



DATA SHEET

CUSTOMIZED REPORTING FOR CISCO UNIFIED INTELLIGENT CONTACT MANAGEMENT AND CISCO UNIFIED CONTACT CENTER

COURSE OVERVIEW

This course provides you with the required information to implement custom reports in WebView. You will gain a detailed view of how the components of Cisco® Unified Intelligent Contact Management (ICM) and Cisco Unified Contact Center (CC) work together to generate the reporting data. You will also participate in hands-on exercises to practice the lessons taught ranging from a basic understanding of the reporting tools to custom report design, construction and implementation. You will be able to identify when customization is required and have the skills necessary to build or modify WebView reporting templates from the standard Cisco Unified ICM summary tables.

WHO SHOULD ATTEND

This course is intended for anyone responsible for the planning, estimating, or implementing of call center and ICM/CC reports.

OBJECTIVES

Upon completion of this course, you will be able to perform the following tasks:

- Describe the Cisco Unified ICM environment
- Understand typical call flows
- Relate call flows to data generation
- Describe key formulas for Cisco Unified ICM call statistics
- Assess the need for customization
- Use InfoMaker to format and create templates
- Navigate and query the Cisco Unified ICM Database Schema
- Add new templates to WebView

COURSE PREREQUISITES

Prerequisite Knowledge	Relevant Courses
<ul style="list-style-type: none"> • Familiarity with telephony • Working knowledge of Cisco Unified ICM or CC • Working knowledge of MS-SQL and databases 	<ul style="list-style-type: none"> • <i>ICM Product Training (ICMPT)</i>

CISCO PART NUMBER

AS-TRAIN-B in North America and Europe
 AS-TRAIN-B-A in Asia Pacific
 AS-TRAIN-B-L in Latin America

DURATION

Two days

COURSE OUTLINE

1. Introduction to the Reporting Interface (WebView)
2. Call Flows and Data Generation
3. Template Formatting
4. Installing and Modifying WebView Templates
5. Database Tools
6. Basic SQL
7. Designing and Building Templates from Scratch
8. Agent Detail Records
9. Cisco Unified ICM Detail Call Data
10. Fulfilling custom requirements

LAB OUTLINE

- Lab 1: Setting Up a Development Environment
- Lab 2: Format a Report Template
- Lab 3: Add Database Columns to a Template
- Lab 4: Use Computed Fields, Functions, and Summary Groups in InfoMaker

- Lab 5: Modify Existing Template
- Lab 6: Work with Cisco Unified ICM Database Schema
- Lab 7: Custom Report Requirements, Design, and Construction

REGISTRATION INFORMATION

For more information about schedules and registration for this course, please contact aeskt_registration@cisco.com. The part number for this course is **AS-TRAIN-B** in North America and Europe, **AS-TRAIN-B-A** in Asia Pacific, and **AS-TRAIN-B-L** in Latin America.

FOR MORE INFORMATION

For more information on Advanced Services (AS) Education course offerings including custom training options, as well as AS Curriculum Planning Services and AS Technical Knowledge Library (TKL), refer to the AS Education Website at www.cisco.com/go/ase.



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