



VPI PERFORMANCE Reports for Cisco UCC Express



Introduction

VPI PERFORMANCE™ reports deliver vital performance information and highlight where adjustments need to be made on an agent, group, or site basis. Managers can view real-time and historical performance metrics, consolidated across multiple systems and sites, which may include virtual contact centers, and outsourced and remote agents. VPI PERFORMANCE for Cisco UCC Express comes standard with the following twenty dynamic, real-time reports. These Web-based reports allow you to drill-through the data so you can quickly identify the root cause of problems or successes and spot opportunities for improvements.

Interval and Date Reports

1. ACD Call Performance
2. Agent Performance Summary
3. Call Summary
4. Not Ready Reason Summary
5. Queue Activity Summary
6. State Summary
7. Service Level

Group and Agent Reports

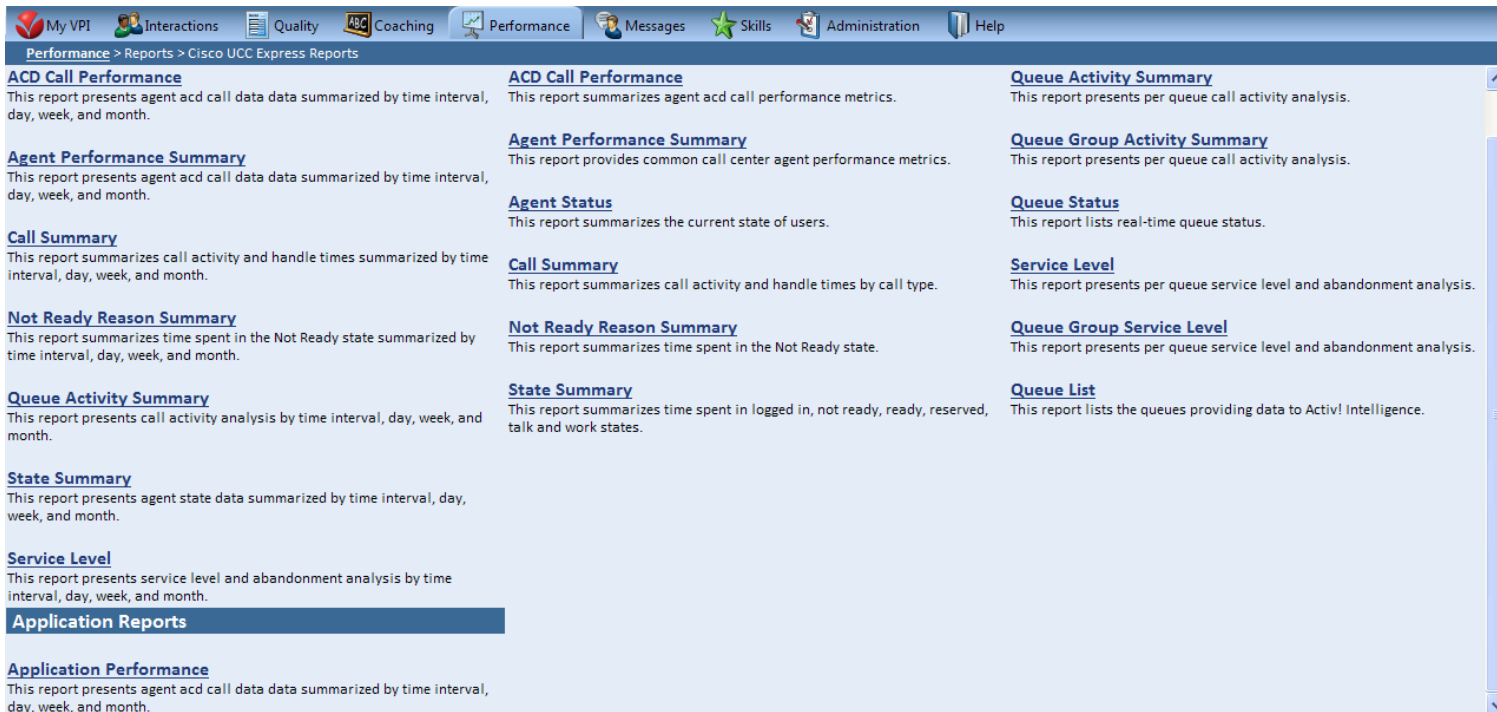
8. ACD Call Performance
9. Agent Performance Summary
10. Agent Status
11. Call Summary
12. Not Ready Reason Summary
13. State Summary

Queue Reports

14. Queue Activity Summary
15. Queue Groups Activity Summary
16. Queue Status
17. Service Level
18. Queue Group Service Level
19. Queue List

Application Reports

20. Application Performance



Interval and Date Reports

ACD Call Performance

This report presents agent ACD call data summarized by time interval, day, week, and month.

Cisco UCC Express System Report: ACD Call Performance

Report Dates: From [1/9/2011](#) to [1/9/2011](#) [Go](#)

Summarize By: [Interval](#) | [Day](#) | [Week](#) | [Month](#)

Day Agents	Avg Logged In Time	Calls Presented	Calls Handled	Calls Percent Handled	Avg Handle Time	Avg Talk Time	Max Talk Time	Avg Hold Calls	Max Hold Time	Avg Work Time
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Agent Performance Summary

This report presents agent ACD call data summarized by time interval, day, week, and month.

Cisco UCC Express Resource Report: Agent Performance Summary

Report Dates: From [1/9/2011](#) to [1/9/2011](#) [Go](#)

Summarize By: [Interval](#) | [Day](#) | [Week](#) | [Month](#)

Day Agents	Avg Logged In Time	% Not Availability	QM Ready	ACD Calls Handled	Calls % Handled	Avg Per Hour	Avg Handle Time	Work % Productivity
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Call Summary

This report summarizes call activity and handle times summarized by time interval, day, week, and month.

Cisco UCC Express Resource Report: Call Summary

Report Dates: From [1/9/2011](#) to [1/9/2011](#) [Go](#)



Summarize By: [Interval](#) | [Day](#) | [Week](#) | [Month](#)

Day Agents	All Calls		All Inbound Calls		Inbound ACD Calls		Inbound Non-ACD Calls		Outbound Calls		Internal Calls		Other Calls	
	Total Calls	Avg Handle	Total Calls	Avg Handle	Total Calls	Avg Handle	Total Calls	Avg Handle	Total Calls	Avg Handle	Total Calls	Avg Talk	Transfer In	Transfer Out Conference

Not Ready Reason Summary

This report summarizes time spent in the Not Ready state summarized by time interval, day, week, and month.

Cisco UCC Express Resource Report: Not Ready Reason Summary

Report Dates:  From [1/9/2011](#) to [1/9/2011](#)  [Go](#)

Display: [User Not Ready States](#) | [Resource Not Ready States](#)



Summarize By: [Interval](#) | [Day](#) | [Week](#) | [Month](#)

Day Agents

Queue Activity Summary

This report presents call activity analysis by time interval, day, week, and month.

Cisco UCC Express Resource Report: Queue Activity Summary

Report Dates:  From [1/9/2011](#) to [1/9/2011](#)  [Go](#)



Summarize By: [Interval](#) | [Day](#) | [Week](#) | [Month](#)

Day	Queues	Calls Presented	Avg Queue Time	Max Queue Time	Calls Handled	Avg Talk Time	Avg Handle Time	Calls Abandoned	Avg Aband Queue Time	Max Aband Queue Time	Service Level
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State Summary

This report presents agent state data summarized by time interval, day, week, and month.

Cisco UCC Express Resource Report: State Summary

Report Dates:  From [1/9/2011](#) to [1/9/2011](#)  [Go](#)

Summarize By: [Interval](#) | [Day](#) | [Week](#) | [Month](#)

Day	Agents	Logged In Time	Not Ready Time	Ready Time	Reserved Time	Talk Time	Work Time
		Total Avg	Total Avg %	Total Avg %	Total Avg %	Total Avg %	Total Avg %

Service Level

This report presents service level and abandonment analysis by time interval, day, week, and month.

Cisco UCC Express Resource Report: Service Level

Report Dates: From 1/9/2011 to 1/9/2011 [Go](#)

Summarize By: [Interval](#) | [Day](#) | [Week](#) | [Month](#)

Day	Queues	Percentage of Calls Meeting Service Level				Calls Presented	Calls Handled	Calls Abandoned	Calls Dequeued
		Only Handled	Without Aband	Positive Aband	Negative Aband				
		Calls Handled <SL	Calls Aband <SL						

Group and Agent Reports

ACD Call Performance

This report summarizes agent ACD call performance metrics.

Cisco UCC Express Group Report: ACD Performance

Report Date: From 1/9/2011 to 1/9/2011 [Go](#)

Group	Days	Agents	Avg Logged In Time	Calls Presented	Calls Handled	Percent Handled	Avg Handle Time	Avg Talk Time	Max Talk Time	Avg Hold Calls	Max Hold Time	Avg Work Time

Agent Performance Summary

This report provides common call center agent performance metrics.

Cisco UCC Express Group Report: Agent Performance Summary

Report Date: From 1/9/2011 to 1/9/2011 [Go](#)

Group	Days	Agents	Avg Logged In Time	% Not Available	% Ready Occupancy	QM Utilization	Productivity Score	ACD Calls Handled	ACD Calls Handled	Calls % Per Hour	Avg Handle Time	Work %

Agent Status

This report summarizes the current state of users.

Cisco UCC Express Group Report: Agent Status

Group Not
 Logged In Ready Ready Reserved Talking Work

Call Summary

This report summarizes call activity and handle times by call type.

Cisco UCC Express Group Report: Call Summary

Report Date: From 1/9/2011 to 1/9/2011 [Go](#)

Group	Days	Agents	All Calls		All Inbound Calls		Inbound ACD Calls		Inbound Non-ACD Calls		Outbound Calls		Internal Calls		Other Calls	
			Total Calls	Avg Handle	Total Calls	Avg Handle	Total Calls	Avg Handle	Total Calls	Avg Handle	Total Calls	Avg Handle	Total Calls	Avg Talk	Transfer In	Transfer Out Conference

Not Ready Reason Summary

This report summarizes time spent in the Not Ready state.

Cisco UCC Express Group Report: Not Ready Reason Summary

Report Date: From 1/9/2011 to 1/9/2011 [Go](#)

Display: [User Not Ready States](#) | [System Not Ready States](#)

Group Days Agents

State Summary

This report summarizes time spent in logged in, not ready, ready, reserved, talk and work states.

Cisco UCC Express Group Report: State Summary

Report Date: From 1/9/2011 to 1/9/2011 [Go](#)

Group	Days	Agents	Logged In Time		Not Ready Time		Ready Time		Reserved Time		Talk Time		Work Time	
			Total	Avg	Total	Avg %	Total	Avg %	Total	Avg %	Total	Avg %	Total	Avg %

Queue Reports

Queue Activity Summary

This report presents per queue call activity analysis.

Cisco UCC Express Queue Report: Activity Summary

Report Dates: From 2/8/2011 to 2/8/2011 [Go](#)

Show: All Queues

Resource	Queue Name	Number of Days	Number of Calls Presented	Avg Queue Time	Max Queue Time	Handled Calls	Avg Talk Time	Avg Handle Time	Abandoned Calls	Avg Aband Time	Max Aband Time	Queue Service Level
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Queue Group Activity Summary

This report presents per queue call activity analysis.

Cisco UCC Express Queue Group Report: Activity Summary

Report Dates: From 2/8/2011 to 2/8/2011 [Go](#)

Queue Group	Number of Queues	Number of Days	Number of Calls Presented	Avg Queue Time	Max Queue Time	Handled Calls	Avg Talk Time	Avg Handle Time	Abandoned Calls	Avg Aband Time	Max Aband Time	Queue Service Level
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Queue Status

This report lists real-time queue status.

Cisco UCC Express Queue Report: Queue Status

Show: All Queues

Resource	Queue Name	As Of	Agent Status						Calls Waiting	
			Logged In	Talking	Working	Reserved	Available	Unavailable	Waiting	Oldest Call
CiscoUCCX	Enterprise Support Queue	10:27:20	8	4	0	0	1	3	0	0:00:00
"	General Support Queue	"	8	4	0	0	1	3	0	0:00:00
"	Installation Support Queue	"	1	0	0	0	0	1	0	0:00:00
"	Overflow Support Queue	"	8	4	0	0	1	3	0	0:00:00
"	Partner General Queue	"	8	4	0	0	1	3	0	0:00:00
"	Replay Support Queue	"	8	4	0	0	1	3	0	0:00:00
"	Tier II Queue	"	3	1	0	0	0	2	0	0:00:00
CiscoUCCX	All Queues	10:27:20	8	4	0	0	1	3	0	0:00:00

Service Level

This report presents per queue service level and abandonment analysis.

Cisco UCC Express Queue Report: Service Level

Report Dates: From 2/8/2011 to 2/8/2011 [Go](#)

Show: All Queues

Resource Name	Queue Number	Service Level Goal	Percentage of Calls Meeting Service Level						
			Calls Handled <SL	Calls Aband <SL	Only Handled	Without Aband	Positive Aband	Negative Aband	Calls Presented

Queue Group Service Level

This report presents per queue service level and abandonment analysis.

Cisco UCC Express Queue Report: Service Level

Report Dates: From 2/8/2011 to 2/8/2011 [Go](#)

Show: All Queues

Resource Name	Queue Number	Service Level Goal	Percentage of Calls Meeting Service Level						
			Calls Handled <SL	Calls Aband <SL	Only Handled	Without Aband	Positive Aband	Negative Aband	Calls Presented

Queue List

This report lists the queues providing data to VPI PERFORMANCE.

Cisco UCC Express Queue Report: Queue List

This report lists the queues present in the data collected from your UCC Express resources.

Resource	Queue Name	Queue Number	Queue Last Data On
CiscoUCCX	Enterprise Support Queue	2	12/9/2010 12:00:00 AM
"	General Support Queue	1	2/1/2011 12:00:00 AM
"	Installation Support Queue	11	11/23/2010 12:00:00 AM

Application Reports

Application Performance

This report presents agent ACD call data summarized by time interval, day, week, and month.

Cisco UCC Express Application Report: Performance

Report Dates: From 1/9/2011 to 1/9/2011 [Go](#)

Resource Name	Application Number of Days	Presented	Calls	Avg Pre-Total Queue Call Time	Aborted	Calls	% Aborted	Avg Aborted Call Time	Queued	Calls	% Queued	Avg Queue Time	Abandoned	Calls	% Abandoned	Ring	Calls	% Ring	Avg Ring Time	Presented	% Answered	Queued	% Answered	Ring	% Answered	Avg Talk Time
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