



CISCO TRAINING

Reporting Cisco Contact Center Enterprise

Master reporting and analytics for Cisco Contact Center Enterprise. Gain key insights to optimize your contact center operations.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

This intermediate-level course, "Reporting Cisco Contact Center Enterprise" from Cisco, is meticulously designed to equip IT professionals with the essential skills to harness the power of data within a Cisco Contact Center Enterprise (CCE) environment. Participants will delve into the intricacies of CCE reporting tools, focusing on how to extract, analyze, and interpret critical operational data. The curriculum covers core technologies such as Cisco Unified Intelligence Center (CUIC), Live Data reports, and understanding the underlying CCE database schemas to generate actionable insights for performance optimization.

By mastering the art of CCE reporting, you will be able to monitor agent performance, track customer journey metrics, identify operational bottlenecks, and make data-driven decisions that significantly enhance customer satisfaction and contact center efficiency. This course empowers you to transform raw contact center data into strategic business intelligence, making you an invaluable asset in any organization leveraging Cisco's robust contact center solutions. Gain the expertise to build custom reports, dashboards, and integrate reporting capabilities to drive continuous improvement and achieve key business objectives.

Duration	2 hours
Level	Intermediate
Vendor	Cisco

COURSE CURRICULUM

01 Module 1: Introduction to Cisco Contact Center Enterprise Reporting

- Overview of Cisco CCE Architecture for Reporting
- Understanding Data Flow in CCE for Reporting
- Introduction to Cisco Unified Intelligence Center (CUIC)
- Differentiating Historical and Real-time Reporting Needs
- Key Performance Indicators (KPIs) in a Contact Center

02 Module 2: Cisco Unified Intelligence Center (CUIC) Fundamentals

- Navigating the CUIC Interface and Dashboards
- Running Stock Reports: Agent, Skill Group, Call Type, and Enterprise Data
- Understanding Report Types: Grid, Chart, Gauge
- Applying Filters and Permalinks to Reports
- Creating and Managing Report Definitions

03 Module 3: Advanced CUIC Reporting and Customization

- Introduction to CUIC Data Sources and Database Schema
- Building Custom Reports using SQL Queries
- Implementing Advanced Filtering and Grouping
- Creating Custom Report Templates and Views
- Scheduling Reports and Exporting Data Formats

04 Module 4: Live Data Reporting and Real-time Monitoring

- Understanding Cisco Finesse Live Data Gadgets
- Configuring Live Data Reporting for Real-time Insights
- Monitoring Agent State and Queue Performance in Real-time
- Creating Custom Live Data Reports and Dashboards

- Troubleshooting Live Data Display Issues

05 Module 5: Reporting Best Practices and Troubleshooting

- Optimizing Report Performance
- Data Integrity and Validation for Reporting
- Security Considerations for CCE Reporting
- Common Reporting Issues and Troubleshooting Techniques
- Integrating Reporting with External Business Intelligence Tools (Overview)

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Contact Center Business Intelligence Analyst**
- > **Cisco UCCE Reporting Specialist**
- > **Contact Center Operations Performance Manager**

FREQUENTLY ASKED QUESTIONS

Q: What specific skills will I gain from this course to directly improve contact center agent efficiency and customer experience?

This course will empower you to generate precise reports on agent handle times, talk times, wrap-up times, and customer wait times. You'll learn to identify bottlenecks, pinpoint agents requiring coaching, and understand call flow patterns. By analyzing these metrics, you can directly contribute to optimizing agent schedules, refining call routing, and ultimately enhancing the overall customer journey, leading to improved satisfaction and operational efficiency.

Q: Are there any recommended prerequisites concerning SQL knowledge or existing Cisco UCCE administration experience for this reporting course?

While foundational knowledge of Cisco Contact Center Enterprise concepts is beneficial, this course is designed for those looking to specialize in reporting. Basic SQL understanding will be advantageous, particularly in Module 3 where custom report creation using SQL queries is covered. Prior hands-on UCCE administration experience is not strictly required but would provide a valuable context for understanding the data sources being reported upon.

Q: How will mastering Cisco CCE reporting tools, like CUI and Live Data, advance my career in contact center management or IT support?

Mastering CCE reporting tools positions you as a critical asset capable of transforming raw operational data into strategic insights. For contact center management, this means making data-driven decisions to optimize resource allocation and improve service levels. For IT support, it enhances your ability to troubleshoot performance issues by analyzing historical trends and real-time data, thus enabling you to proactively identify and resolve problems, making you a more effective and indispensable professional.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke