



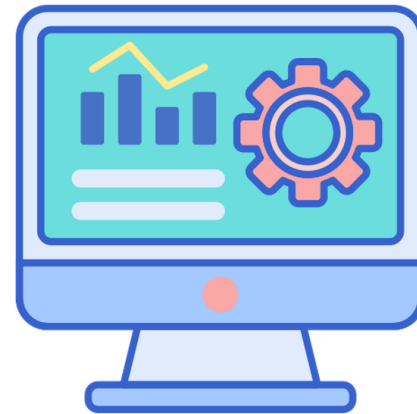
# Webex Contact Center

## Analyzer Reporting

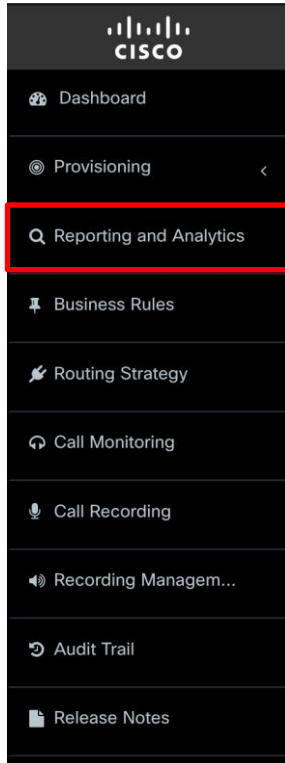
# Agenda

1. Analyzer Overview
2. Creation of visualizations
3. Analyzer Scheduler
4. Stock reports
5. Dashboards
6. Q&A

# Analyzer Overview



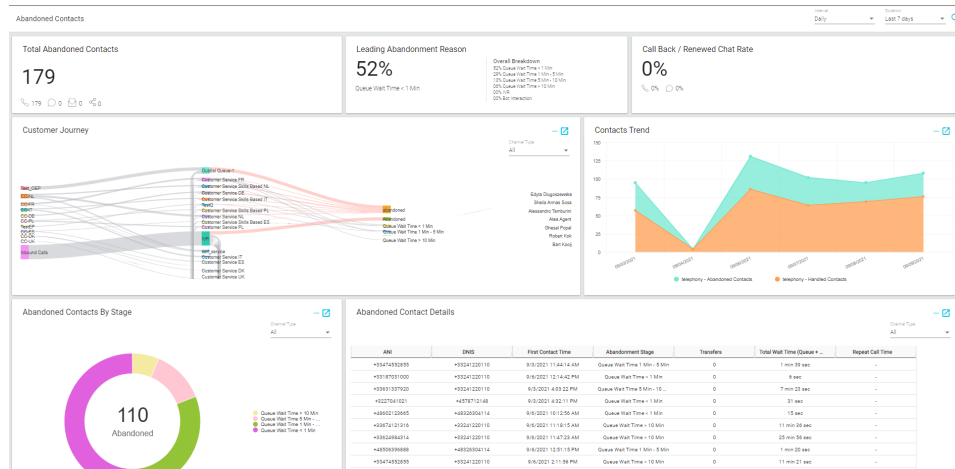
# Portal Overview



- **Dashboard** - Enables authorized users to create, view, and edit the settings that are provisioned for the enterprise. It provides access to Audit Trail, Agent Skill Report, Provisioned Items Report, and Provisioned Skills Report.
- **Provisioning** – The provisioning dropdown provides the majority of Webex Contact Centre configuration apart from adding Users and Web Chat configuration , which are done within the Control Hub. Each of the drop-down menu items are described in this document.
- **Reporting and Analytics** - module that enables authorized users to segment, profile, and visualize the data in contact centre systems. It also helps to identify the key variables that impact productivity and desired business outcomes.
- **Business Rules** - Enables authorized users of the Analyzer module to incorporate customer data into the Webex Contact Centre environment for custom routing.
- **Routing Strategy** - Provides a web-based user interface for managing and configuring contact handling strategies. Authorized users can create and schedule global routing and team capacity strategies and alter them in real time in response to changes in business dynamics.
- **Call Monitoring**- Enables authorized users to silently monitor the quality of service being delivered across their multi-source contact centres. The power of the Webex Contact Centre service lies in the unique ability to monitor any call across any site. Through a simplified web interface, users can select the queue, team, site, or agent they want to silently monitor. Authorized users can provide instructions to the monitored agent without being heard by the caller and can join a call being monitored and participate in the conversation.
- **Call Recording** - Optional module that enables authorized users to record calls.
- **Call Recording Manager** - Optional module that enables authorized users to search for and play calls recorded through the Webex Contact Centre Call Recording feature
- **Audit Trail** - Enables authorized users to view details about provisioning changes made for their enterprise and export the data to a data analysis tool, such as Microsoft Excel.
- **Release Note** - Enables authorized users to view and download release notes

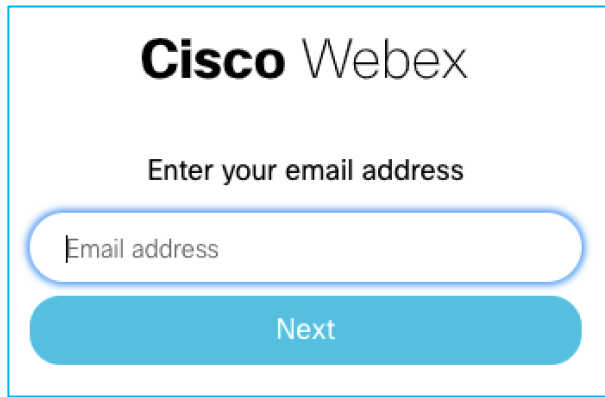
# What it offers?

- Native Cloud reporting platform for Webex CC
- Stores Customer Interaction & Agent Activity records
- Historical & Real-time reports/Dashboards
- Customized visualizations and dashboards
- Schedule reports
- Supports Chart & tabular reports
- Export report as .CSV & Excel to do further analysis
- Dashboard Capabilities for single view of multiple Historical and Real-time reports



# Portal Access

- Access using Cross Launch From Webex Contact Center Management Portal: <https://portal-v2.wxcc-us1.cisco.com/portal>
- Access using using Direct Link: <https://analyzer-v2.wxcc-us1.cisco.com/analyzer/home>

A screenshot of the Cisco Webex login interface. It features the 'Cisco Webex' logo at the top. Below the logo is the instruction 'Enter your email address'. There is a text input field with the placeholder text 'Email address'. At the bottom of the form is a blue button labeled 'Next'.

**Cisco Webex**

Enter your email address

Email address

Next

# Analyzer Record Type – CSR/CAR

Choose the record type of the visualization:

- **Contact Activity Records (CAR):** Represents an individual step in the customer workflow.
- **Contact Session Records (CSR):** Represents the customer workflow, consisting of a sequence of customer activities.

CAR

Activity	Entity	Start Time	End Time	Duration
IVR	EP1	00:00	00:20	20 Sec
Parked	Queue 1	00:20	00:50	30 Sec
Talking	Agent 1	00:50	01:30	40 Sec
Talking	Agent 2	01:30	01:40	10 Sec

CSR

Start Time	00:00	End Time	01:40	Call Duration	01:40	Entry Point	EP1	IVR Duration	00:20
Final Queue	Queue 1	Queue Duration	00:30	Final Agent	Agent 2	Talk Duration	00:50		

# Analyzer Record Type – ASR/AAR

Choose the record type of the visualization:

- **Agent Activity Records (AAR):** Represents an individual step in the agent workflow.
- **Agent Session Records (ASR):** Represents the agent workflow, consisting of a sequence of agent activities

AAR

00:00	Login - Idle
00:20	Available
00:50	Talking
01:30	Wrap Up
01:40	Available
01:50	Logout

Activity	Entity	Start Time	End Time	Duration
Idle	Team 1	00:00	00:20	20 Sec
Available	Team 1	00:20	00:50	30 Sec
Talking	Queue 1	00:50	01:30	40 Sec
Wrap Up	Queue 1	01:30	01:40	10 Sec
Available	Team 1	01:40	01:50	10 Sec

ASR

Start Time	00:00	End Time	01:50	Staff Hours	01:50	Team	Team 1	Available Count	2
		Available Duration	00:40	Talk Duration	00:40	Wrap Up Count		1	



# Analyzer List of Stock Reports

## Historical/Agent Reports

- Agent Details
- Agent Out dial Statistics
- Agent Statistics
- Contact Handled by Agent
- Contact Handled by Agent – chart
- Site, Site-chart
- Team, Team – chart
- Team Statistics

## Historical/Agent Trace

- Agent Trace

## Historical/Auxiliary/Idle

- Agent Idle Auxiliary
- Site Idle
- Team Idle

## Historical/Auxiliary/Wrapup

- Agent Wrapup
- Site Wrapup
- Team Wrapup

## Historical/Multimedia Reports

- Agent Volume, Agent Volume - chart
- Contact by DNIS
- Contact reason, Contact reason – chart
- Contact Volume, Contract Volume – chart
- CSR Report – yesterday
- Entry Point Contact Volume – CAR
- Entry Point Contact Volume – chart
- Incoming, Short, IVR time – Entry Point
- Queue Abandon

## Historical/My Team & Queue Stats

- My Team Stats

## Historical/Contact Center Overview

- Contact Details in Queue
- Team Statistics

## Real time/Agent/Interval

- Agent Interval Real time
- Agent Interval Real time – chart
- Agent Outdial Statistics Real time
- Site Interval Real time
- Site Interval Real time - chart
- Team Interval Real time (ASR)
- Team Interval Real time - chart
- Team Statistics Real time (AAR)

## Real time/Agent/Snapshot

- Agent Real time
- Agent State Site Real time
- Agent State Team Real time
- Agent Statistics Real time

## Real time/My team & Queue Stats

- My team Statistics Real time
- Team State Real time – chart

## Real time/Contact Center Overview

- Contact Details in Queue Real time
- Team Details Real time

## Real time/Multimedia Reports/Interval

- Abandoned Real time
- Abandoned Real time – chart
- Entry Point Interval Real time
- Entry Point Interval Real time - chart
- Incoming, Short, IVR Time – Entry Point
- Queue Service Level Real time
- Queue Service Level Real time – chart
- Queue Statistics Real time
- Site Contact Details Real time
- Site Contact Details Real time – chart
- Team Contact Details Real time
- Team Contact Details Real time – chart

## Real time/Multimedia Reports/Snapshot

- Longest Queued Contact
- Snapshot Entry Point IVR Real time – chart
- Snapshot Entry Point Real time
- Snapshot Entry Point Real time – chart
- Snapshot Queue Real time -chart
- Snapshot Queue Service Level Real time

# Home



Total Agent Activity Records

119

Minimize

Time	Records	Oldest	Newest
Today	96	Dec 12, 2019	Dec 12, 2019
Yesterday	23	Dec 11, 2019	Dec 11, 2019
This Week	119	Dec 11, 2019	Dec 12, 2019
Last Week	0	-	-
This Month	119	Dec 11, 2019	Dec 12, 2019
Last Month	0	-	-
<b>Total Records</b>	<b>119</b>	<b>Dec 11, 2019</b>	<b>Dec 12, 2019</b>



Total Customer Activity Records

29

Minimize

Time	Records	Oldest	Newest
Today	29	Dec 12, 2019	Dec 12, 2019
Yesterday	0	-	-
This Week	29	Dec 12, 2019	Dec 12, 2019
Last Week	0	-	-
This Month	29	Dec 12, 2019	Dec 12, 2019
Last Month	0	-	-
<b>Total Records</b>	<b>29</b>	<b>Dec 12, 2019</b>	<b>Dec 12, 2019</b>



Total Agent Session Records

33

Minimize

Time	Records	Oldest	Newest
Today	22	Dec 12, 2019	Dec 12, 2019
Yesterday	11	Dec 11, 2019	Dec 11, 2019
This Week	33	Dec 11, 2019	Dec 12, 2019
Last Week	0	-	-
This Month	33	Dec 11, 2019	Dec 12, 2019
Last Month	0	-	-
<b>Total Records</b>	<b>33</b>	<b>Dec 11, 2019</b>	<b>Dec 12, 2019</b>



Total Customer Session Records

4

Minimize

Time	Records	Oldest	Newest
Today	4	Dec 12, 2019	Dec 12, 2019
Yesterday	0	-	-
This Week	4	Dec 12, 2019	Dec 12, 2019
Last Week	0	-	-
This Month	4	Dec 12, 2019	Dec 12, 2019
Last Month	0	-	-
<b>Total Records</b>	<b>4</b>	<b>Dec 12, 2019</b>	<b>Dec 12, 2019</b>

# Navigation

- Visualizations, Dashboards and Variables
- By default, you will only have Stock Reports
- You can access to these stock reports or create new customized ones
- Search Folder and Visualizations
- 2 types of views: List or Grid
- Visualization Summary
  - Report ID (searchable)
  - Temporal Scope
  - Created By
  - Modified Date/Time
- Click on Details for more info

The screenshot shows the Cisco IOT Cloud Manager interface. The top navigation bar includes 'Home', 'Visualization', 'Dashboard', and 'Variables'. The 'Visualization' tab is selected, showing a grid of folders and visualizations. A callout box displays details for 'Agent Interval Realtime-KT' and another callout box displays details for 'Copy of Contact Details in Q...'.

**Agent Interval Realtime-KT**

ID	917
Name	Agent Interval Realtime-KT
Title	
Type	Visualization
Date Range	Realtime
Scheduled Jobs	0
Last Modified	03/10/2020 13:18:24
Created By	AdminKrishna Tyagi

**Copy of Contact Details in Q...**

ID 1976  
Temporal Scope Realtime  
Created By Cisco1 TAC  
Modified May 4, 2020 5:04:52 PM

# Creation of custom visualizations



# Creation of Visualizations Overview

Modules

Formatting

Start Time

Last 7 days

If run today:

Start Date: 2019-09-20

End Date: 2019-09-26

Including

All Days

Compute

Add Filter

Save

Preview

More

Row Segments

Contact Reas...

Channel Type

Profile Variables

Contacts

Column Segments

Profile Variables

Interval

Output Type

Bar Chart

Hide Summary

Profile Variable

All

Contacts

10000

7500

5000

2500

0

09/27/2019

09/27/2019

Name and Type of visualization

Save and Preview buttons

Column definition

Row segmentation

Attributes

Output chart preview

Index	Color	Approximate Value
1	Teal	1500
2	Orange	7000
3	Yellow	1500
4	Pink	7000
5	Teal	5500
6	Orange	4500

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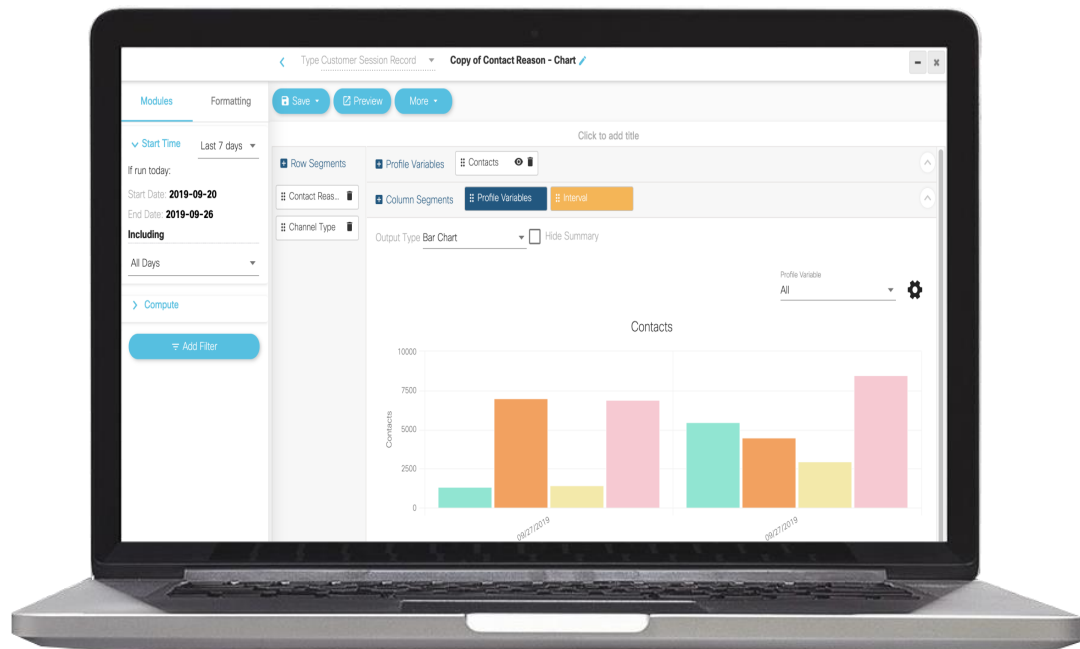
# Create Visualization

## Structure

- Type or Repository: CSR, CAR, ASR, AAR
- Time Period: Realtime or Historical
- Interval
- Output Type: Table, Heatmap, Chart

## Defines the data set

- Profile Variables:
  - Field, Measures and Formulas
  - Value or Count Report
- Row Segment
  - Fields, Enhanced Fields
- Filter
  - Fields, Measures



# Visualization Variables

New Profile Variable

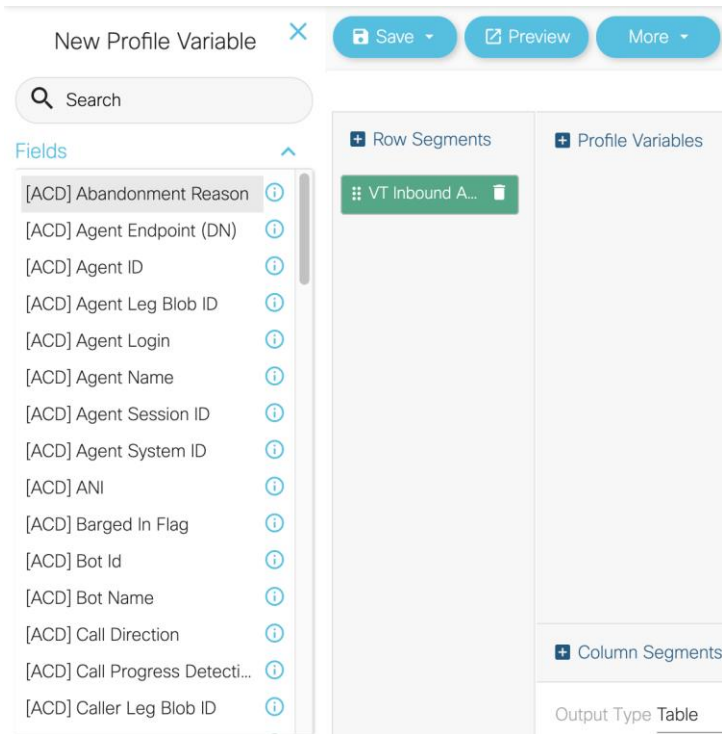
Q Search

Fields

Measures

Formulas

# Fields



- Only fields can be used for segmentation as shown.
  - They are only textual values.
- Fields can be combined with measures to create specific conditions for profiling variables.
- DNIS, EntryPointName, QueueName and AgentName are all fields.
- The order of the fields can be changed by dragging them to another position.
- Remove a field by clicking the X that shows up on the field on the canvas when the mouse pointer is over it.



# Measures

The screenshot shows the 'New Profile Variable' interface. At the top, there's a title bar with a close button (X) and three buttons: 'Save', 'Preview', and 'More'. Below the title bar is a search bar labeled 'Search'. On the left side, there's a sidebar with two sections: 'Fields' (expanded) and 'Measures'. The 'Measures' section is currently active, showing a list of measures with information icons. The measures listed are: [ACD] Abandoned SL Count, [ACD] Activity Span, [ACD] Agent Hangup Count, [ACD] Agent To Agent Trans..., [ACD] Agent To Entrypoint T..., [ACD] Agent To Queue Tran..., [ACD] Agent Transferred In ..., [ACD] Blind Transfer Count, [ACD] Call Completed Count, [ACD] Callback Timestamp, [ACD] Chained In To Entryp..., [ACD] Chained In To Queue ..., [ACD] Chat Exit Reason, [ACD] Conference Count, and [ACD] Conference Duration. On the right side, there's a workspace area. At the top of the workspace, there's a '+ Row Segments' button and a '+ Profile Variables' button. Below these, there's a green button labeled 'VT Inbound A...'. At the bottom of the workspace, there's a '+ Column Segments' button and an 'Output Type' dropdown menu set to 'Table'. A blue arrow points from the 'Profile Variables' button to the list of measures on the left.

- Measures are computed values that are predefined in the data dictionary.
- They can only be used for profile variables.
- Remove measures the same way as a field and drag to change the location or order of the measures.
- Measures can also be defined as a range (ex. ItemShipped between 50-100).

# Formulas

Edit Formula

Name

Abandon %

**Formula** Arithmetic Expression

Count of Contact Session ID - Abandoned Count

÷

Type a numeric value or select a column

Sum of Contact Count - IVR Calls Receiv



X Cancel

Save

- The user can create formulas with an existing profiling variable or with a new profiling variable.
  - Right click an existing PV and click new profile variable.
- Formulas can only have one resultant profiling variable.
- Custom Formulas can be saved and reused across the Analyzer

## Formulas

Abandon (%)\_Copytest1



Average Time to Answer



Abandon %



# Filters

New Filter

Search

Fields

[ACD] Abandonment Reason  
[ACD] Agent Endpoint (DN)  
[ACD] Agent ID  
[ACD] Agent Leg Blob ID  
[ACD] Agent Login  
[ACD] Agent Name  
[ACD] Agent Session ID  
[ACD] Agent System ID  
[ACD] ANI  
[ACD] Barged In Flag  
[ACD] Bot Id  
[ACD] Bot Name

Measures

Filters

Entrypoint Name

☒ is in ☐ is not in ☐ regular expression

Field

US\_HCRC\_MALTEP\_MainEP X  
US\_HQSD\_Outdial\_EP X  
US\_HQSD\_Password\_Reset X

Variable

X Cancel

Save

- Filters are found on the left side of the visualization canvas/panel.
- They set limits to the population of the data set.
- Fields and Measures can be used as filters for the visualization.
- Right click field or measure and Create Filter or drag to the filter panel.

Name

Count of Contact Session ID >0

Formula

Count of Contact Session ID

Filters

Connected Duration

(Range: -2953.0 - 8.6295351E7)

Comparator

>

Value

0

X Cancel

Save

# Enhanced Field

## Modify Enhanced Field [Entrypoint Name]

Name

VT Inbound Activity Sample

☐ Regular Expression

Default Group

Default

## Groups

Group Name

HCRC

US\_HCRC\_MALTEP\_MainEP X

+

Group Name

HQSD

US\_HQSD\_Outdial\_EP X

US\_HQSD\_Password\_Reset X

US\_HQSD\_ServiceDesk\_MainMenu X

-

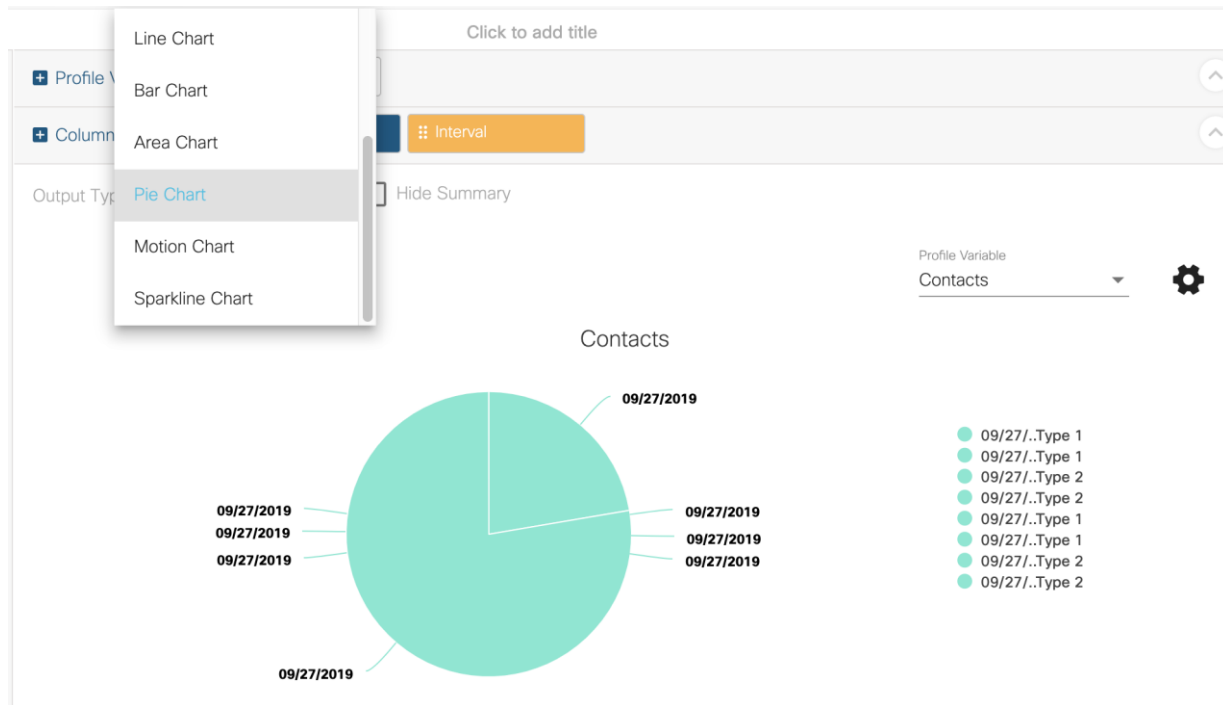
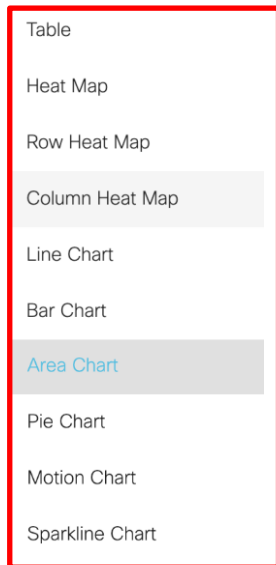
X Cancel

Save

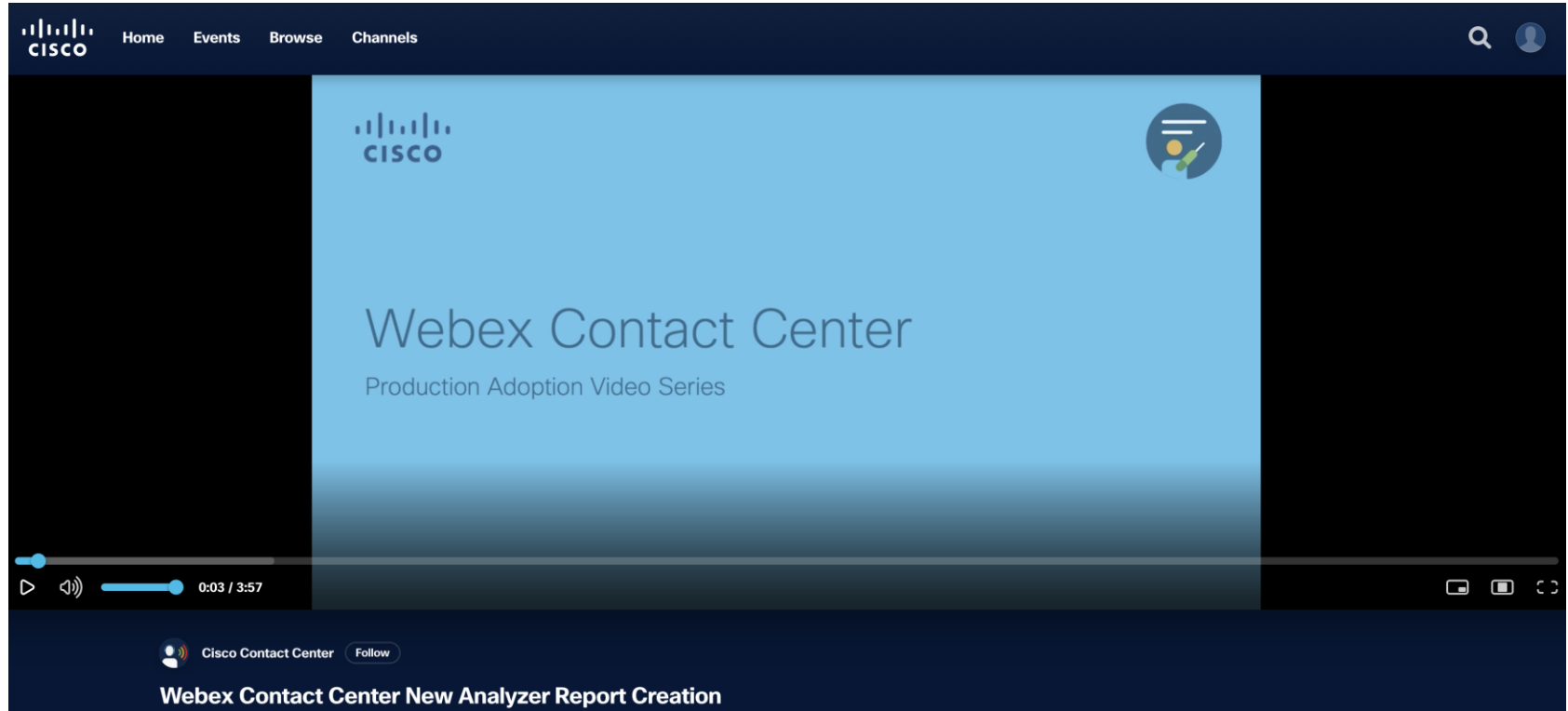
- While creating or editing a visualization, users can create one or more enhanced fields to combine multiple values of a segmentation variable into one or more groups.
- When the visualization is run, the values of all the segmentation variables in a group are combined into one row and the profiling variables for that visualization are computed for those segmentation values.

# Data Output Formats

The data can be displayed as:



# Creating a Visualization










<https://video.cisco.com/video/6186649839001>

# Analyzer Scheduler



# Analyzer Scheduler

 **Agent Trace**  
ID -108  
Temporal Scope Historical  
Created By Cisco  
Modified Feb 1, 2021 8:00:49 PM

 Run  
 Create a Copy  
 Details  
 Export as Excel  
 Export as CSV  
 Schedule job(s)

Jobs

No Jobs

+ New

Save

Add Recurrence

Delete Job

Job Set Up

Job Name \*

Description

Start Time

Time Stamp

Time Zone

2/10/2021

21:30

(+1:00) Amsterdam, Berlin, Rome, Stockholm, Vienna

Email Notification

Email \*

Subject \*

Message

Output Format

Excel

CSV

Job Recurrence

Recurrence pattern

Daily

Weekly

Monthly

Yearly

Recur every 1 week(s) on:

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Range of recurrence

No end date

End after: 10 occurrences

End by: 2/11/2021

Cancel

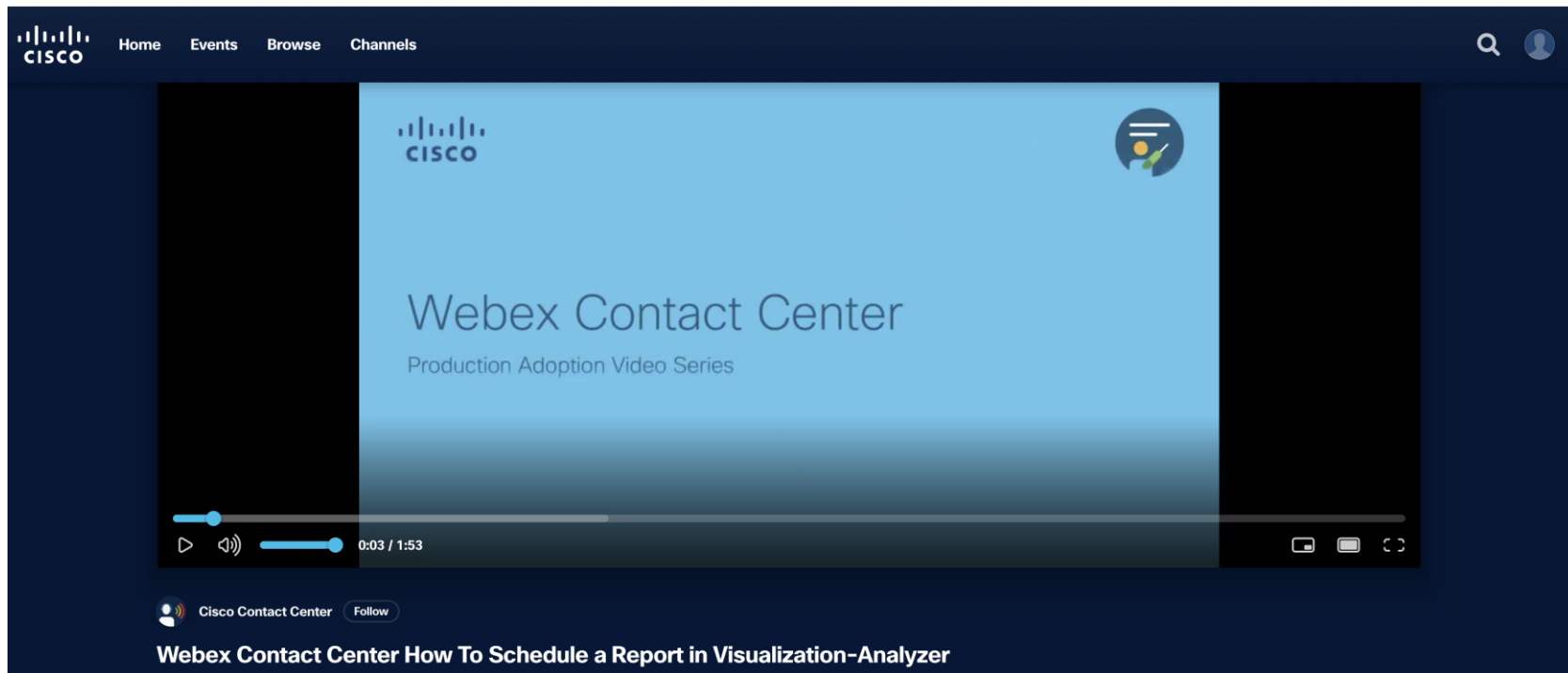
Remove Recurrence

Ok

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# Scheduling a report



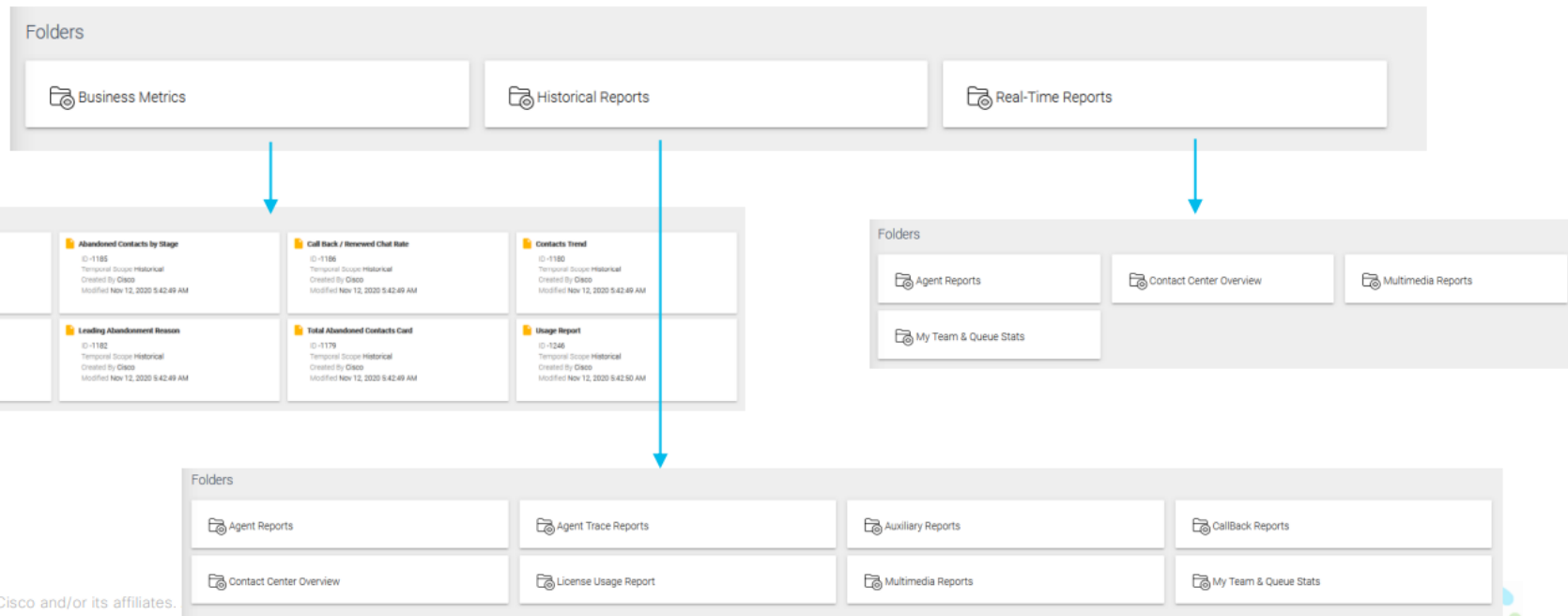
<https://video.cisco.com/video/6186653328001>

# Stock Reports



# Visualizations

- Business Metrics, Historical and Realtime reports available



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# Business Metrics

[Home](#) > [Visualization](#) > [Stock Reports](#) > Business Metrics

## Visualizations



### Abandoned Contact Details

ID -1184  
Temporal Scope Historical  
Created By Cisco  
Modified May 22, 2021 03:56:16 AM



### Abandoned Contacts by Stage

ID -1185  
Temporal Scope Historical  
Created By Cisco  
Modified May 22, 2021 03:56:16 AM



### Call Back / Renewed Chat Rate

ID -1186  
Temporal Scope Historical  
Created By Cisco  
Modified May 22, 2021 03:56:16 AM



### Contacts Trend

ID -1180  
Temporal Scope Historical  
Created By Cisco  
Modified Jul 15, 2021 05:10:37 AM



### Customer Journey

ID -1183  
Temporal Scope Historical  
Created By Cisco  
Modified May 22, 2021 03:56:16 AM



### Leading Abandonment Reason

ID -1182  
Temporal Scope Historical  
Created By Cisco  
Modified May 22, 2021 03:56:16 AM



### Total Abandoned Contacts Card

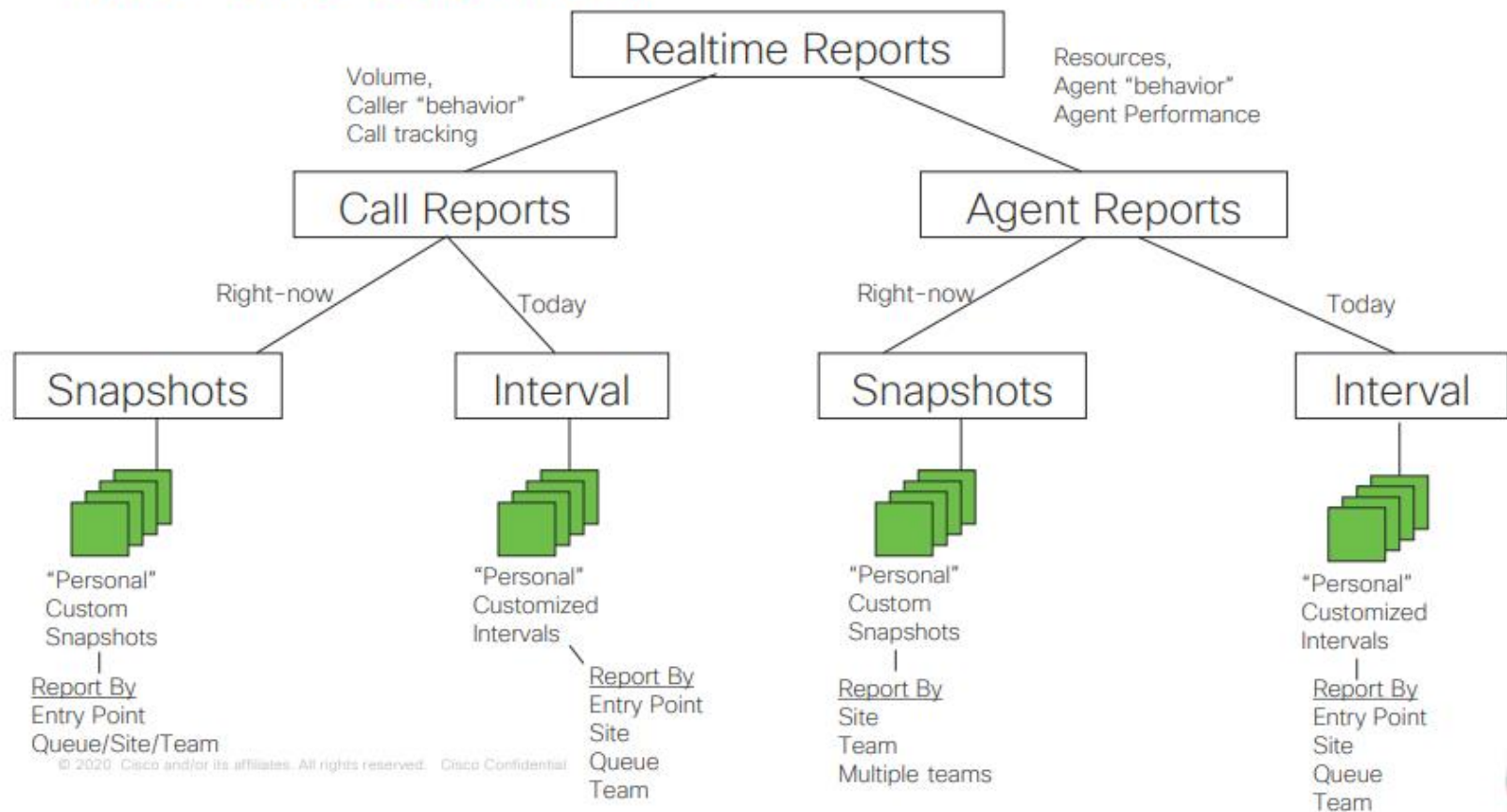
ID -1179  
Temporal Scope Historical  
Created By Cisco  
Modified Jul 15, 2021 05:10:37 AM



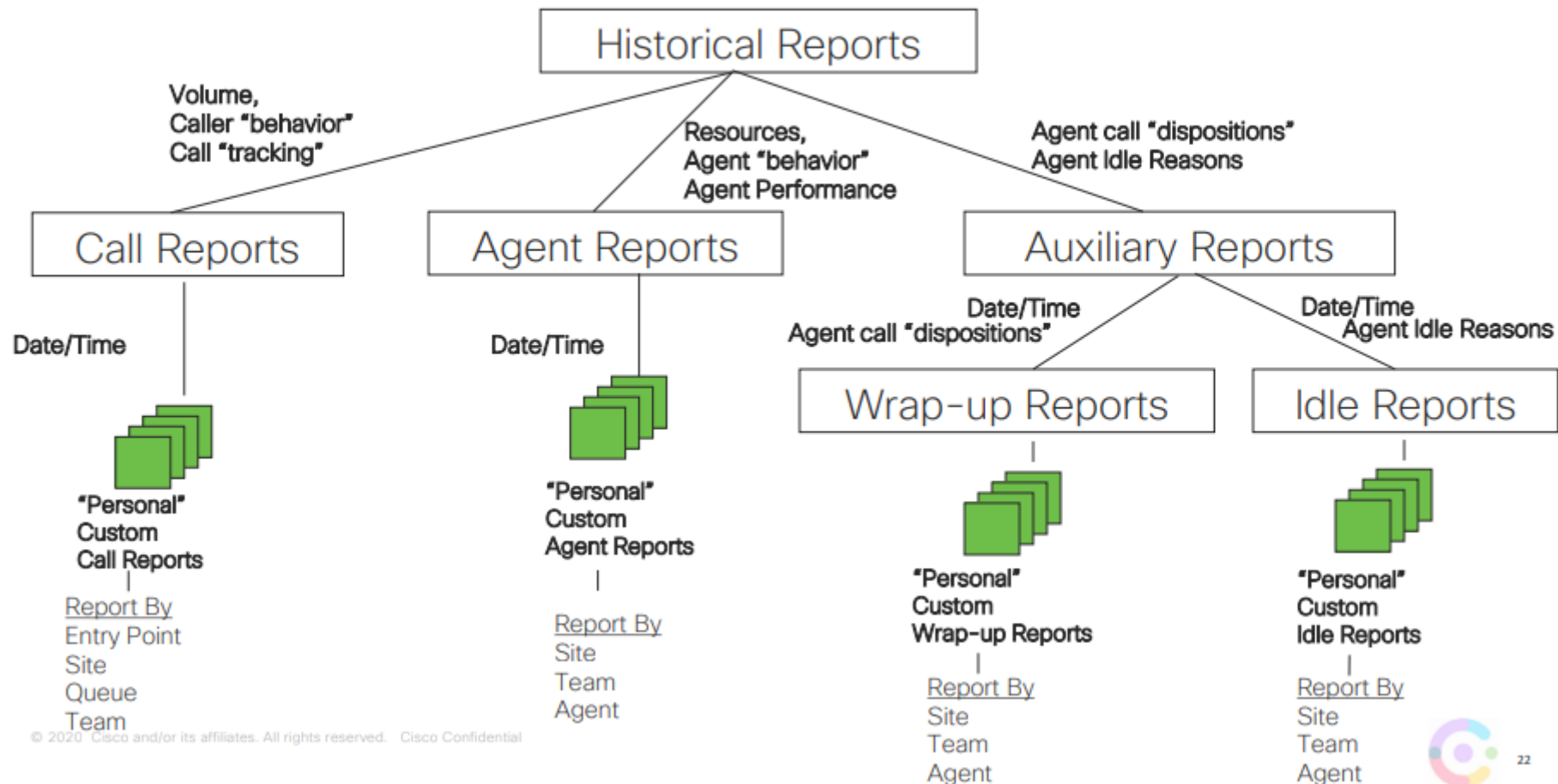
### Usage Report

ID -1246  
Temporal Scope Historical  
Created By Cisco  
Modified May 22, 2021 03:56:16 AM

# Real-time Overview



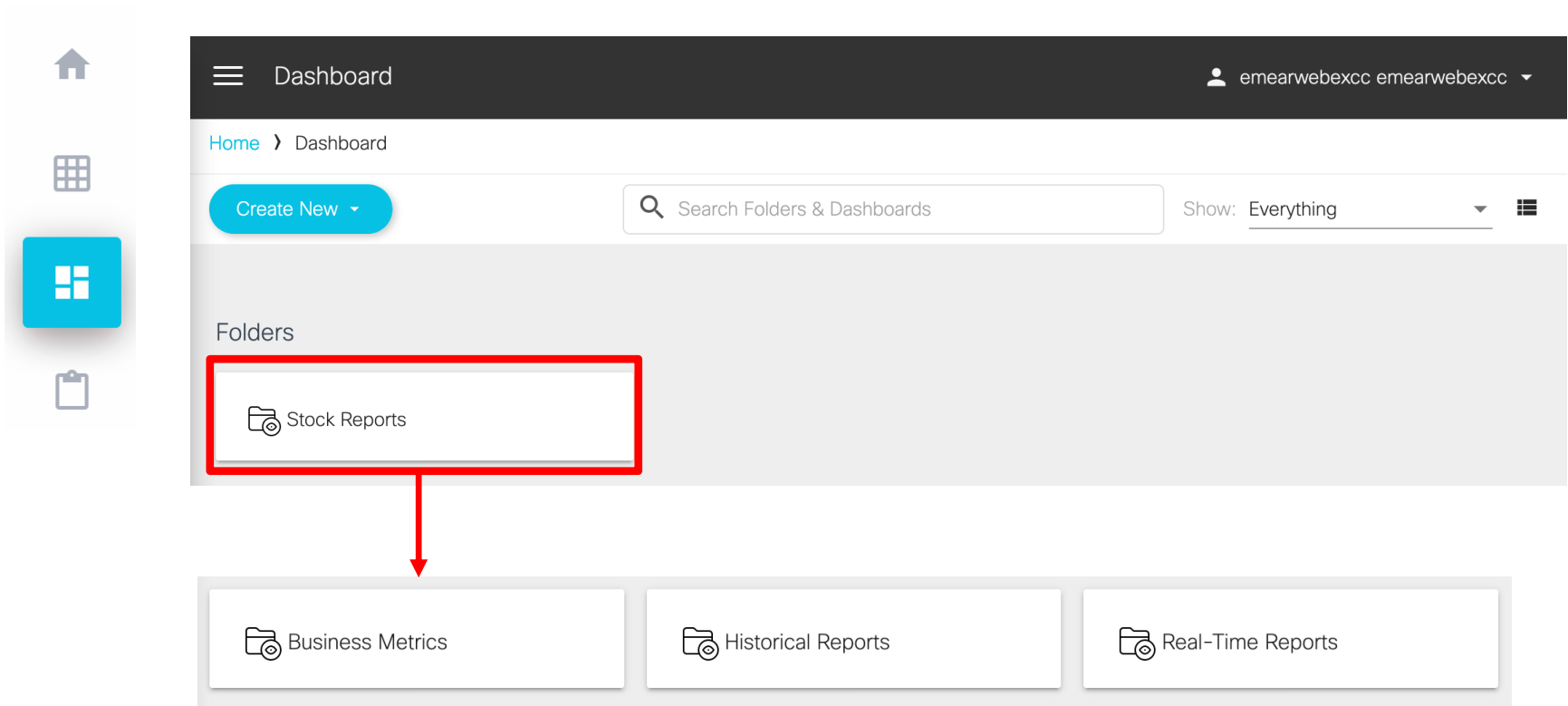
# Historical Overview



# Analyzer Dashboards



# Dashboards





# Analyzer Dashboards

## Abandoned Contacts

Interval: Daily Duration: Last 7 days

### Total Abandoned Contacts

179

📞 179 🗨️ 0 📧 0 🔄 0

### Leading Abandonment Reason

52%

Queue Wait Time < 1 Min

#### Overall Breakdown

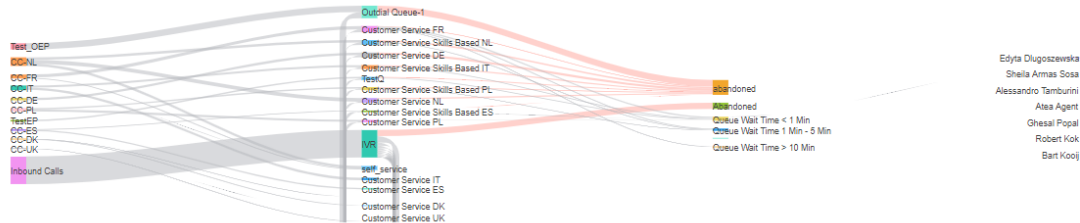
52% Queue Wait Time < 1 Min  
29% Queue Wait Time 1 Min - 5 Min  
13% Queue Wait Time 5 Min - 10 Min  
06% Queue Wait Time > 10 Min  
00% IVR  
00% Bot Interaction

### Call Back / Renewed Chat Rate

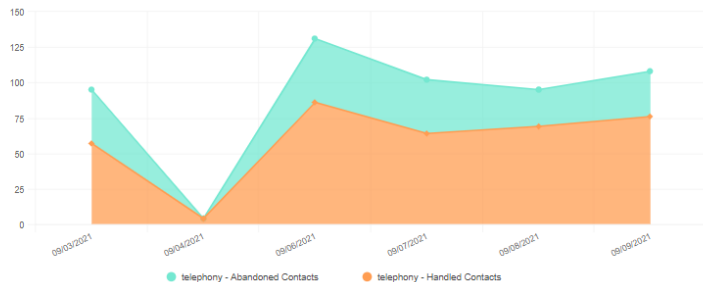
0%

📞 0% 🗨️ 0%

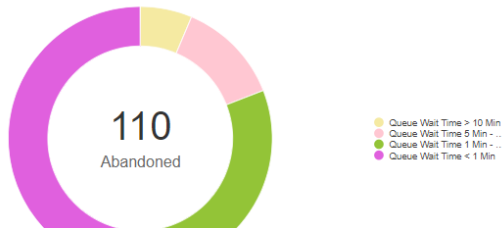
### Customer Journey



### Contacts Trend



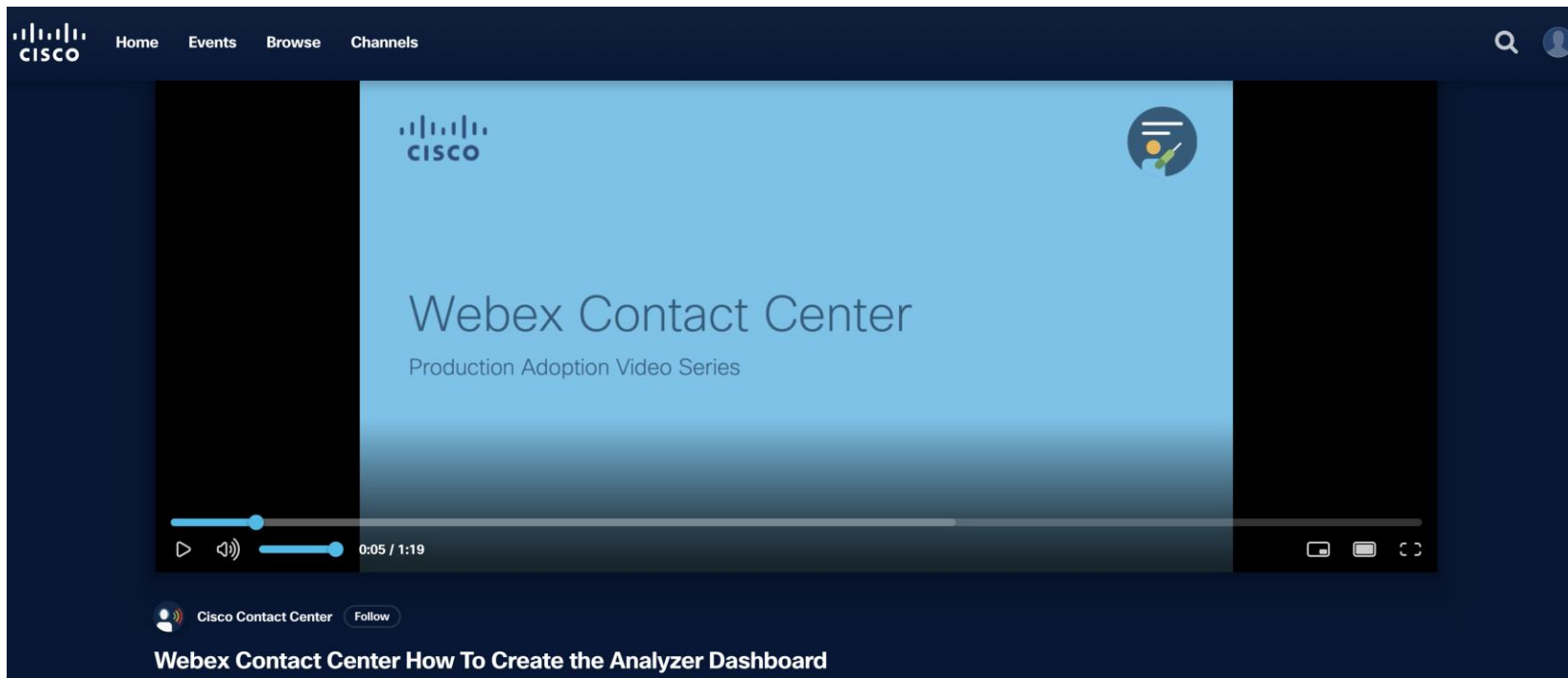
### Abandoned Contacts By Stage



### Abandoned Contact Details

ANI	DNIS	First Contact Time	Abandonment Stage	Transfers	Total Wait Time (Queue + ...)	Repeat Call Time
+33474552855	+33241220110	9/3/2021 11:44:14 AM	Queue Wait Time 1 Min - 5 Min	0	1 min 39 sec	-
+33187031000	+33241220110	9/5/2021 12:14:42 PM	Queue Wait Time < 1 Min	0	6 sec	-
+33631337920	+33241220110	9/3/2021 4:03:22 PM	Queue Wait Time 5 Min - 10 ...	0	7 min 23 sec	-
+3227041021	+4578712148	9/3/2021 4:32:11 PM	Queue Wait Time < 1 Min	0	31 sec	-
+48602123665	+48926304114	9/6/2021 10:12:56 AM	Queue Wait Time < 1 Min	0	13 sec	-
+33674121316	+33241220110	9/6/2021 11:18:15 AM	Queue Wait Time > 10 Min	0	11 min 36 sec	-
+33624984314	+33241220110	9/6/2021 11:47:23 AM	Queue Wait Time > 10 Min	0	25 min 56 sec	-
+48506396888	+48926304114	9/6/2021 12:51:15 PM	Queue Wait Time 1 Min - 5 Min	0	1 min 20 sec	-
+33474552855	+33241220110	9/6/2021 2:11:56 PM	Queue Wait Time > 10 Min	0	11 min 21 sec	-

# Creating a Dashboard



<https://video.cisco.com/video/6186652858001>

Questions?

