

UCCX Wallboards and Reporting

Cisco Unified Contact Center Express real-time dashboard delivery

Variphy is the preferred analytics and management platform for over 1,500 public and private organizations, totaling more than 4 million phones in over 30 countries.

Configurable Agent & Contact Service Queue Reporting

Data Grouping								
Agent Name	Agent Extension	Logged In Time	Not Ready Average for Break	Not Ready Time	Not Ready Count for Call Not Answered	Inbound Count	Inbound Handled Count	Inbound Abandoned Count
Klay Thompson	1059	13:05:37	02:58:57	09:21:25	0	24	20	4
Draymond Green	6119	09:42:54	00:57:11	08:36:11	1	0	0	0
Damian Jones	6360	11:52:40	00:37:16	08:37:10	0	0	0	0
Jordan Bell	8220	11:59:03	00:25:41	10:51:31	0	0	0	0
Stephen Curry	6332	12:00:21	00:24:35	09:58:55	0	0	0	0
Andre Iguodala	8624	13:02:32	00:23:06	10:44:32	0	0	0	0
Shaun Livingston	8324	10:32:55	00:22:44	08:35:10	0	0	0	0
Quinn Cook	8544	12:00:27	00:21:56	11:22:34	0	0	0	0
Jacob Evans	8375	11:04:38	00:19:59	10:03:37	1	2	2	0
DeMarcus Cousins	6290	09:58:29	00:19:48	07:05:07	0	2	2	0
Kevin Durant	8903	10:47:22	00:19:44	08:09:10	0	2	2	0
Kevin Looney	3542	13:59:56	00:19:27	07:27:12	5	1	1	0

Report generation, scheduling, and permissions

Display Data on Large Screens in Contact Centers

CSQ Statistic Details					
CSQ Name	Available Agents	Average Talk Duration	Average Wait Duration	Calls Abandoned	Calls Dequeued
CSR_1	1	00:00:00	00:00:00	0	0
CSR_2	3	00:00:00	00:00:00	3	0
CSR_Dev	1	00:00:00	00:00:00	0	0
CSQ_US	9	00:10:11	00:00:08	4	0
CSQ_EU	0	00:06:02	00:00:47	5	5
Summary	16	00:05:12	00:00:12	12	5

Previous Week

Visual alert color changes based on configurable thresholds

Additional Key Highlights

- Call Analytics reports for UCCX clusters can be configured, run on demand or scheduled for email, Webex Chat, and FTP delivery.
- Administrators, supervisors, and agents can access web-based reports.
- Data may be displayed with visual or audible alerts based on configurable thresholds on large screens in contact centers.
- Agents and Contact Service Queues (CSQ) can be monitored on any device with supported web browsers.
- Customizable and dynamic user-based data restrictions are available for wallboarding.
- Wallboards are fully integrated with Variphy's Call Analytics dashboard.
- Reporting on inactive or deleted agents.