

# **Reporting Guide For Cisco Unified Customer Voice Portal**

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... Reporting Guide for Cisco Unified ICM/Contact Center Enterprise & Hosted 8.0(1) December 2011 Americas Headquarters Cisco Systems, Inc. 170 West Tasman Drive Reporting Guide for Cisco Unified ICM/Contact Center ... Contents ii Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide OL-22520-01 Configuring the CDR Repository Manager 2-4 Configuring CDR Enterprise Parameters 2-5 Configuring CDR Service Parameters 2-6 CAR System Settings 2-7 Configuring CAR Administrators, Managers, and Users 2-8 Logging On to CAR 2-9 Logging Out of CAR 2-13 Related Topics 2-13 Cisco Unified CDR Analysis and Reporting Administration Guide Uplinx Report Tool for Cisco Unified Communications saves you time by automatically producing customized professional reports in HTML, Excel, CSV, Windows Help and WORD format in minutes - a task that otherwise takes many hours. Reports can be scripted and generated nightly. Pricing from \$590 at our Online Shop. Report Tool for Cisco Unified Communications Cisco Unified Intelligence Suite Archiver User and Schema Guide, Release 7.5(4) (PDF - 9 MB) Cisco Unified Intelligence Suite Intelligence Center User Guide, Release 7.5(5) (PDF - 12 MB) Cisco Unified Intelligence Suite Intelligence Center User Guide, Release 7.5(4) (PDF - 12 MB) Report Template Reference Guide For Cisco Unified Intelligence Center Release 8.5(3) (PDF - 8 MB) Cisco Unified Intelligence Center - End-User Guides - Cisco Contents ii Cisco Unified Communications Manager CDR Analysis and Reporting Administration Guide OL-20101-01 Configuring CDR Enterprise Parameters 2-5 Configuring CDR Service Parameters 2-6 CAR System Settings 2-7

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Contact Center Express Historical Reporting Guide, Release 10.6(1) First  
Published: December 15, 2014 Americas Headquarters Cisco Systems, Inc. 170  
West Tasman Drive Cisco Unified Contact Center Express Historical Reporting ... I  
have very basic questions regarding the UCCX reporting, for which I've been  
having a hard time finding a clear answer. A report that I pull (Agent Call  
Summary Report) lists the following classifications of calls made by my agents: 1.  
Inbound ACD (a significant number) 2. Inbound Non-ACD on IPCC (also a  
significant number) 3. UCCX Reporting - basic questions on # 1... - Cisco  
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who are responsible for managing and supporting the Cisco Unified CallManager  
system. Cisco Unified CallManager CDR Analysis and Reporting Tool ... Cisco  
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Schema Guide for Cisco Unified Contact Center Express (Unified CCX) describes

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