

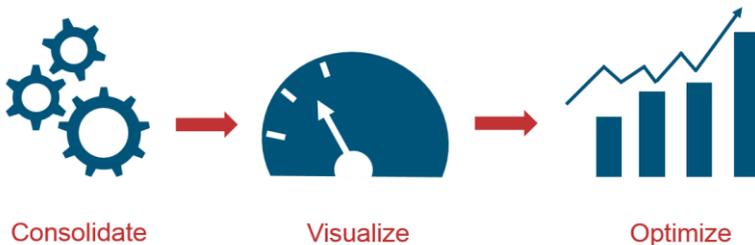
## User-friendly reporting solution for Cisco's Contact Center Enterprise (CCE)

Bucher + Suter's Reports for CUIC is an add-on to Cisco's Unified Intelligence Center which offers an array of report templates that fulfill the vast majority of contact center reporting requirements. b+s Reports for CUIC is a complete, out-of-the-box solution administrators can implement immediately, without having to spend time building custom reports or customizing existing reports. It makes it possible for management to analyze every interaction across all channels and to share critical Key Performance Indicators (KPIs) throughout the organization.

b+s Reports for CUIC requires the purchase of a CUIC standard license as it is accessed and fully integrated into the standard CUIC application. . The product is available in both a "Basic Package" and a "CallByCall Package". Both packages include an Interface that can export data to third party systems (e.g. CRM) for unified reporting.

Using b+s CallByCall reports, administrators can evaluate customers' true level of satisfaction with contact center service by allowing administrators to view each step of the customer experience (IVR, queue, transfer 1, transfer 2, etc.). b+s CallByCall reports allow managers to see detailed information for each and every call from the time the customer enters the system until disconnect.

b+s Reports for CUIC provides real-time and historical data for how interactions are queued, routed, and handled. It not only gives administrators valuable call center data, but also provides insights about that data..This approach allows management to analyze operational weaknesses, determine causes of those issues, and select appropriate strategies to resolve them.



### Product Highlights

- Clearly laid out and user friendly templates
- Out-of-the-box solution means that no customization required
- Greatly enhanced CUIC's functionality

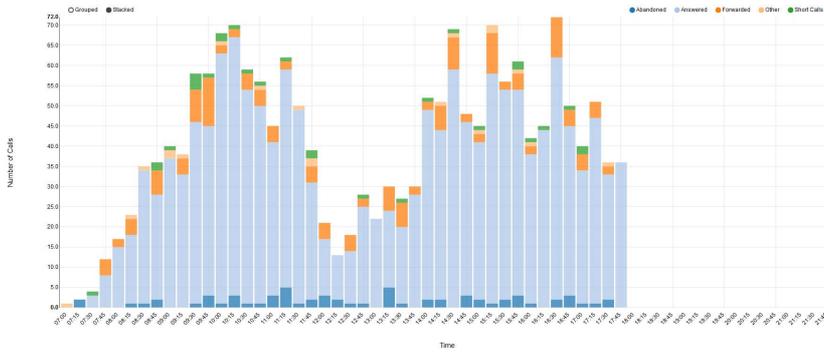
### Key Benefits

- **Aggregates data** on the Cisco AW/HDS for daily summaries rather than transmitting the data line by line. This improves speed and performance.
- **Out-of-the-box drilldowns** facilitate detailed data analysis.
- **Advanced filters**, available within all reports, allow users to filter on any field.
- **Numerous multichannel reports** allow users to see all interaction types on a single row.
- **Configurable real-time graphs and charts** provide operational insight at a glance.
- **Data export interface** facilitates unified/multi-system reporting.

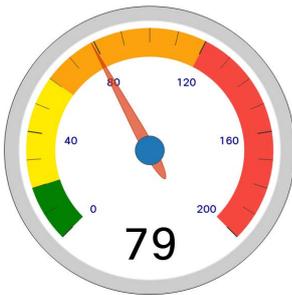




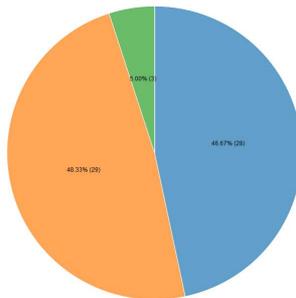
b+s Reports for CUIC offer configurable bar, pie, gauge, and line charts for all reports and views for which they are relevant. They give management the ability to see what's going on in the contact center at a glance.



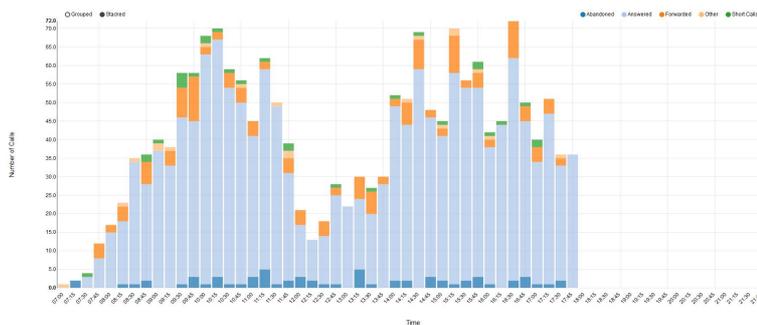
Bar Chart: Finished Volumes by Precision Queue Step



Gauge Chart: Longest Wait Time



Pie Chart: Routing Analyses by Agent Teams



Bar Chart: Intraday Call Volume

b+s Reports for CUIC greatly enhances CUIC utilization by offering report administrators a wide variety of useful report templates. These out-of-the-box templates provide crucial data in a user-friendly and easy-to-view format that requires no customization whatsoever by contact center personnel.

## Key Product Features

- Daily, weekly, monthly, and summary views accessible via easy-to-use drop down menus
- Call Type, Skill Group, Precision Queue, and Agent performance reporting
- Precision Queue routing and membership analysis
- Call flow analysis
- Not ready and wrap-up reason reporting
- Agent state detail reporting
- Enterprise call types (for grouping)
- Multichannel (email, chat, case, etc.) and outbound campaign analysis
- Team summary reporting
- Wallboards and supervisor dashboards
- Workforce Management oriented reports
- Detailed customer contact reporting
- Cradle-to-grave reporting
- Recaller analysis
- Agent extension/direct calls reporting