

Configure CUIC Report Default View and Thresholds

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Introduction

This document describes the process of modification of the CUIC Report view and threshold based on the provided test scenario.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Intelligence Center (CUIC)
- Contact Center Express

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Modification on Report Default View and Threshold

Test Scenario

By default, the 'Agent CSQ Statistics Report' display has four Columns as AgentID, Contact Service Queue (CSQ) Name, Calls Waiting, and Longest Call in Queue. Modify CSQ Statistics

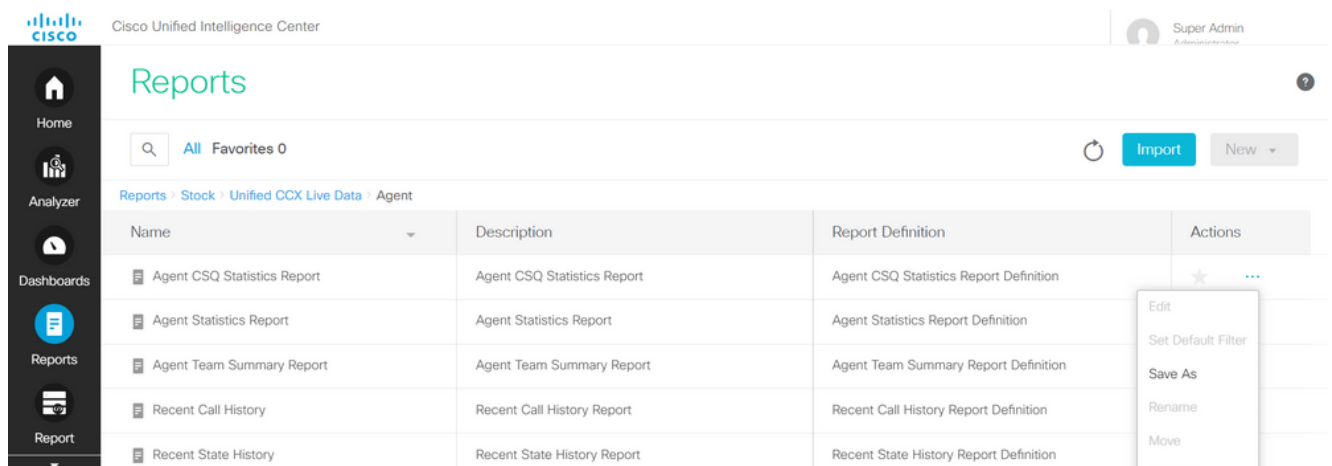
Report that excludes AgentID column, and Call-In Queue columns must display only calls that wait for greater than two.

In a nutshell, the modified report display appears with:

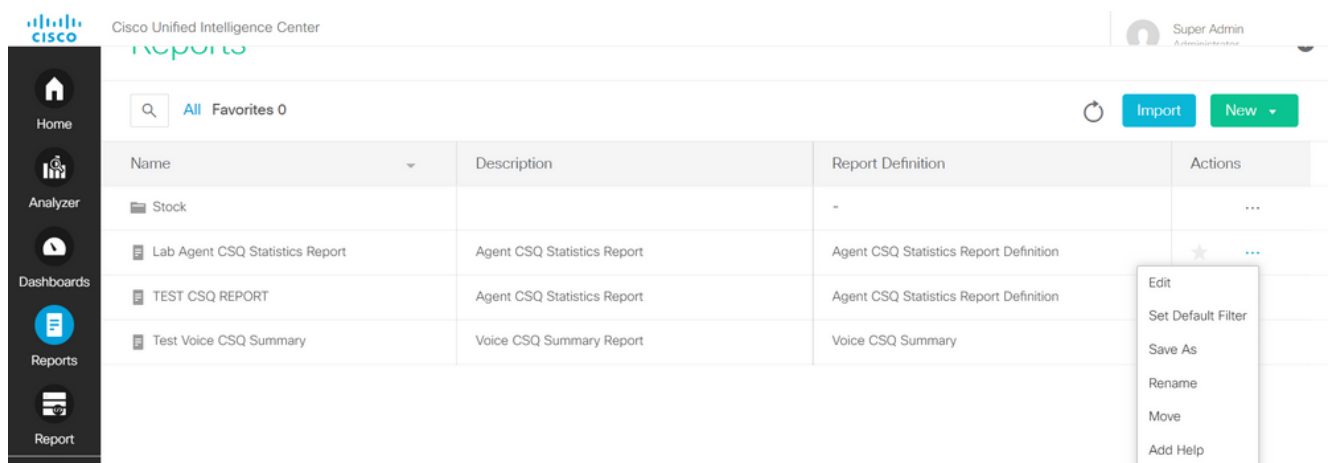
1. Columns as CSQ Name, Calls Waiting, and Longest Call in Queue.
2. Only the CSQs where the calls that wait breach a certain number (for example 2) must be listed.

Detailed Configuration Steps

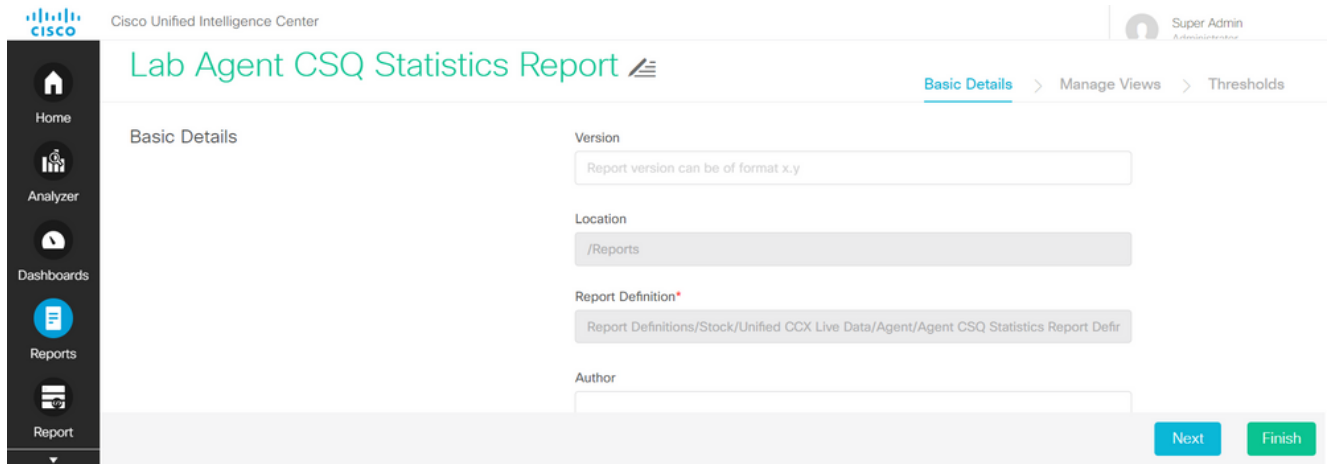
1. Log in to the CUIC with the URL:
<https://fqdn:8444/cuicui/Main.jsp>
2. Choose **Reports > Stock > Unified CCX Live Data > Agent > Agent CSQ Statistics Report**.
3. Rename and save the Report from the Actions Menu options.



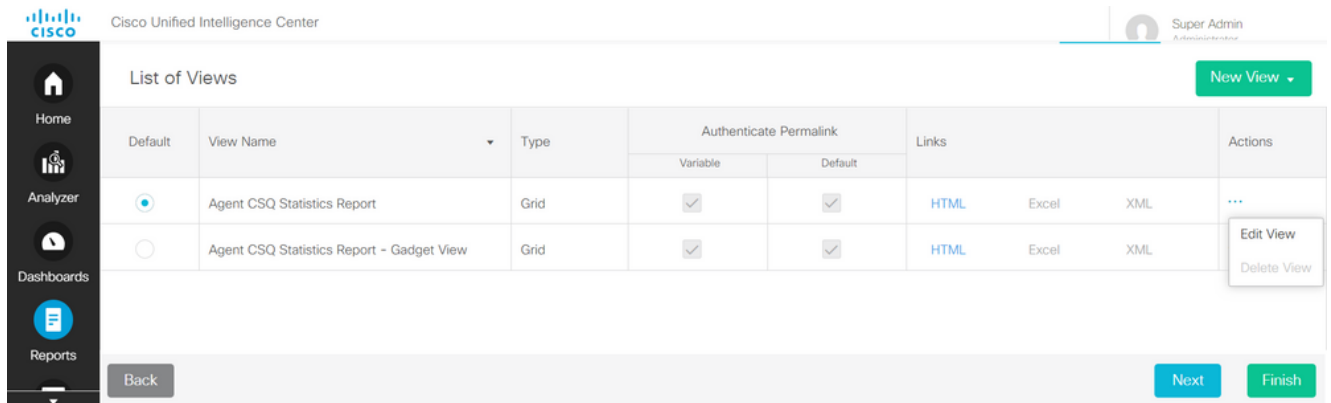
4. Navigate to the newly saved report location. Choose **Edit** on the report from Actions Menu.



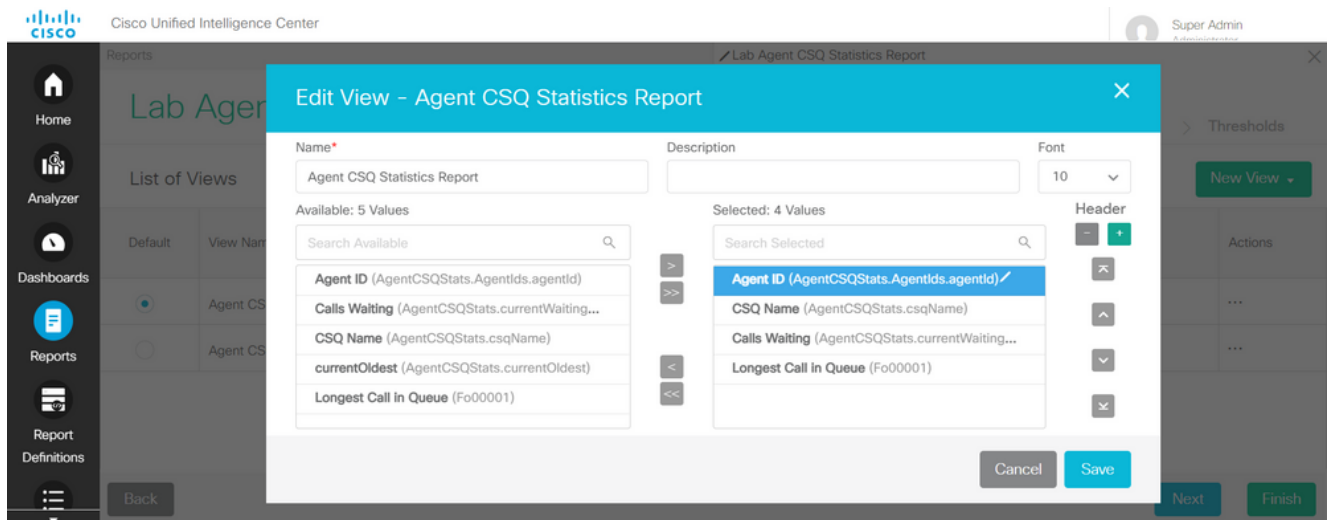
5. Click **Next** to get on the Manage Views tab in order to customize the columns view.



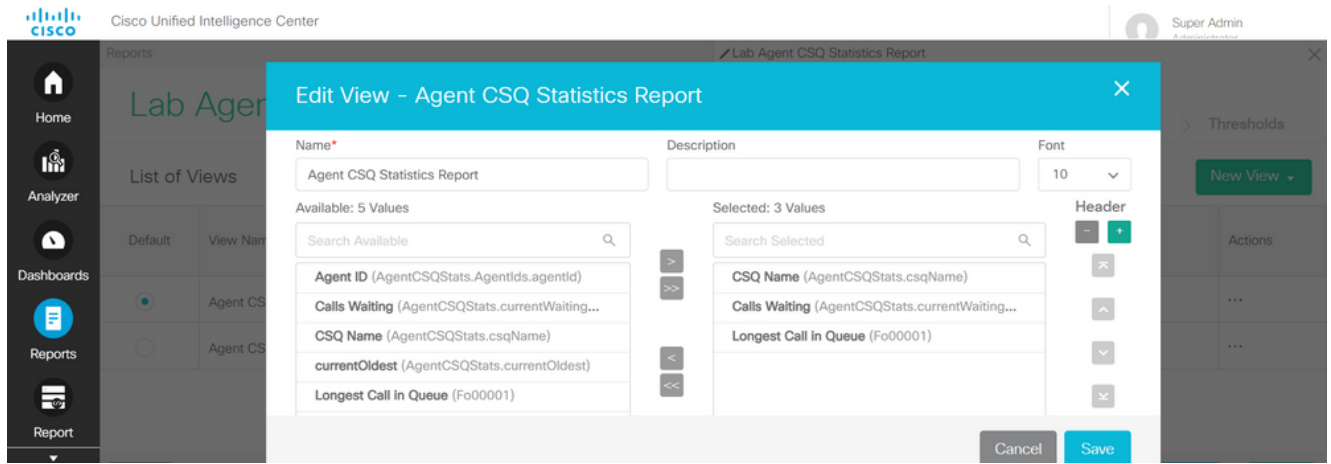
6. For the default Grid View, choose **Edit View** from the Actions Menu.



7. Choose and remove the Field Name Agent ID Value from the selected list to the available list.

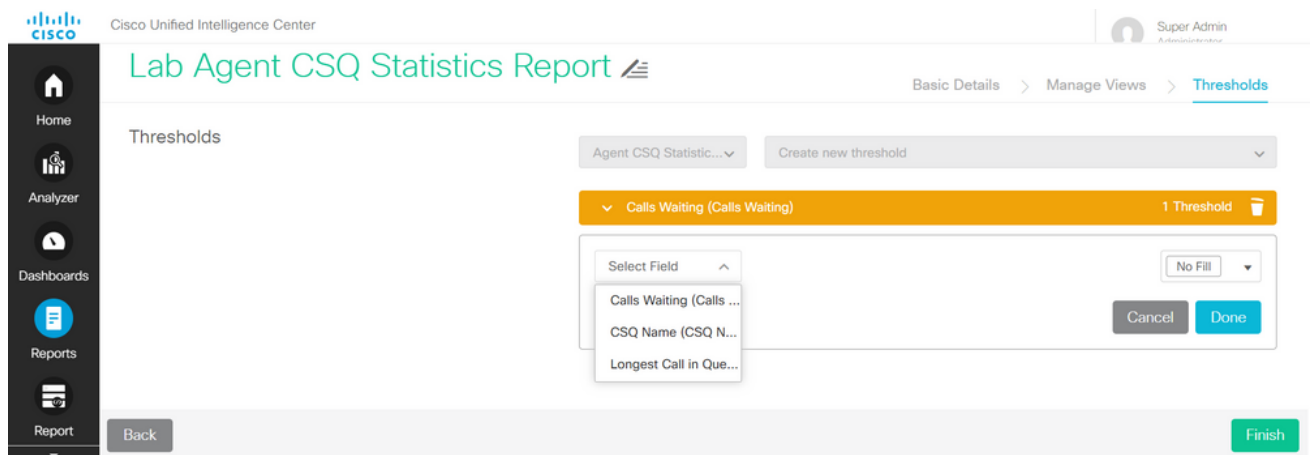
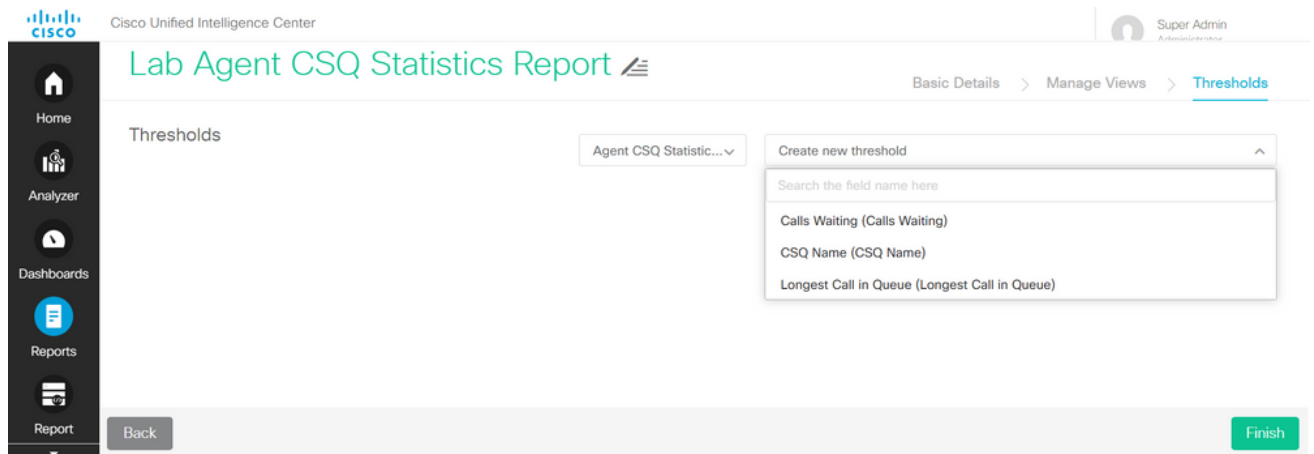


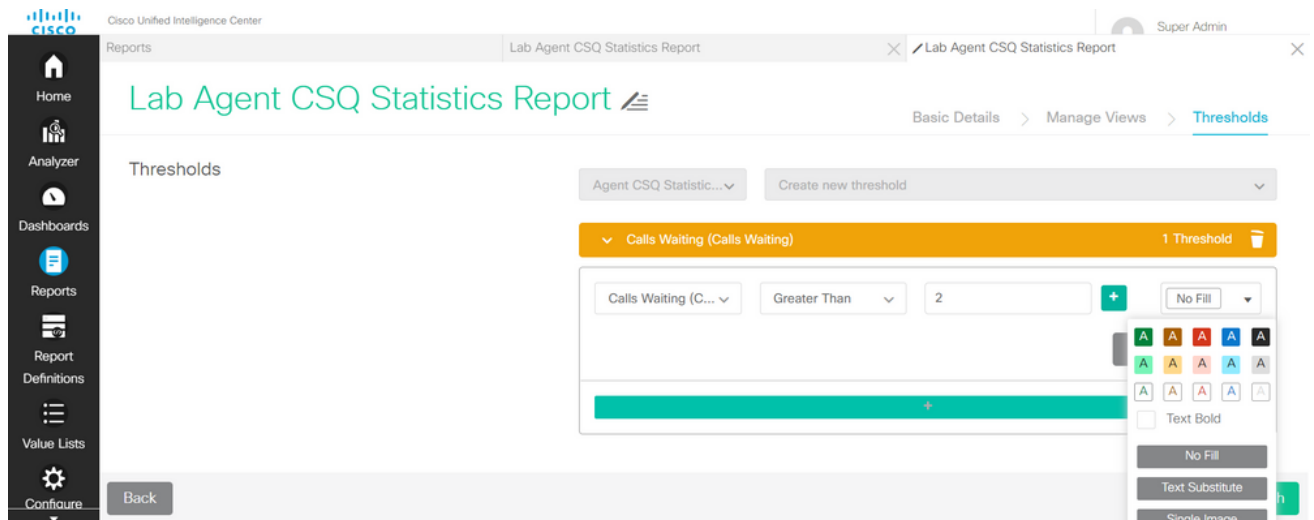
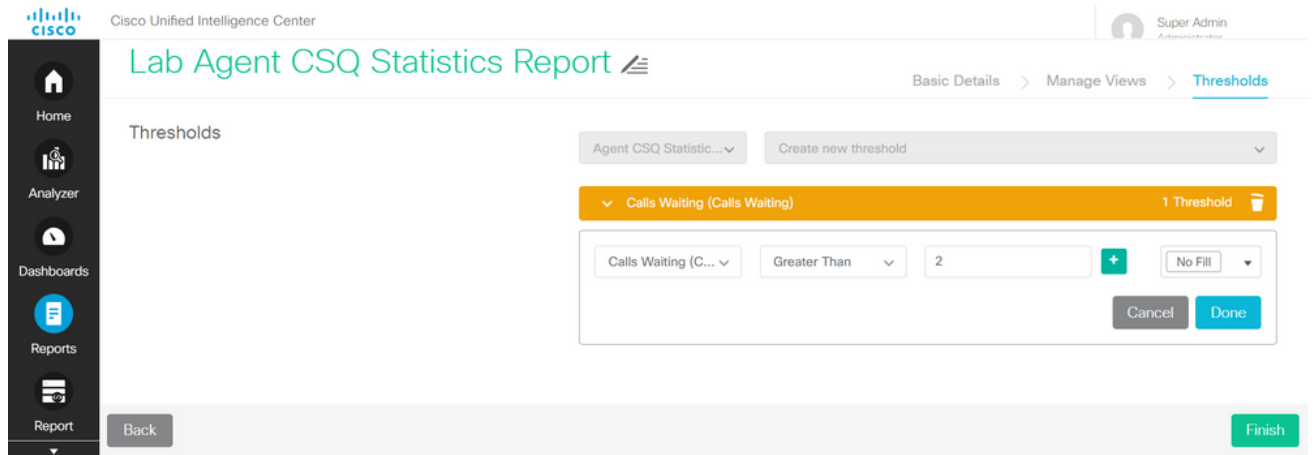
8. Observe that the selected list has three values only.



9. Save the changes and click **Next** to add Thresholds. From **Create New Threshold** choose: Field as Call WaitingOperator as Greater ThanValue as two

10. Choose **Fill color** to highlight the thresholds set in the report (optional).

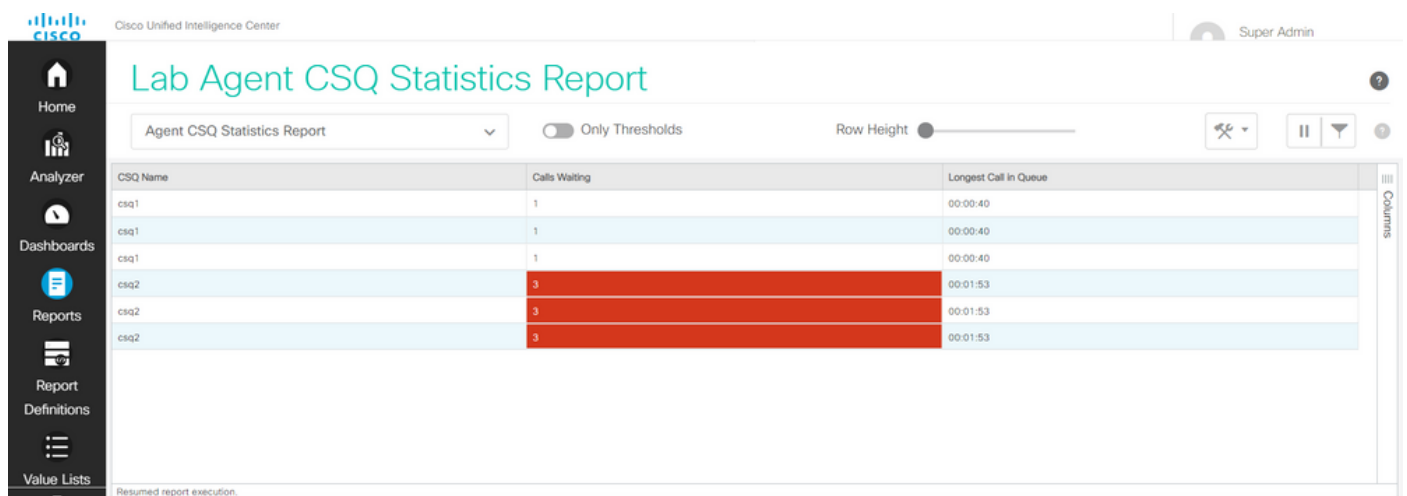




11. Click **Done** and **Finish**.

Verify

Run the report and observe that the report displays the CSQs with calls more than two highlighted in RED which matches the modified view and threshold values.



Moreover, choose **Only Thresholds** to view only those CSQs where calls that wait are more than two.

Lab Agent CSQ Statistics Report

Agent CSQ Statistics Report Only Thresholds Row Height

CSQ Name	Calls Waiting	Longest Call in Queue
csq2	3	00:01:31
csq2	3	00:01:31
csq2	3	00:01:31

Resumed report execution.

With this, the provided test scenario requirements are fulfilled.

Enable the Customized Report as Gadget on Finesse

The Modified report can be applied as a custom gadget on the Finesse, with the help of the View ID of the modified report. To obtain the View ID, go back to the report. From the Actions Menu, choose **permalinks > first HTML link**.

Permalinks

View Name	View Type	Authenticate Permalink		Links		
		Variable	Default	HTML	Excel	XML
Agent CSQ Statistics Re...	Grid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Excel	XML
Agent CSQ Statistics Re...	Grid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Excel	XML

Link: Cancel Save

Copy View ID from the permalink. Replace View Id on the Agent CSQ Statistics Report Gadget that exists in the Desktop Layout and save it.

Manage Desktop Layout

Text Editor XML Editor Expand All

```

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  <tab>
    ...
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</tabs>

```

Log in to the finesse and test the gadget.