



Contact Center Express Reporting (CCXR)

COURSE OVERVIEW

This 1-day ILT course introduces a fresh and efficient approach to reporting training, supporting the reporting solutions in UCCX using Cisco Unified Intelligence Center. This course limits the classroom investment time to just one day and is designed to equip customers with the task of administering reports in a UCCX environment and preparing them for targeted report analyses and follow-up as required.

WHO WILL BENEFIT FROM THIS COURSE?

- UCCX Reports administrators
- UCCX Report Builders
- UCCX Report Users

PREREQUISITES

The knowledge and skills that students are expected to have before attending this course are:

- Basic knowledge of computer networking components – Windows A/D, SQL Server, and components (servers, routers, switch) is helpful but not required
- Understanding of Contact Center Express components and call flows

Recommended Cisco Learning offerings that may help students meet these prerequisites:

- Cisco UCCXD Course
- Cisco ACCXSL Course

COURSE OBJECTIVES

This course will provide attendees with hands-on exposure to the basic navigation and administration of CUIC in a UCCX environment.

COURSE OUTLINE

Lesson 1: Access and Navigation

This lesson will show students how to access the CUIC application and navigate the various links and tools.

- CUIC access
- Assigning a Reports users
- Exploring the Links
- Home
- Analyzer
- Dashboards
- Reports



- Report Definitions
- Value Lists
- Configure
- Schedules

Lesson 2: Building a Security Profile

This lesson will show students how to develop a Security Profile for the CUIC platform

- Roles and Permissions
- Users and Groups

Lesson 3: Stock Reports and Report Definitions

In this lesson students will work with Stock UCCX reports and Report Definitions.

- Stock Reports
- Report Definitions
- Value Lists and Collections
- Report Definitions and Drilldowns

Lesson 4: Customizing Reports and Views

In this lesson, students will make some basic changes to sock report views and create a basic report definition and associated custom report.

- Editing Report Views
- Creating a Custom Report Definition
- Generating Custom Reports
- Report Definitions and Drilldowns

WHY TRAIN WITH SUNSET LEARNING INSTITUTE?

Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their technology Investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system. No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

Premiere World Class Instruction Team

- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

Enhanced Learning Experience

- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

Convenient and Reliable Training Experience

- You have the option to attend classes live with the instructor, at any of our established training facilities, or from the convenience of your home or office
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

Outstanding Customer Service

- You will work with a dedicated account manager to suggest the optimal learning path for you and/or your team
- An enthusiastic student services team is available to answer any questions and ensure a quality training experience

Interested in Private Group Training?

[Contact Us](#)