



Webex Contact Center

Analyzer Reporting

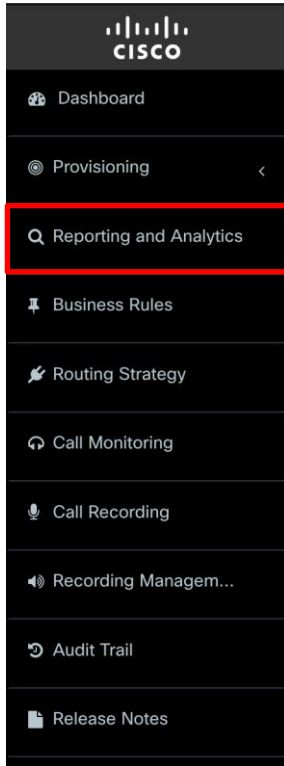
Agenda

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

Analyzer Overview



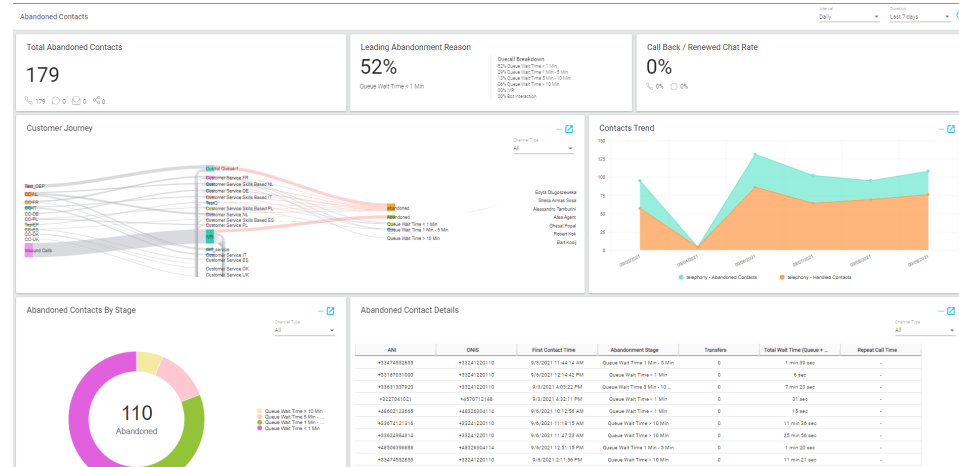
Portal Overview



- **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.

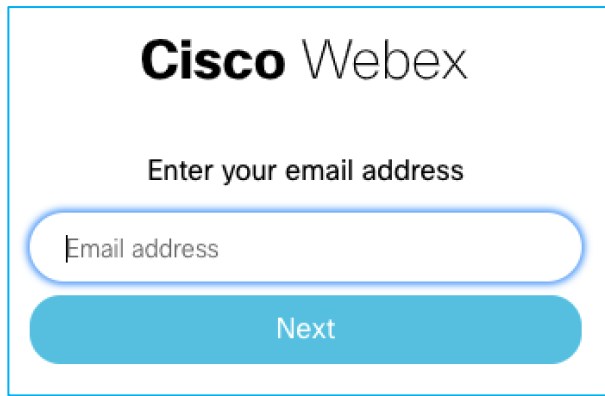
What it offers?

- 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.wxcc-eu1.cisco.com/>
- Access using using Direct Link: <https://analyzer.wxcc-eu1.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	Activity	Entity	Start Time	End Time	Duration
00:20	Available	Idle	Team 1	00:00	00:20	20 Sec
00:50	Talking	Available	Team 1	00:20	00:50	30 Sec
01:30	Wrap Up	Talking	Queue 1	00:50	01:30	40 Sec
01:40	Available	Wrap Up	Queue 1	01:30	01:40	10 Sec
01:50	Logout	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

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	-	-
Total Records	119	Dec 11, 2019	Dec 12, 2019



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	-	-
Total Records	29	Dec 12, 2019	Dec 12, 2019



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	-	-
Total Records	33	Dec 11, 2019	Dec 12, 2019



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	-	-
Total Records	4	Dec 12, 2019	Dec 12, 2019

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
 - Temporal Scope
 - Created By
 - Modified Date/Time
- Click on Details for more info

The screenshot shows the Cisco ISE Visualization interface. At the top, there's a navigation bar with 'Home' and 'Visualization' tabs, a search bar, and a 'Show: Everything' dropdown. Below the navigation bar, there's a sidebar with icons for Home, Visualization, and a folder icon. The main content area is divided into 'Folders' and 'Visualizations' sections.

Folders:

Risks Dashboard	anubhatt	anubhatt-custom	Custom Reports
Inventory	Chalath	HKE	Inurathe
Krishna	mayyas	Rick	Stock Reports
Lakuruk Reports			

Visualizations:

Agent Interval Master ID 79 Temporal Scope Historical Created By Anurabh Bhattacharjee Modified Aug 13, 2019 8:38:55 PM	CustomerSurvey_01 ID 509 Temporal Scope Historical Created By jeyvatt admin Modified Dec 16, 2019 7:56:41 PM
--	---

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

Row segmentation

Copy of Contact Reason - Chart

Name and Type of visualization

Click to add title

Profile Variables

Contacts

Column Segments

Profile Variables

Interval

Column definition

Output Type Bar Chart

Hide Summary

Profile Variable All

Contacts

10000

7500

5000

2500

0

09/27/2019

09/27/2019

Output chart preview

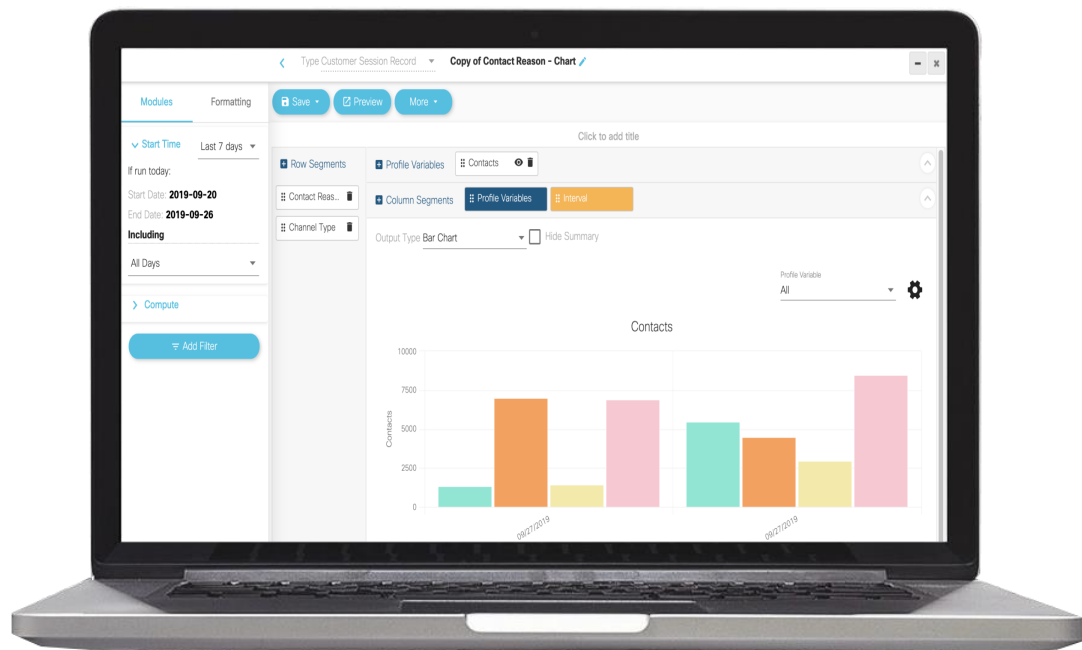
Create Visualization

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

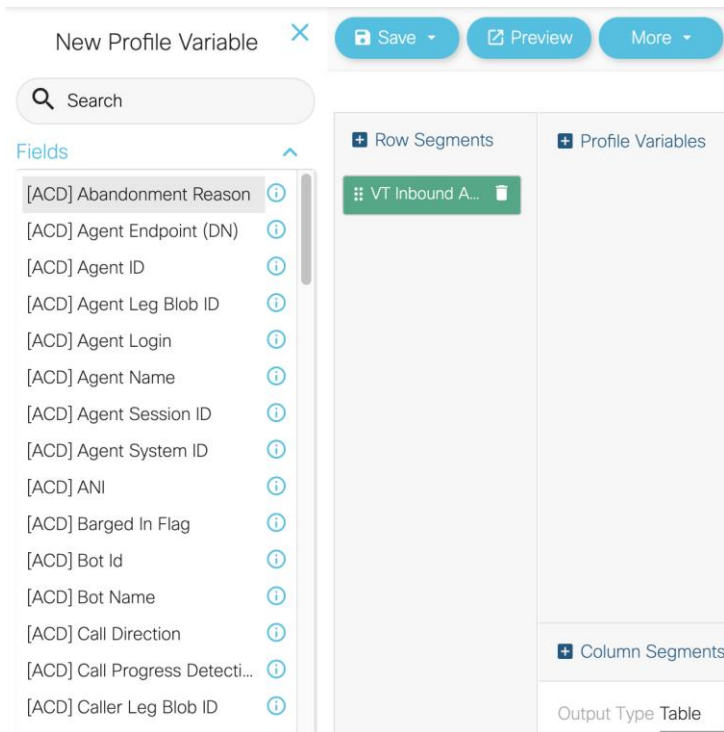
Search

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' dialog box. At the top, there are buttons for 'Save', 'Preview', and 'More'. Below these is a search bar labeled 'Search'. The main area is divided into two columns: 'Fields' and 'Measures'. The 'Measures' column is expanded, 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
- [ACD] Conference Duration

On the right side of the dialog, there are sections for 'Row Segments' (containing 'VT Inbound A...'), 'Profile Variables', and 'Column Segments'. At the bottom right, there is an 'Output Type' dropdown set to 'Table' and a preview area showing 'VT I'.

- 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



× 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

Variable

US_HCRC_MALTEP_MainEP X

US_HQSD_Outdial_EP X

US_HQSD_Password_Reset X

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:

Table

Heat Map

Row Heat Map

Column Heat Map

Line Chart

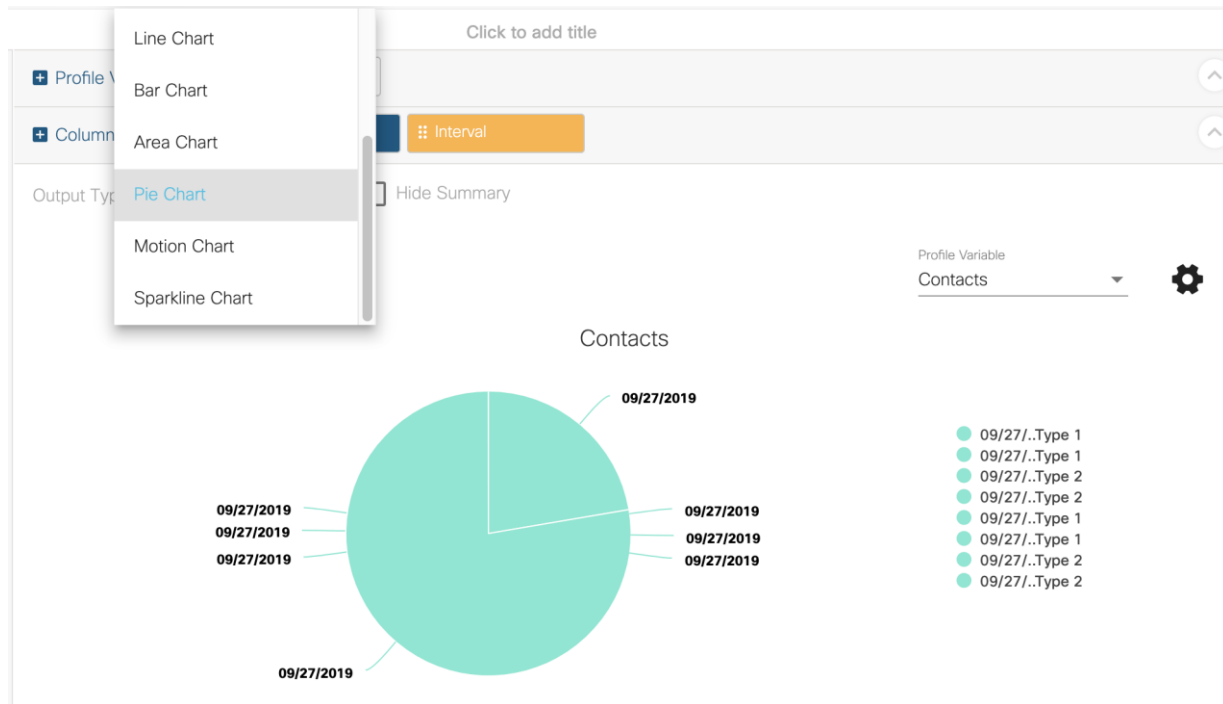
Bar Chart

Area Chart

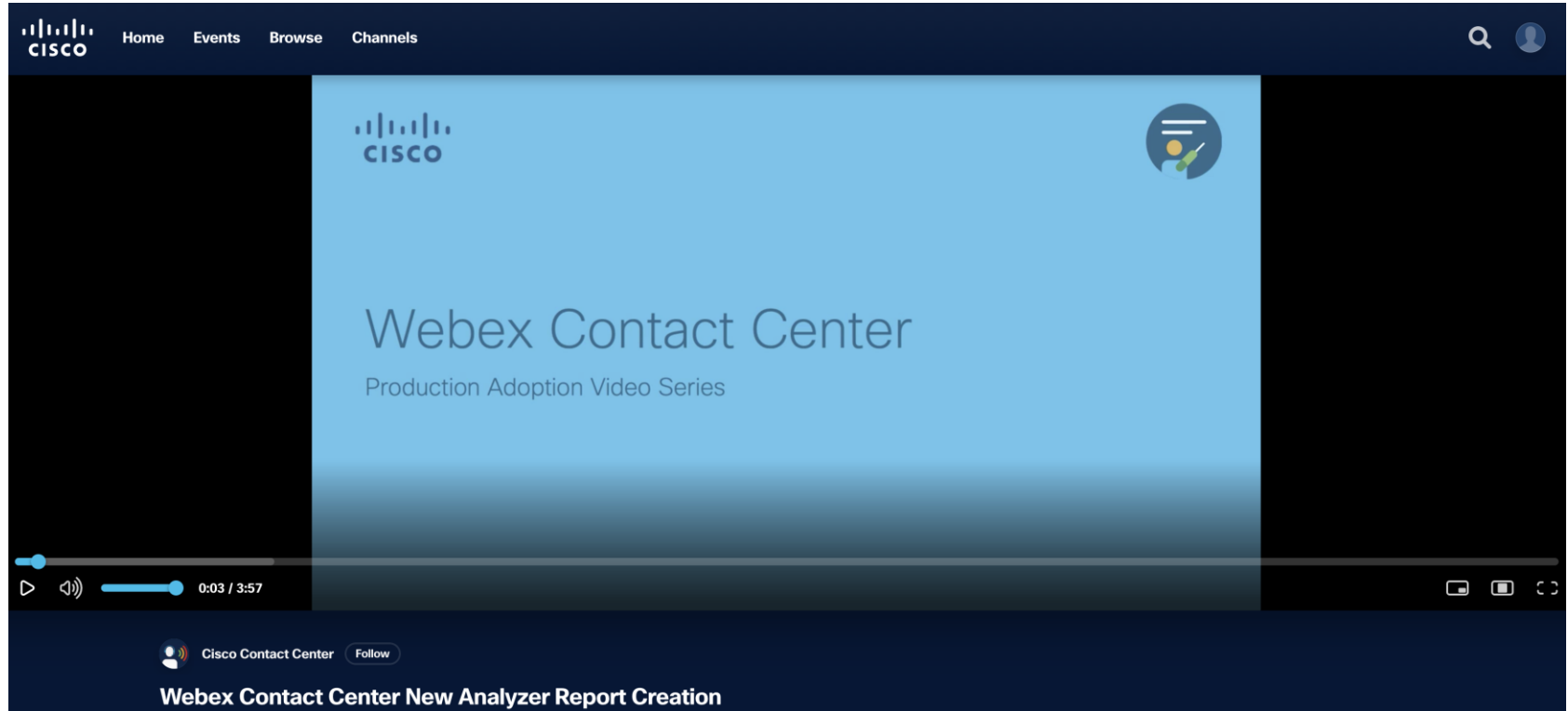
Pie Chart

Motion Chart

Sparkline Chart



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

2/10/2021

Time Stamp

21:30

Time Zone

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

Email Notification

Email *

(Use commas to separate email addresses.)

Subject *

Message

Output Format

Excel

CSV

Job Recurrence

Recurrence pattern

Daily

Weekly

Monthly

Yearly

Recur every 1

2 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

at

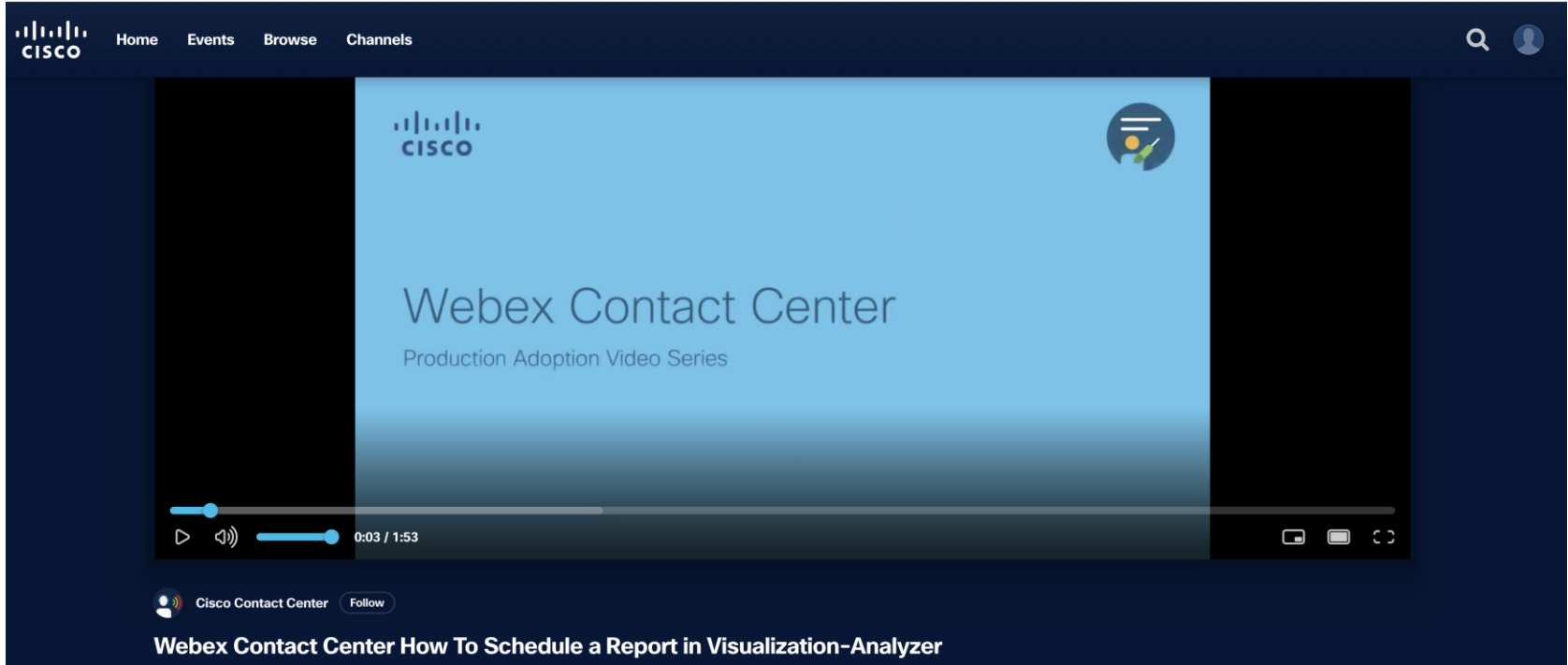
Cancel

Remove Recurrence

Ok

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Scheduling a report



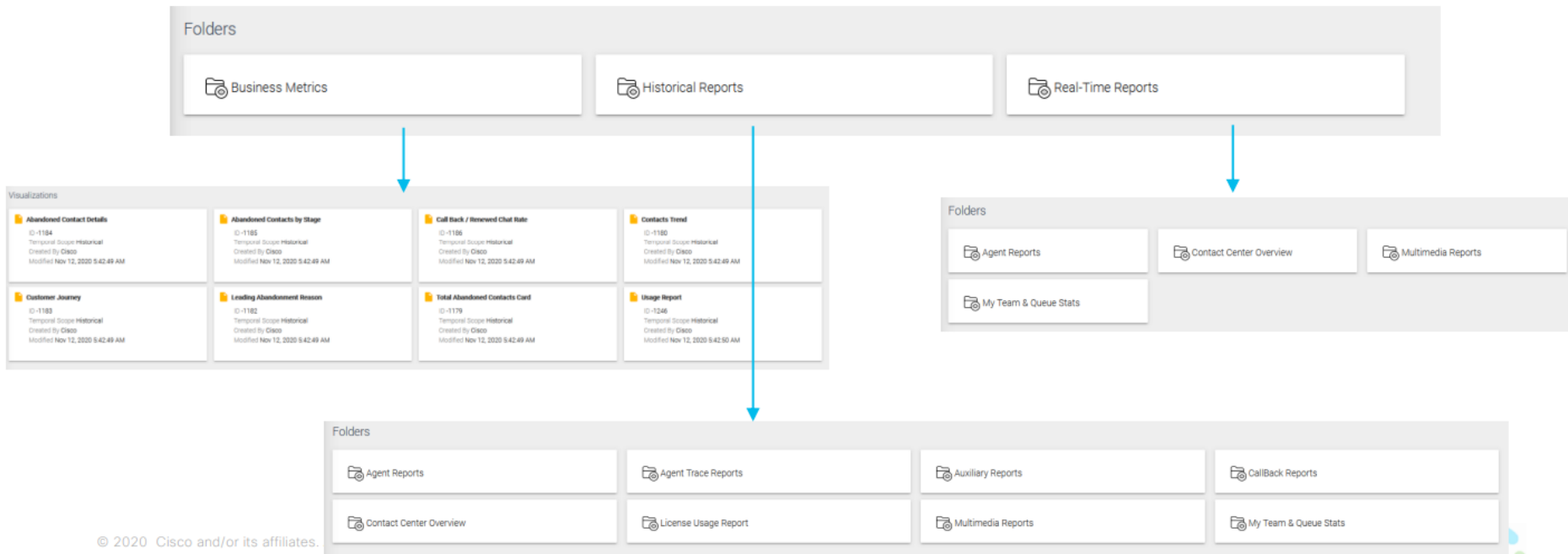
<https://video.cisco.com/video/6186653328001>

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

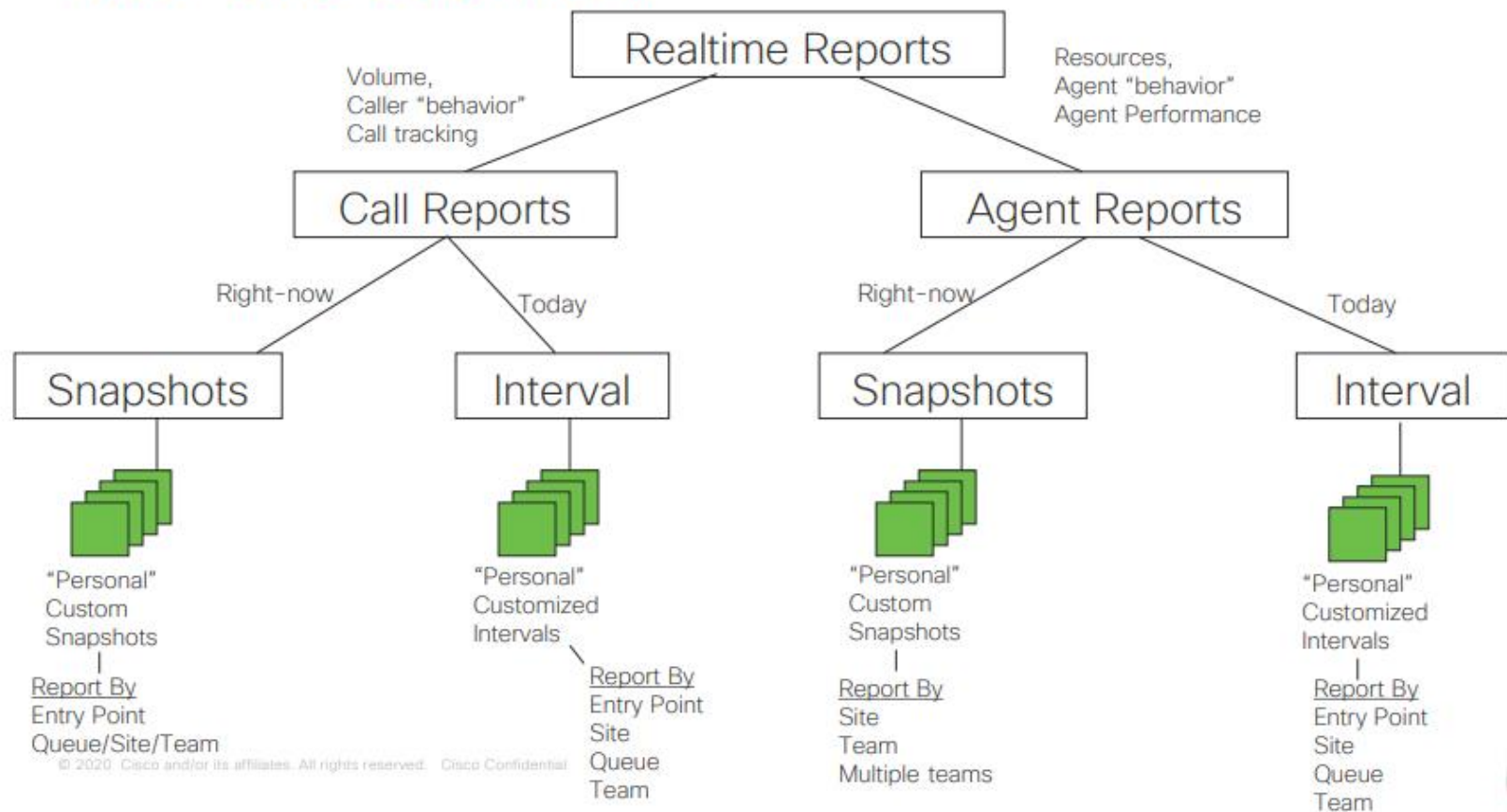
ID -1179
Temporal Scope Historical
Created By Cisco
Modified Jul 15, 2021 05:10:37 AM



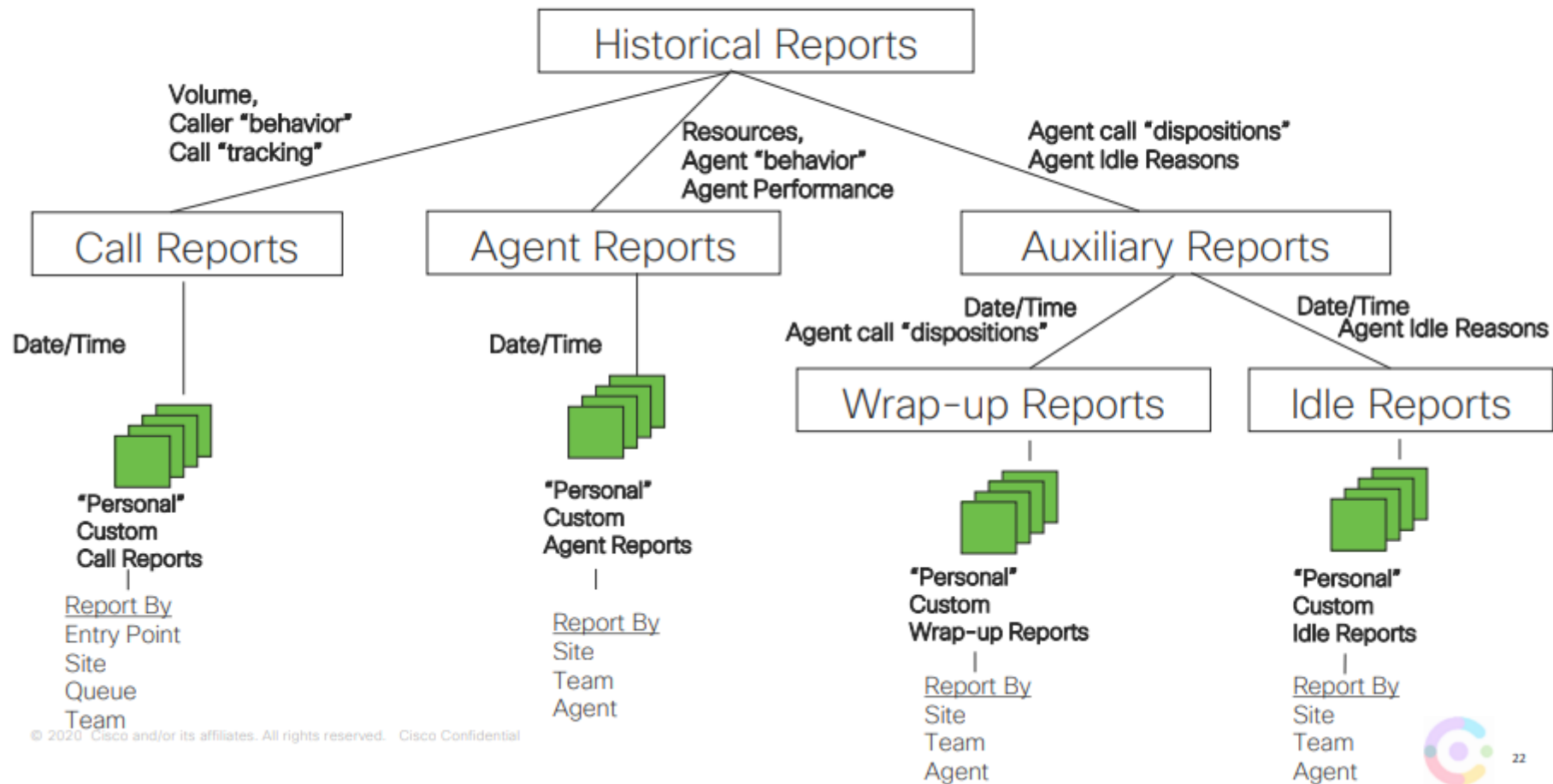
Usage Report

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

Real-time Overview



Historical Overview



Analyzer Dashboards



Dashboards

The Analyzer
Demo

The screenshot shows a web application interface for dashboards. On the left is a vertical sidebar with four icons: a home icon, a grid icon, a blue dashboard icon (highlighted), and a clipboard icon. The main content area has a dark header bar with a hamburger menu, the word 'Dashboard', and a user profile 'emearwebexcc'. Below the header is a breadcrumb 'Home > Dashboard'. A 'Create New' button is on the left, and a search bar 'Search Folders & Dashboards' is on the right, followed by a 'Show: Everything' dropdown. The 'Folders' section contains a list item 'Stock Reports' which is enclosed in a red rectangular box. A red arrow points from the bottom of this box to the 'Business Metrics' dashboard card in the bottom row. The bottom row also contains 'Historical Reports' and 'Real-Time Reports' dashboard cards.

Dashboard

emearwebexcc emearwebexcc

Home > Dashboard

Create New

Search Folders & Dashboards

Show: Everything

Folders

Stock Reports

Business Metrics

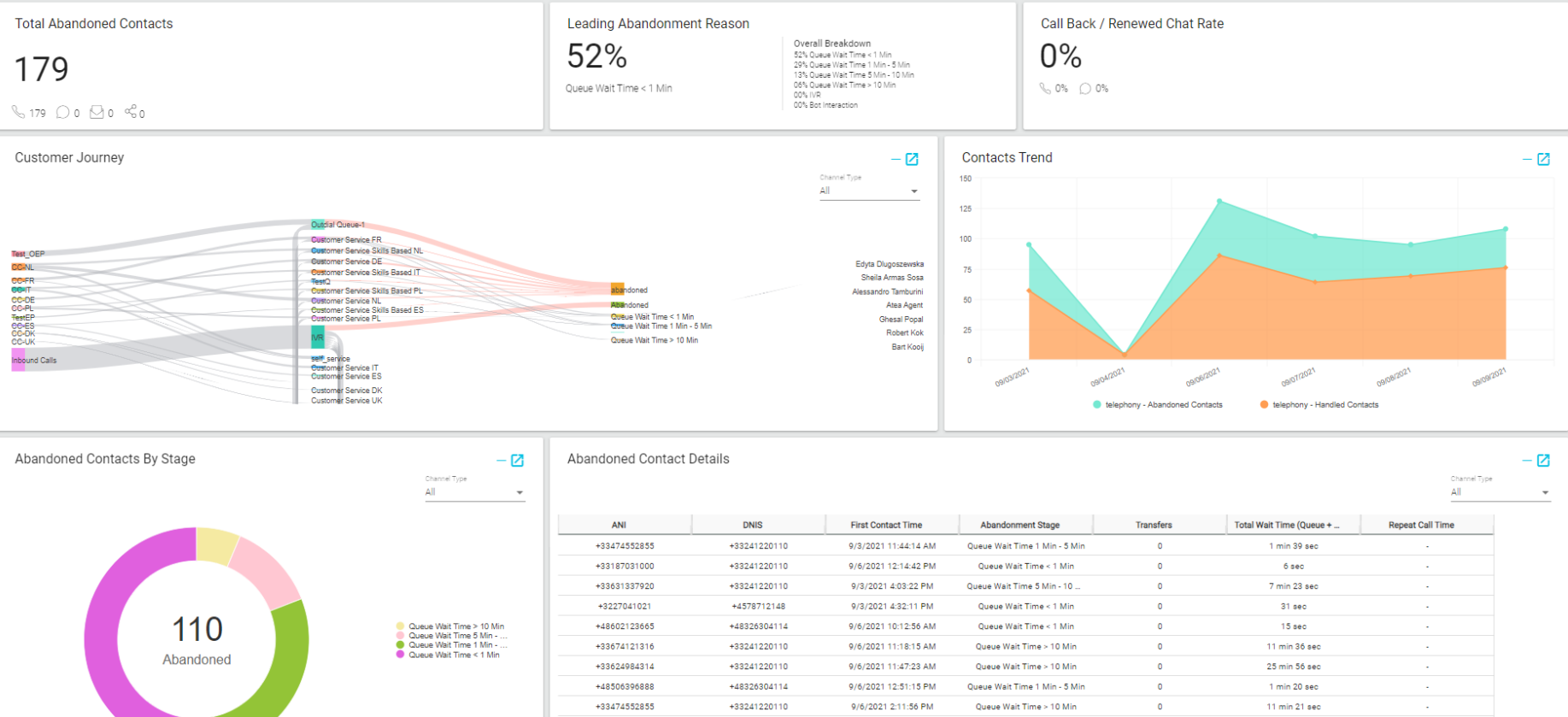
Historical Reports

Real-Time Reports

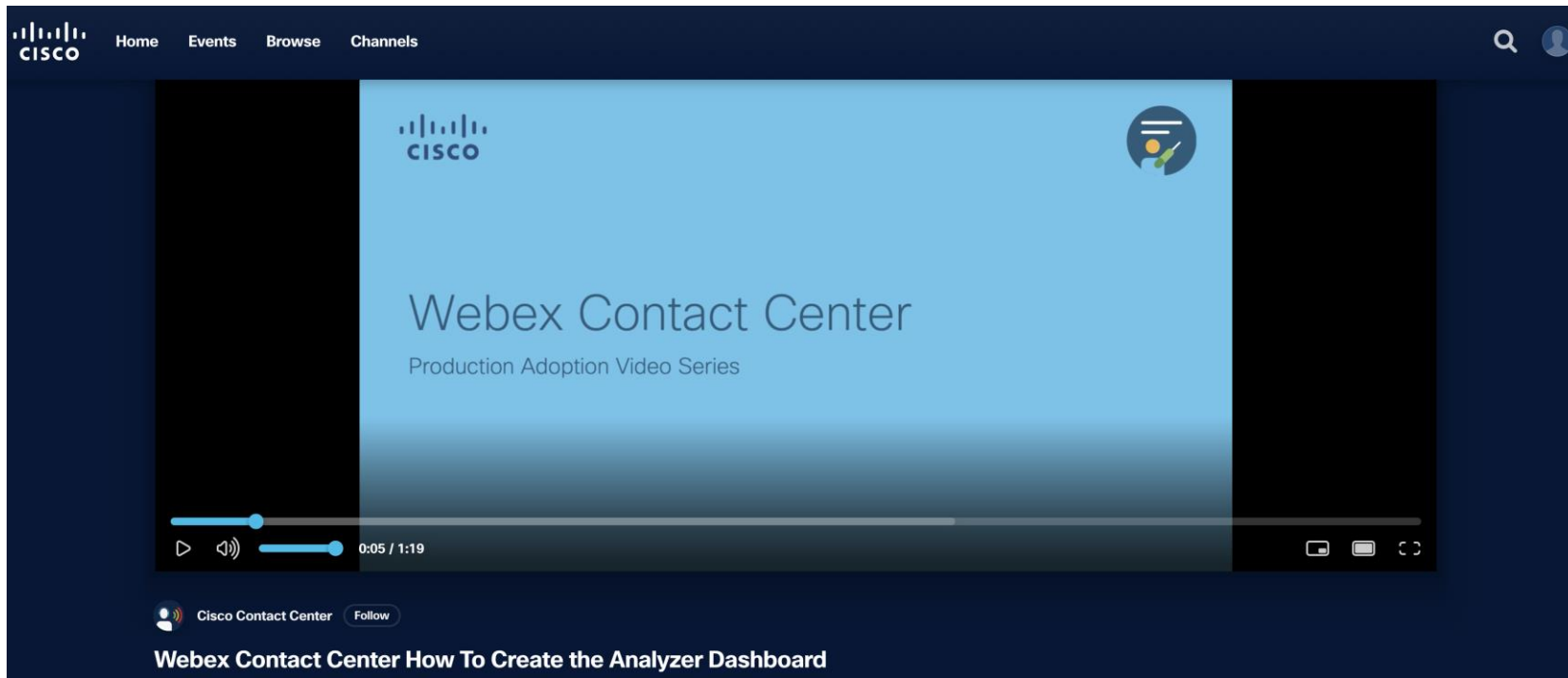
Analyzer Dashboards

Abandoned Contacts

Interval: Daily | Duration: Last 7 days



Creating a Dashboard



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

Questions?

