



b+s Reports for CUIC

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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.

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.

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.



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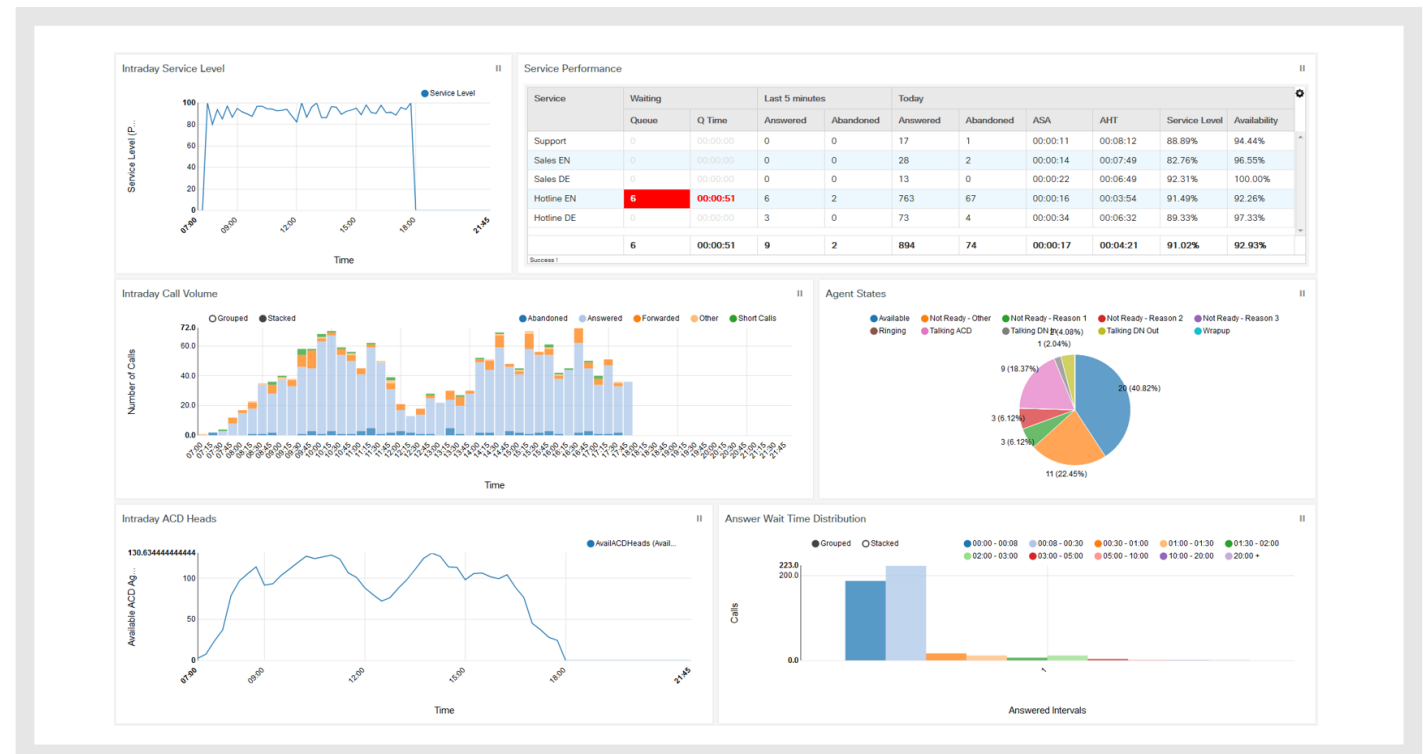
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PRODUCT HIGHLIGHTS

- 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

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



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PRODUCT FEATURES

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

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

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

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

