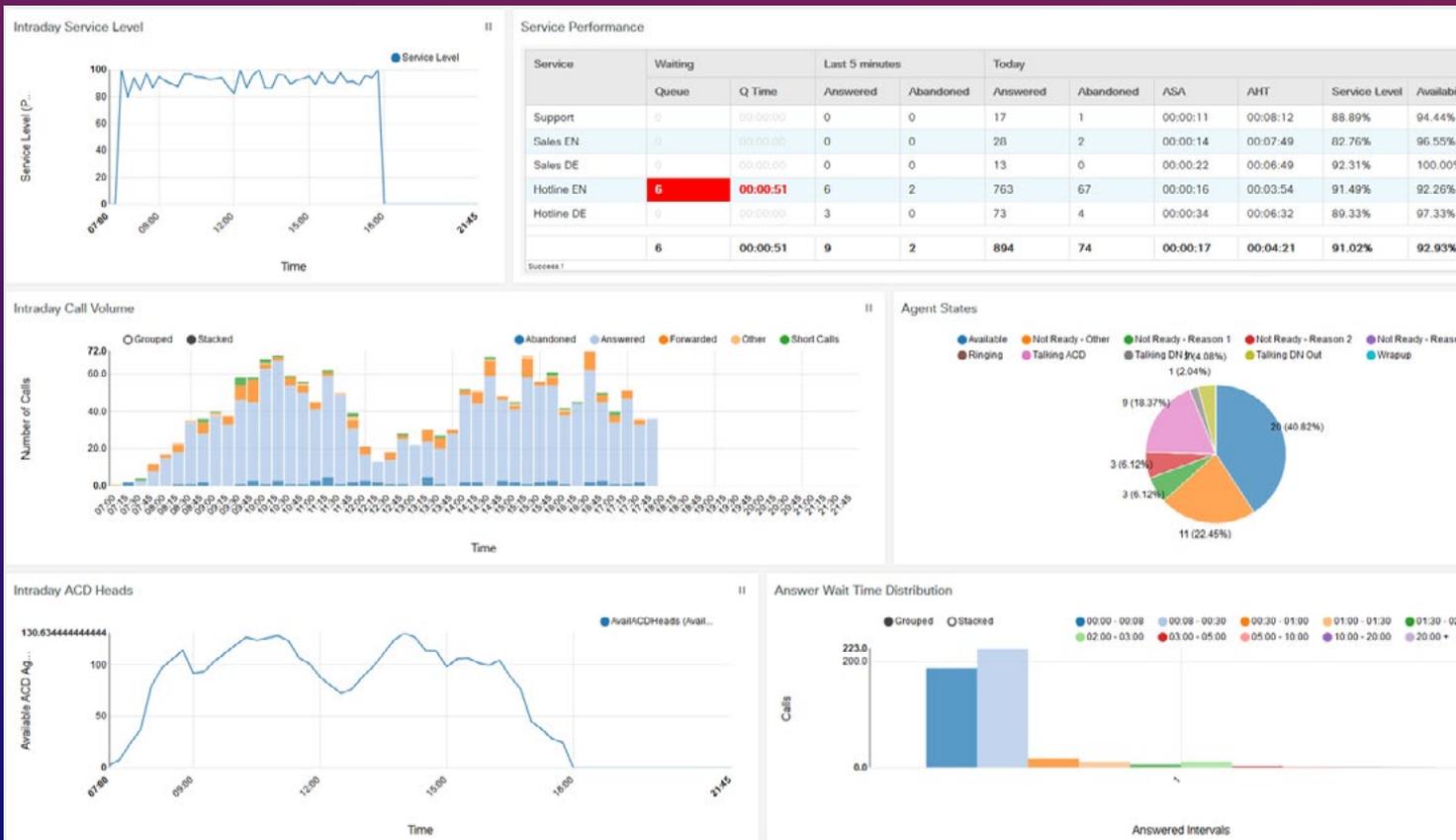


b+s Reports for CUIC

Get comprehensive, concrete data with this unified, user-friendly reporting solution for Cisco Contact Center (CCE).



Bucher + Suter's Reports for CUIC is an add-on to Cisco's Unified Intelligence Center that 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.

Our offering

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.

b+s Reports for CUIC offers 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.

Key benefits

- Enterprise groups summarize data according to your needs and allow using own labels
- Analysis on call detail sources provide the comprehensibility you need for interpreting data
- Precision routing visibility enables insight into configuration data up to the evaluation of the effective routing
- Overall and detailed data types facilitate the creation of e.g. GDPR compliant reports as well as detailed evaluations
- Out-of-the-box drilldowns facilitate detailed data analysis
- Advanced filters, available within all reports, allow users to filter on any field
- Configurable real-time graphs and charts provide operational insight at a glance
- Data export interface facilitates unified/multi-system reporting

This package also includes data integration with Enterprise Chat and Email (ECE) and reports on cases, activities and events.

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.



Product highlights

- Data mart providing fast access to enhanced and aggregated data
- Out-of-the-box, simple, pre-formatted reports for any contact center role
- Omni channel reports provide media states and interaction types on a single row (ACD, personal inbound, chat, email, outbound)
- Dedicated setup for a local time zone allows reporting based on local time zone

Product features

Analytics

- Drilldowns facilitate detailed data analysis
- Advanced Filters available using value lists
- Call Flow analysis
- Primary Queue reporting
- Cradle to grave reporting
- Recaller and top ANI analysis
- Customer call search

User experience

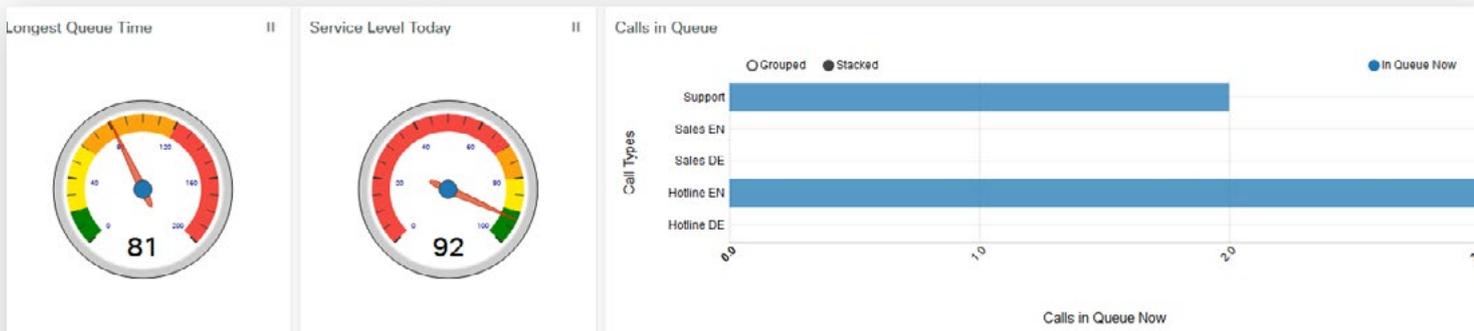
- Pre-configured detail, daily, weekly, monthly and chart views
- Enterprise Groups for business relevant grouping of data
- SkillGroup and PrecisionQueue consolidation
- Online Template Help

Technical

- Data export interface
- Dedicated time zone functionality
- RealTime Reports without midnight reset but with consolidated time zone summaries
- Administrative configuration reports
- Redundancy including replication of b+s configuration database

Reporting- and data-types

- CallType, Queue, Team, Agent, and Enterprise-Group performance
- Precision Routing visibility (attribute assignment, PQ membership and analysis)
- Agent media state detail incl. not ready reason categories and productivity
- Not ready reason detail
- Wrap-up classification
- GDPR compliant Team performance
- Customer contact detail, performance and completion
- ECE Reporting (detail, status and performance reports on cases and activities)
- Agent extension/direct call detail and performance
- Outbound dialer (aggregated, real time, and detail data)
- Wallboard- and supervisor- dashboard reports



Multimedia Agents Logged In

| Agent Login | Media Name | Agent State | Reason | State Duration | Login DateTime | Extension | Open Tasks | Max Tasks | Available |
|-------------|-------------|-------------|----------------|----------------|---------------------|--------------|------------|-----------|-----------|
| 47483918 | Cisco_Voice | Available | | 00:05:52 | 4/13/18 10:48:08 am | 369990102587 | 0 | 1 | Yes |
| 47483731 | Cisco_Voice | Talking ACD | | 00:14:42 | 4/13/18 10:48:58 am | 369990102572 | 1 | 1 | No |
| 47483917 | Cisco_Voice | Not Ready | Administration | 00:02:44 | 4/13/18 10:53:20 am | 369990102588 | 0 | 1 | No |
| 47483858 | Cisco_Voice | Available | | 00:06:30 | 4/13/18 10:49:16 am | 369990102552 | 0 | 1 | Yes |
| 47483746 | Cisco_Voice | Not Ready | Meeting | 00:13:18 | 4/13/18 10:50:30 am | 369990102573 | 0 | 1 | No |
| 47483857 | Cisco_Voice | Available | | 00:09:36 | 4/13/18 10:54:24 am | 369990102525 | 0 | 1 | Yes |
| 47483921 | Cisco_Voice | Not Ready | Meeting | 00:01:50 | 4/13/18 10:51:42 am | 369990102089 | 0 | 1 | No |

Why Bucher + Suter?

Unparalleled expertise

With decades of experience in the industry, Bucher + Suter stands at the forefront of innovative customer service solutions. Our deep understanding of the unique challenges faced by businesses in various sectors allows us to deliver solutions that drive efficiency and enhance customer satisfaction.

Cutting-edge technology

Bucher + Suter leverages the latest advancements in technology to provide robust, scalable, and flexible solutions. Our integration with leading platforms ensures seamless connectivity, empowering your organization with tools that adapt to evolving business needs and technological landscapes.

Comprehensive solutions

From contact center integration to customer experience management, Bucher + Suter offers a comprehensive suite of solutions designed to optimize every touchpoint of the customer journey. Our end-to-end approach ensures that all aspects of your customer interactions are covered, resulting in a cohesive and effective customer service strategy.

Proven track record

Our extensive portfolio of successful projects and satisfied clients speaks volumes about our capabilities and reliability. Companies around the globe trust Bucher + Suter to deliver solutions that drive results and add value to their operations.

Dedicated support

We pride ourselves on providing exceptional customer support. Our dedicated team of experts is always ready to assist you, ensuring that your solutions are running smoothly and effectively. With Bucher + Suter, you can count on reliable, ongoing support to keep your business operations uninterrupted.

Innovation and development

We are committed to continuous improvement and innovation. By staying ahead of industry trends and investing in research and development, Bucher + Suter ensures that our solutions remain cutting-edge and capable of meeting the future demands of your business.

Global presence, local touch

With a global presence and a local touch, Bucher + Suter combines international expertise with personalized service. Wherever your business operates, we are there to support you with tailored solutions that align with local market dynamics and global best practices.



Get in touch

Ready to discover what Bucher + Suter can do for your customer experience strategy?

We're ready when you are!

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