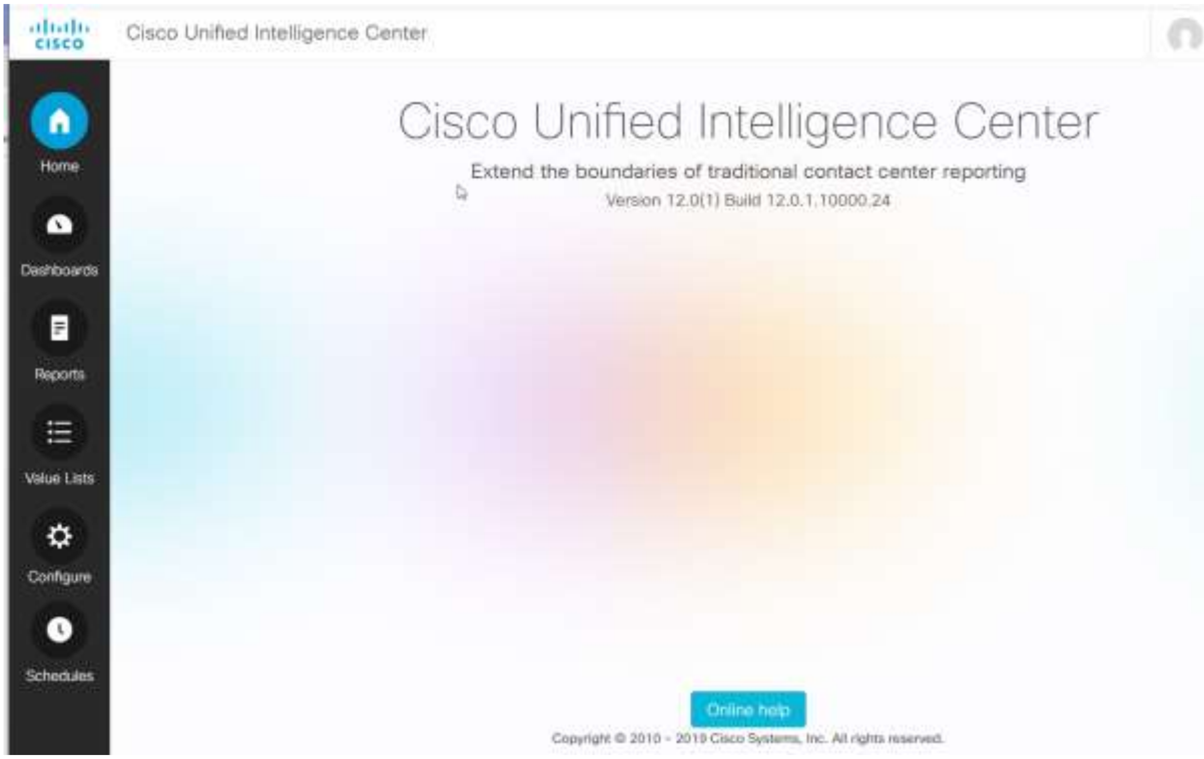
1.0 CISCO FINESSE SUPERVISOR CUIC WINDOW OVERVIEW

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

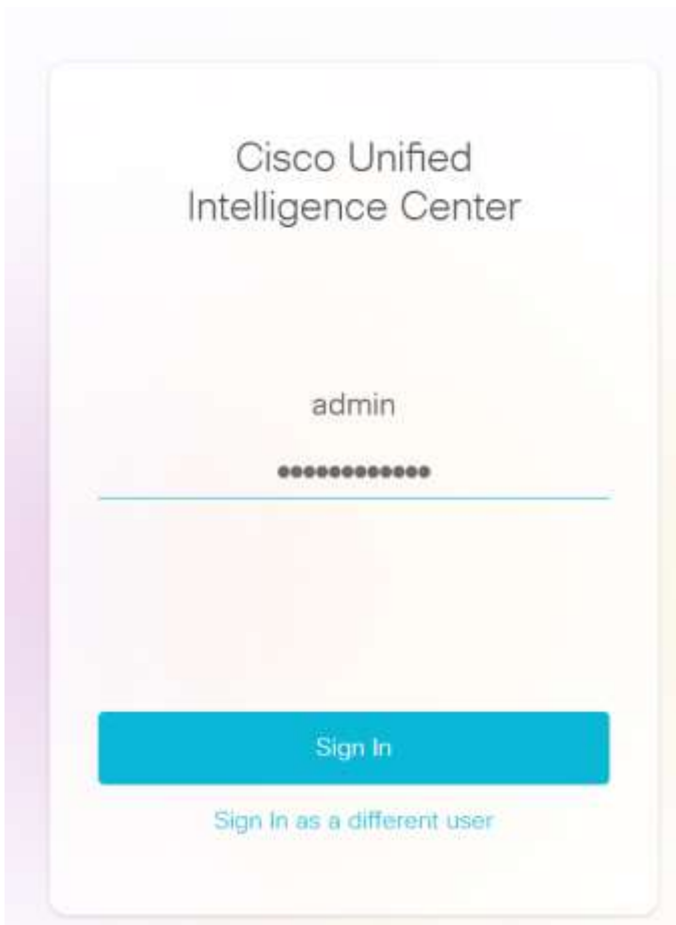
Open a web browser and type the following address:

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**

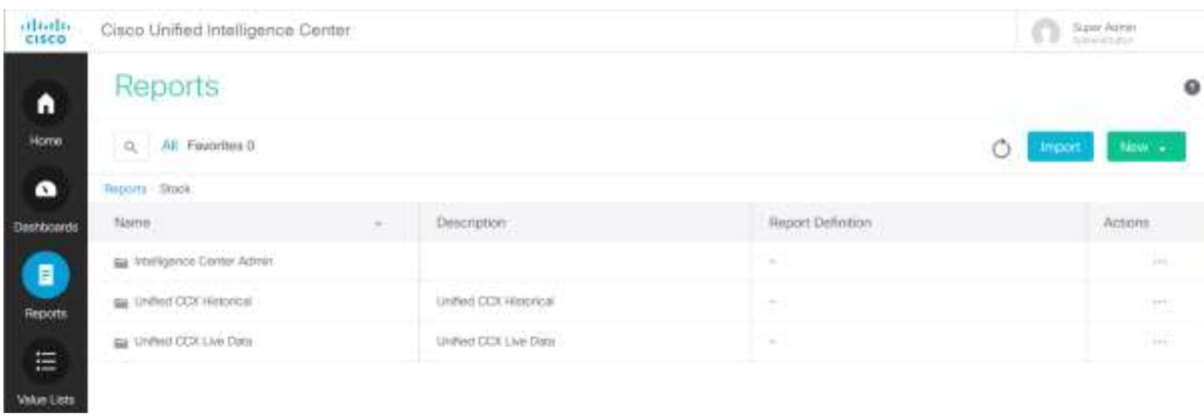
3.0 FINDING A REPORT

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

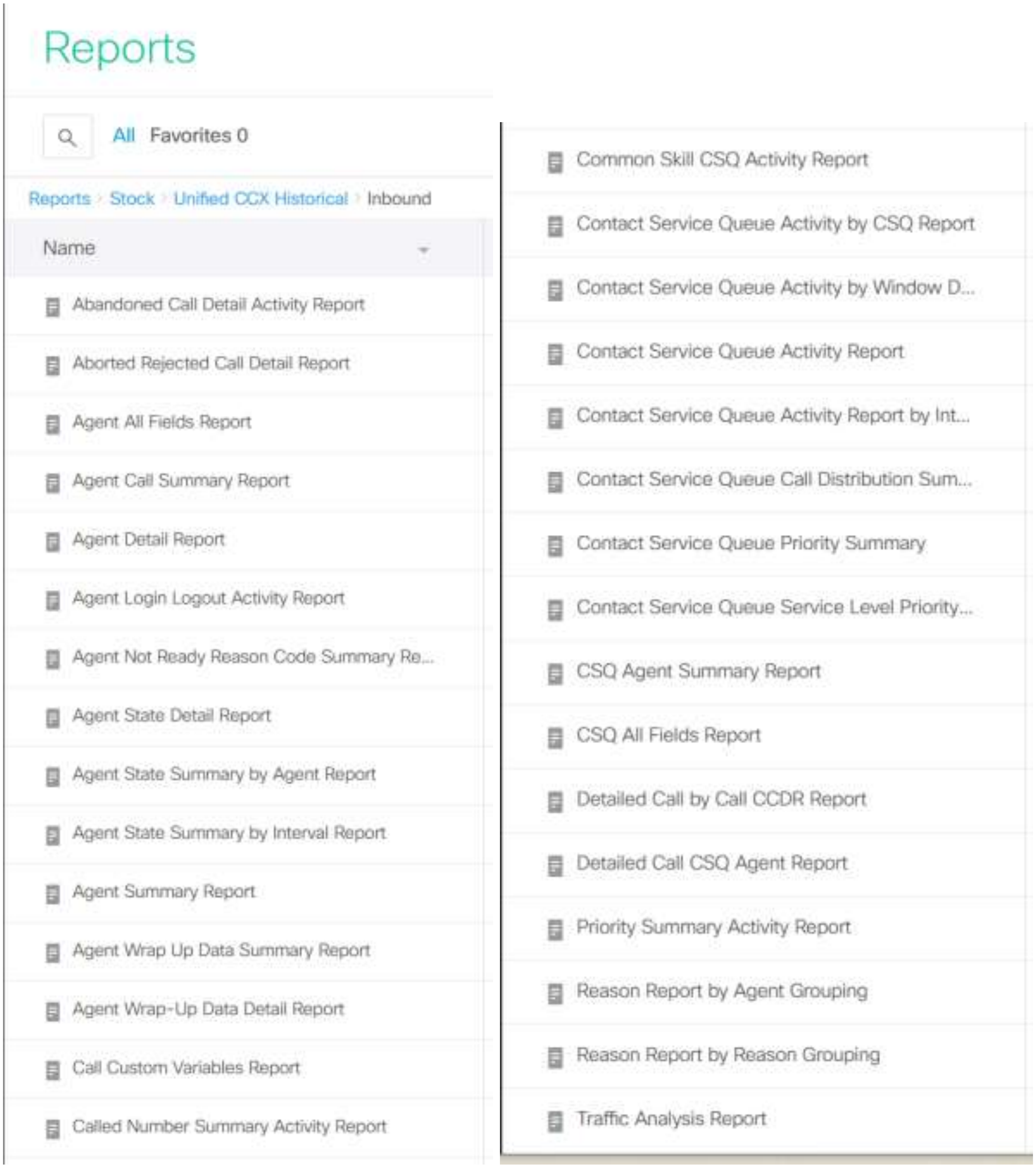
There are six Historical report subfolders that specify the kind of call center contact that was made.

- 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

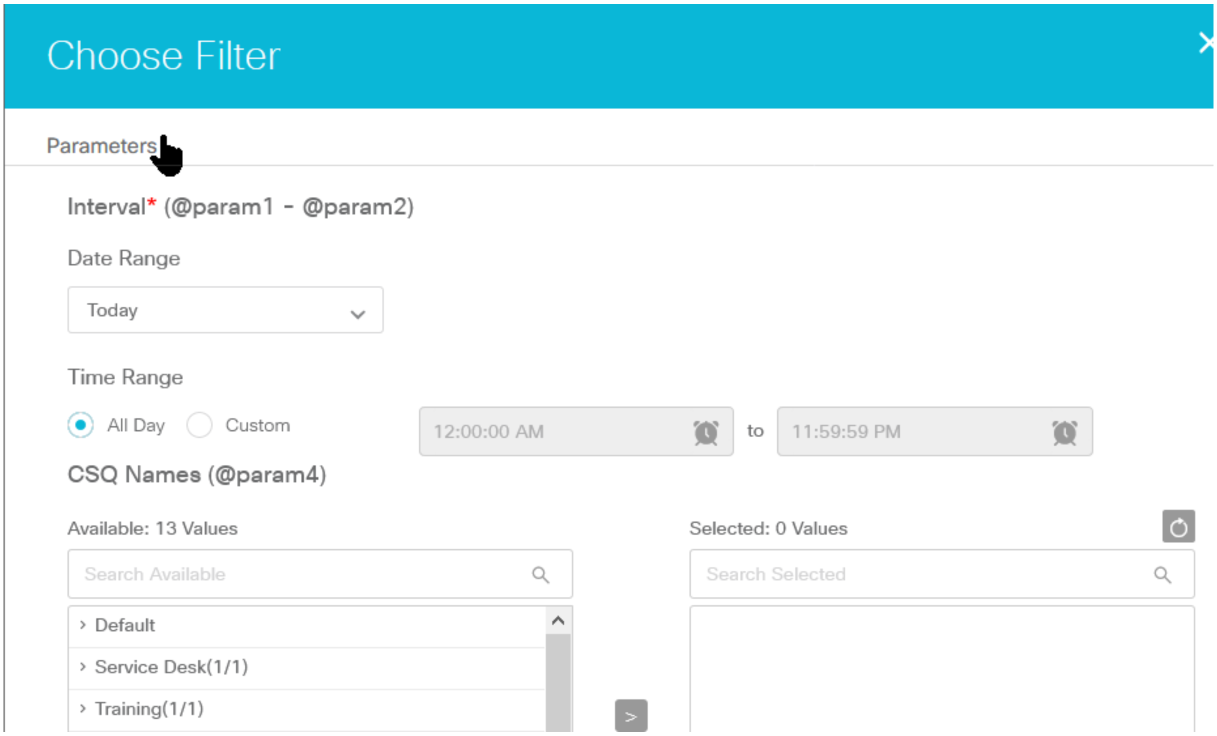
- System – Overall system contact reports

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.

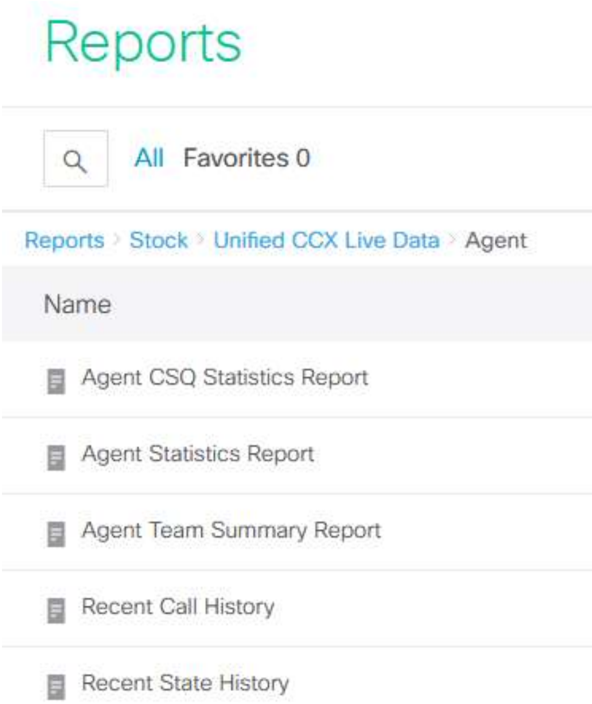


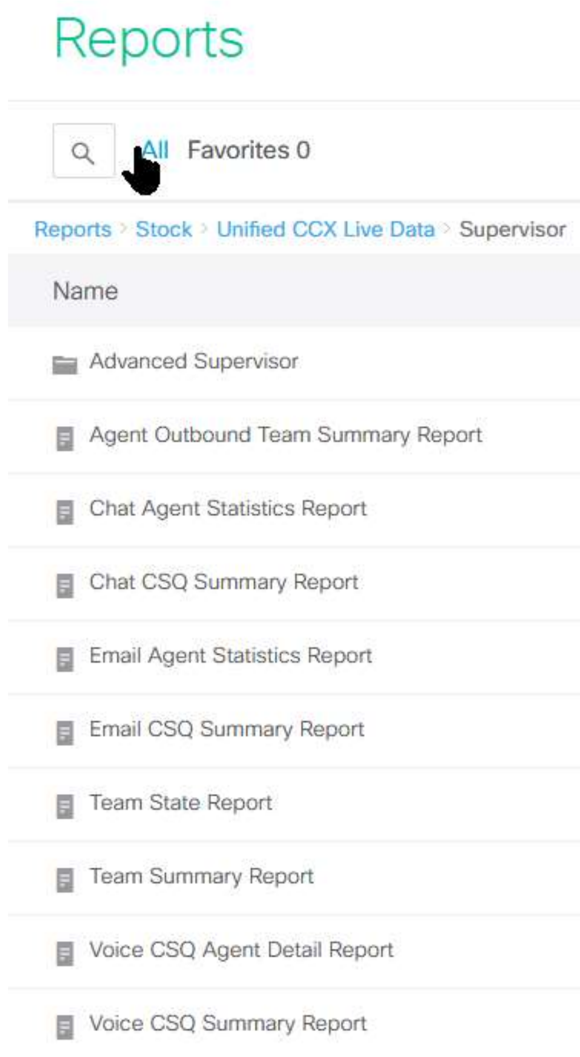
When you click on a report a Choose Filter page appears. This page allows you to specify the report time interval and other information that is specific to the report like Queue or Agent name.



5.0 LIVE DATA REPORTS

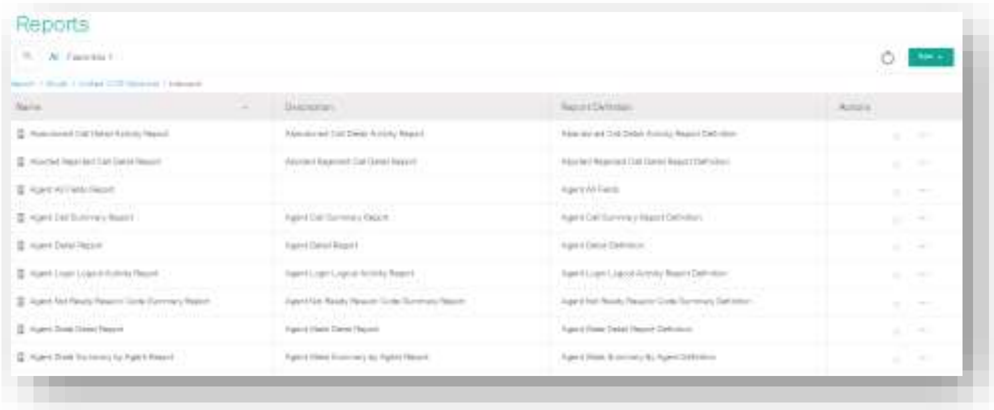
There are live data reports available for Agents and Supervisors. Agent reports focus on agent activities. Supervisor reports focus on Team activities and Queue activity. The Live Data reports update every 30 seconds so the data is much more real time. To run a particular Live Data report, click on the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


Reports
All Favorites 0
Reports > Stock > Unified CCX Live Data > Agent
Name
Agent CSQ Statistics Report
Agent Statistics Report
Agent Team Summary Report
Recent Call History
Recent State History

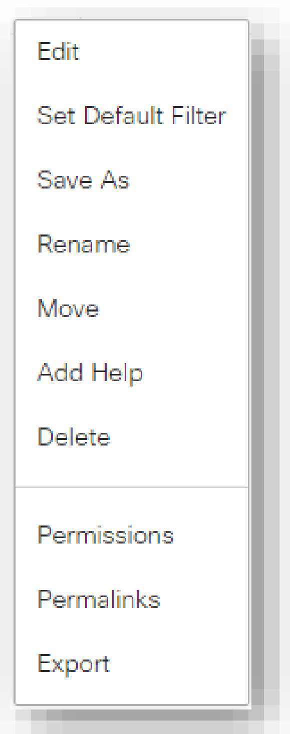

Reports
All Favorites 0
Reports > Stock > Unified CCX Live Data > Supervisor
Name
Advanced Supervisor
Agent Outbound Team Summary Report
Chat Agent Statistics Report
Chat CSQ Summary Report
Email Agent Statistics Report
Email CSQ Summary Report
Team State Report
Team Summary Report
Voice CSQ Agent Detail Report
Voice CSQ Summary Report

6.0 CUSTOMIZING A REPORT

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



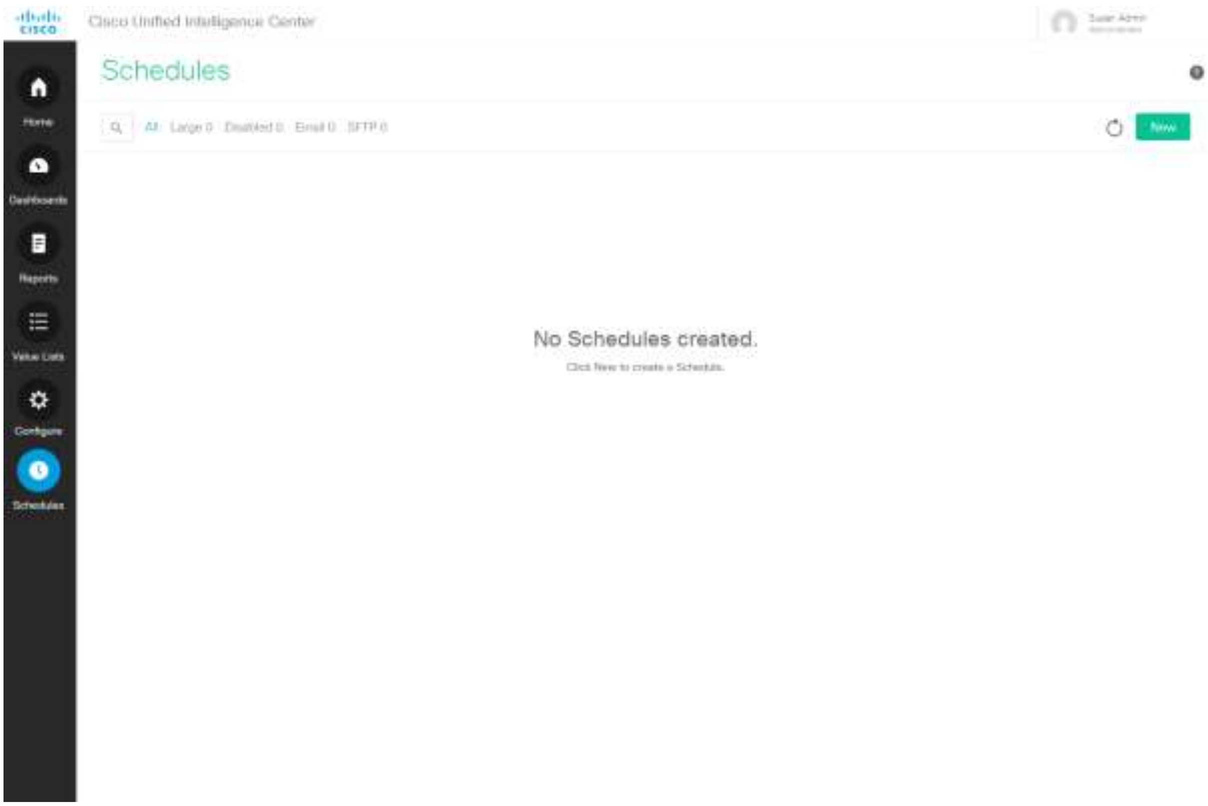
dots then an additional menu appears. Two options Edit and then Save As help you customize the report to the filter settings that you would normally use. First choose Save As to make a copy of the report and then select the Custom folder as the place where it will be copied to.

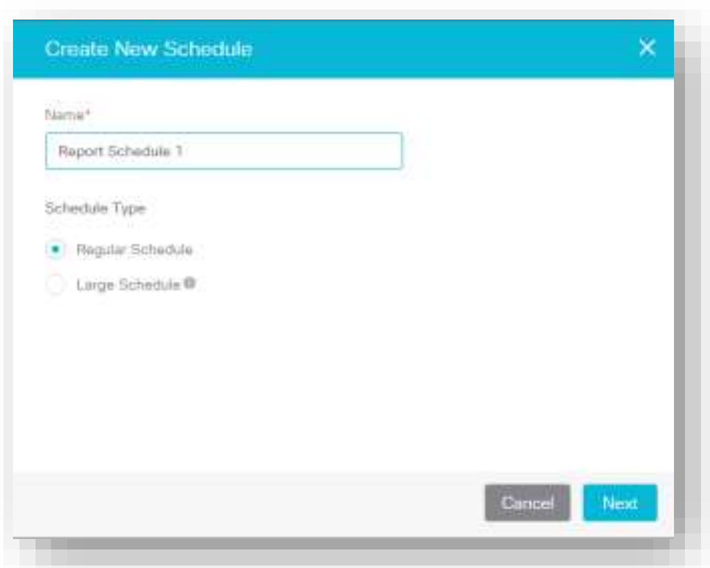


Then select Edit to set the specific setting for your version of the report.

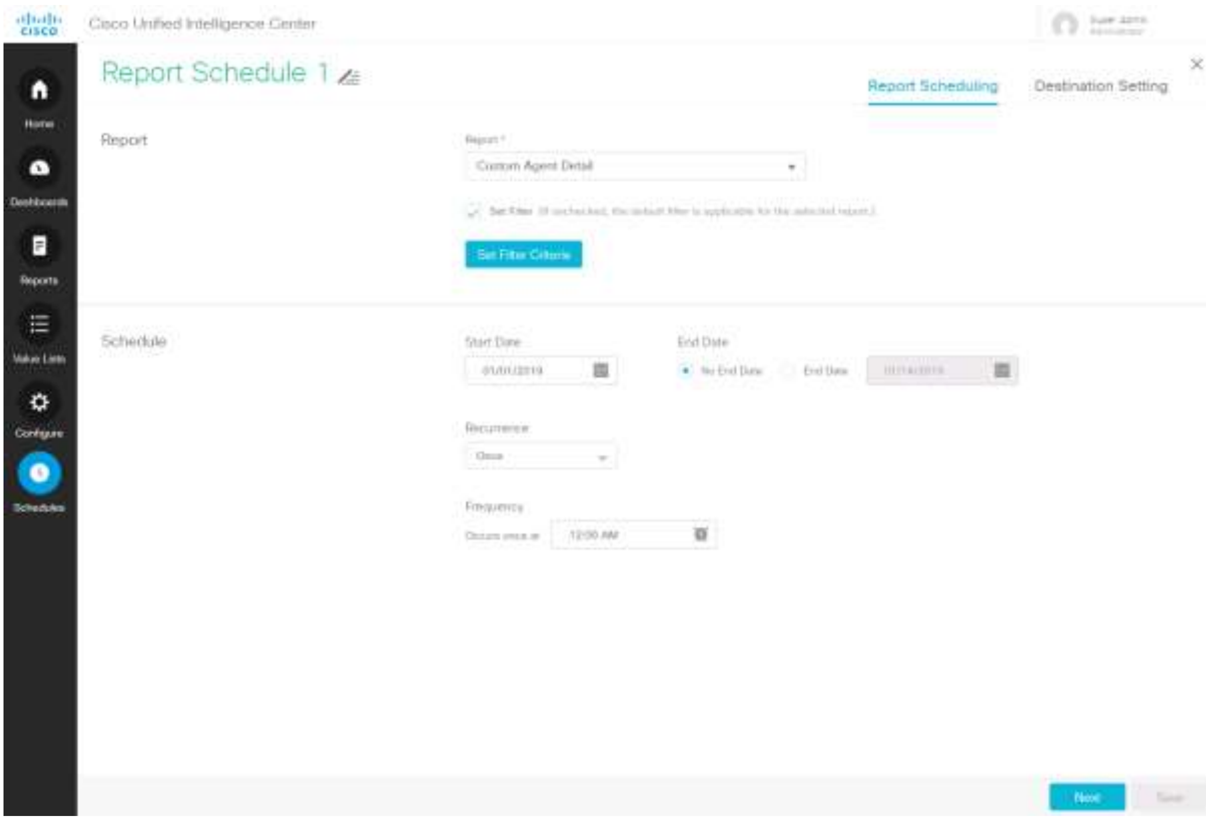
7.0 SCHEDULING REPORTS

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.

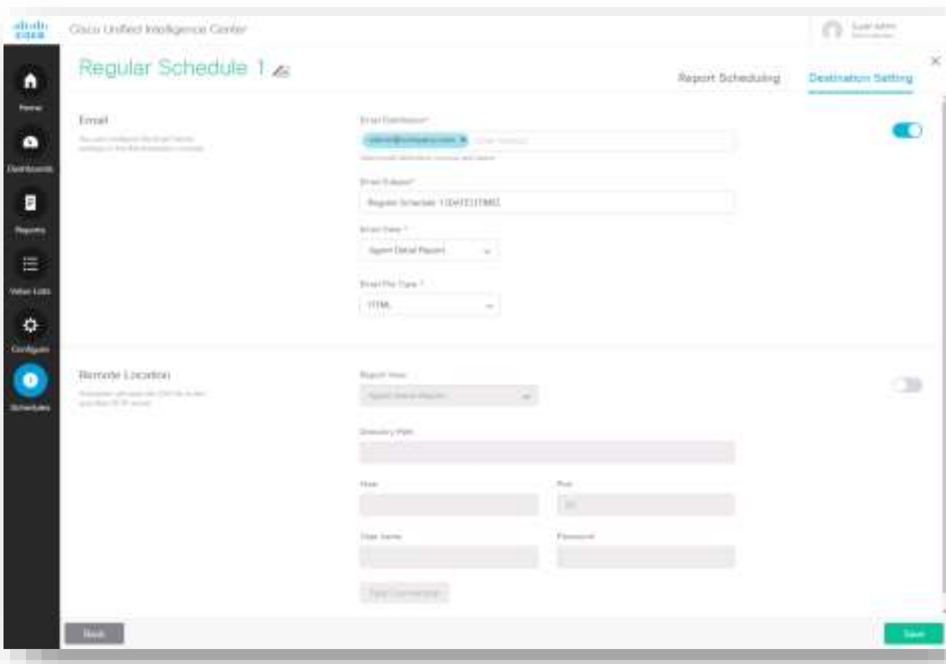




Click new and regular schedule for reports that you expect will return less than 8000 entries. Then specify the report and schedule you would like it use.



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**.