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Call Analytics for Webex Calling MT - Cloud Enablement and Specific Reports.

Imagicle UCX Cloud Suite for Cisco UC supports Imagicle Call Analytics (any version) by documenting phone traffic associated to Webex Calling Organizations.

Imagicle Call Analytics (any version) in a Webex Calling MT environment can document any call type: internal, external, inbound, outbound. Professional and Enterprise versions also provide billing data.

Please be aware that "Calls on Webex" are not documented, because they do not generate any CDR.

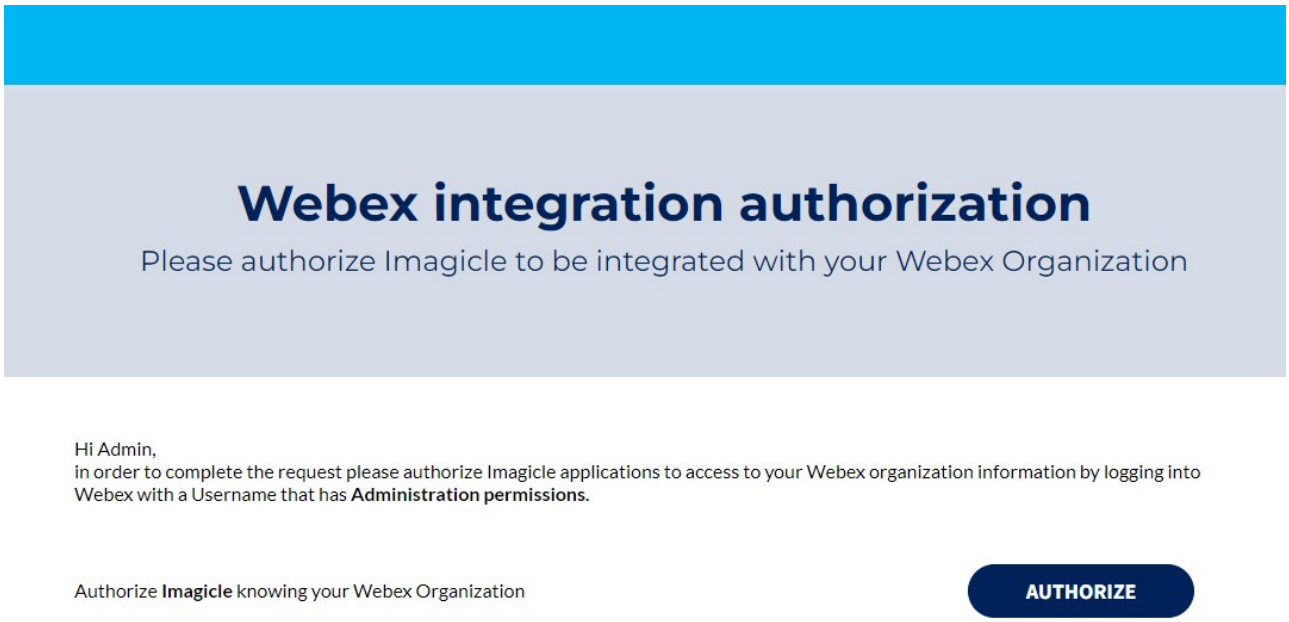
Requirements

- Please make sure that Imagicle UCX Cloud Suite has been already cloud authenticated, by following this procedure.
- Please make sure that Webex users' list has been populated from Webex Control Hub, by following this procedure.
- Webex customer's Full Admin credentials are required, including the option "Webex Calling Detailed Call History API access" flagged.
- For each Webex Organization to monitor, Imagicle needs a list of Webex Calling SBC Trunks and/or Locations where PSTN breakout is available.

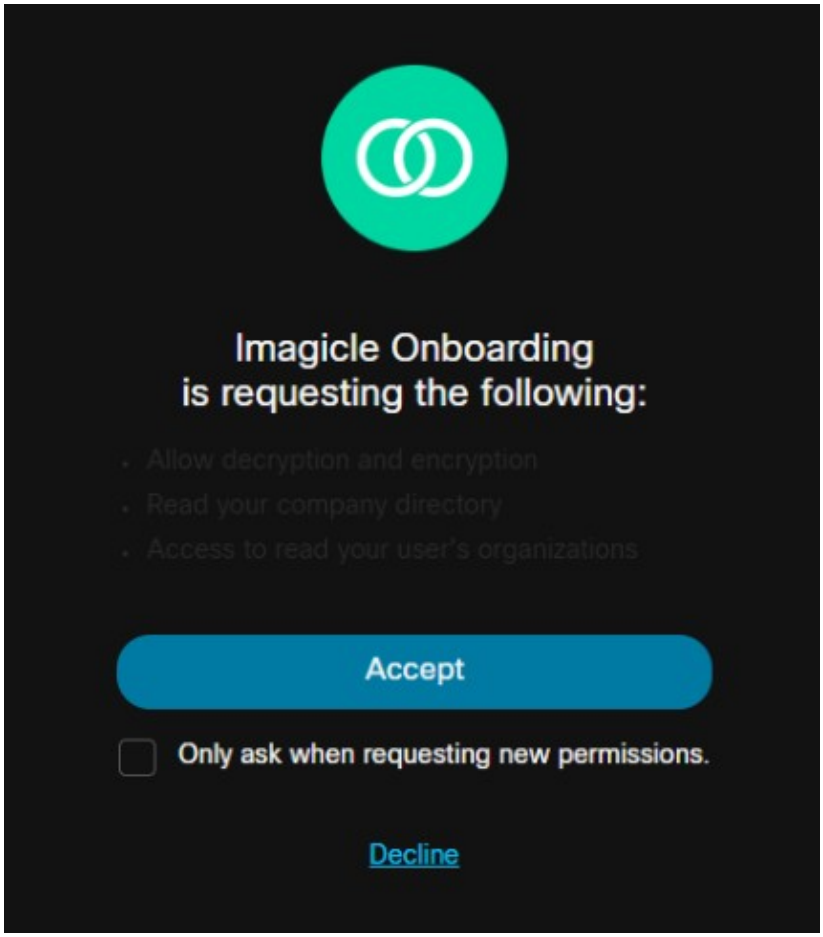
Imagicle Cloud CDR Enablement

Please connect to the Imagicle Onboarding Web Portal for Webex Calling MT and enter customer's data, including above mentioned customer's Full Admin Webex user.

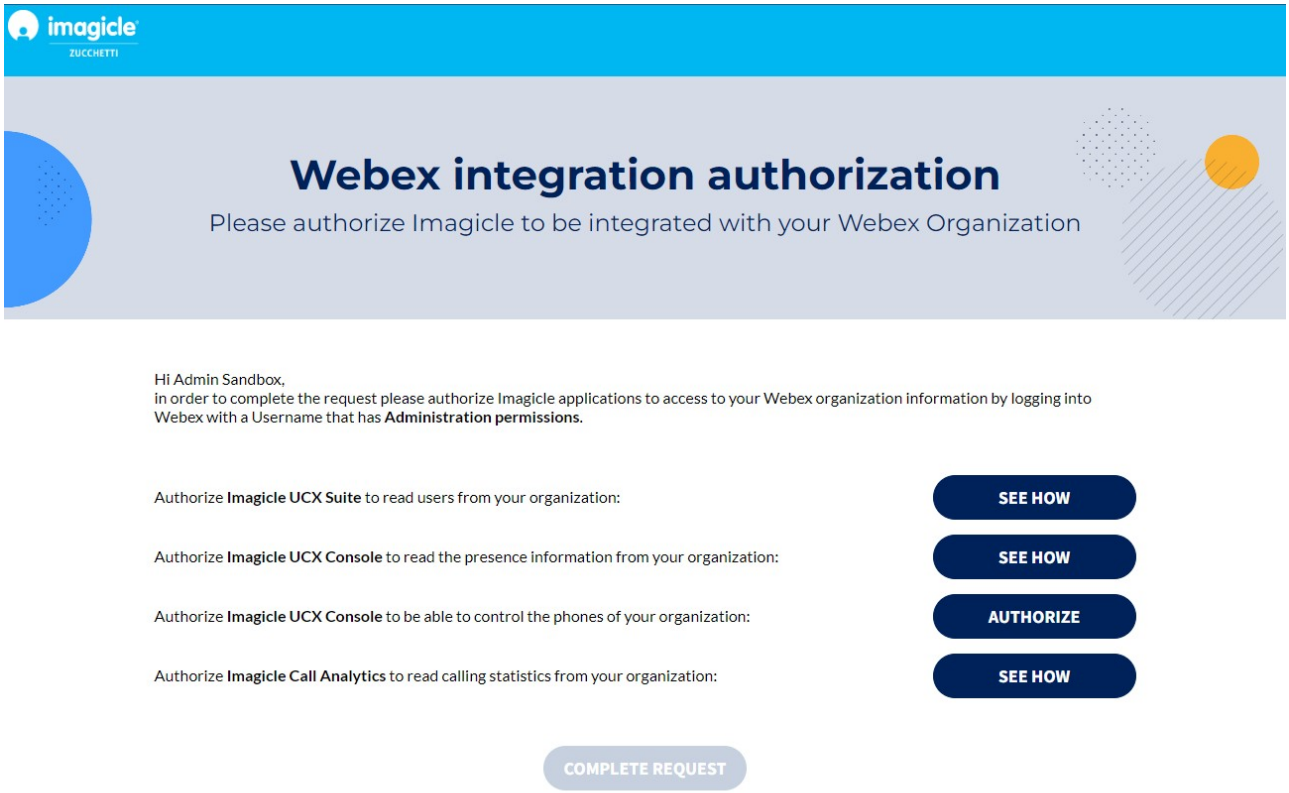
Once customer data has been entered, please proceed to next page and authorize Imagicle to access customer's Webex Org:



Once AUTHORIZE button is hit, you are prompted to login to Webex with same Full Admin account and confirm the authorization, as shown in below screenshot:



Once "Accept" button is clicked, you are redirected to the actual authorization page, showing different buttons for different authorizations. See below:



Please click on the fourth SEE HOW in the list, to display the procedure to authorize CDRs retrieval from Webex Control Hub:

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Webex integration authorization

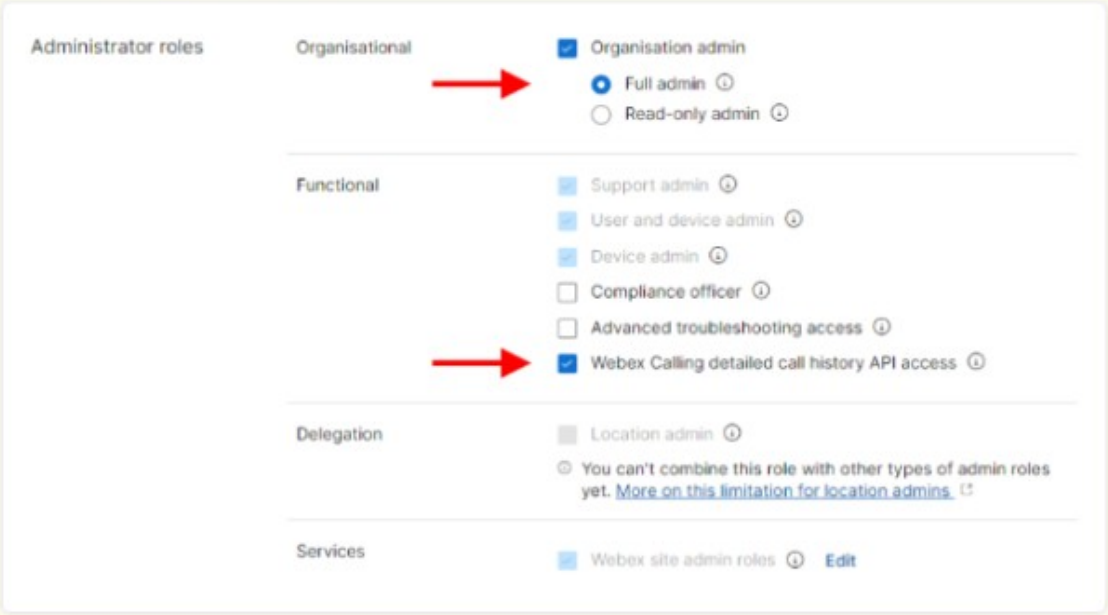
Please authorize Imagicle to be integrated with your Webex Organization

Hi Admin Sandbox,
in order to complete the request please authorize Imagicle applications to access to your Webex organization information by logging into Webex with a Username that has **Administration permissions**.

1. Log into your Webex Control Hub

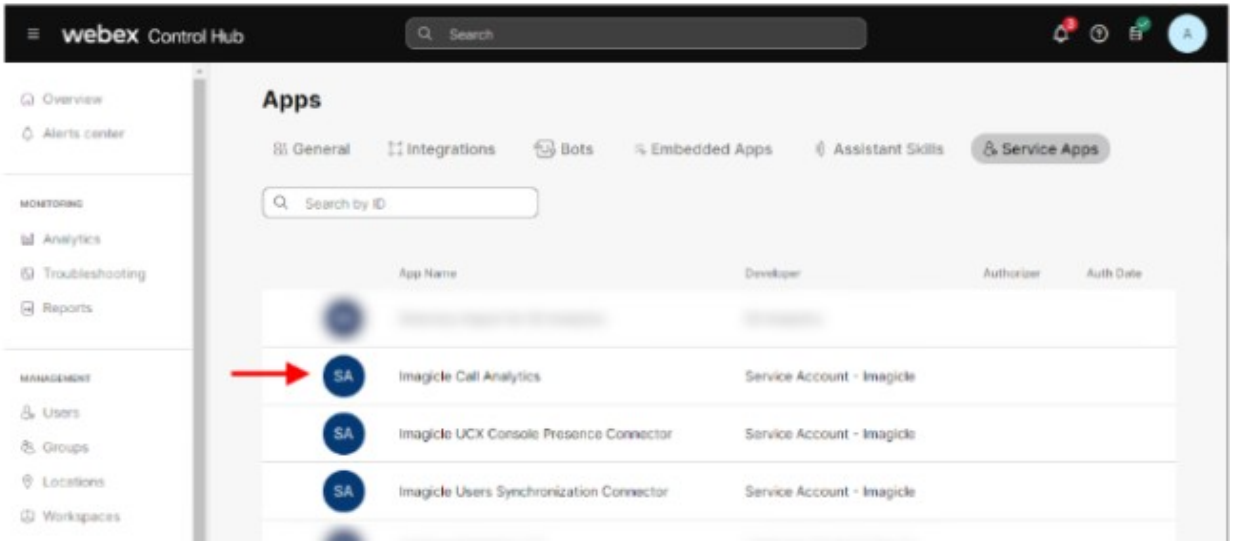
Please make sure your Webex user has all the following required Administrator roles:

- Full admin
- Webex Calling detailed call history API access



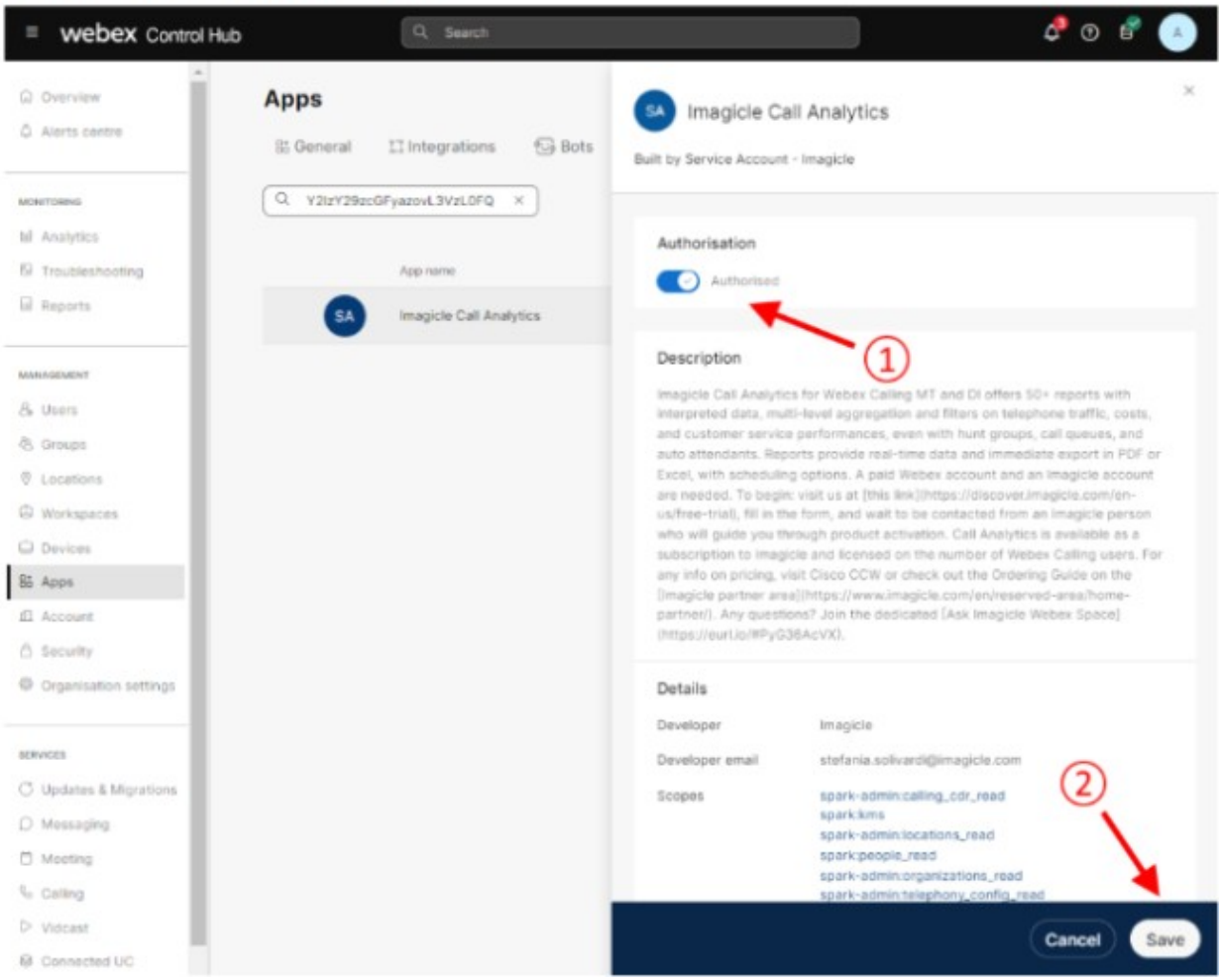
2. Go to **Management → Apps → Service Apps**

3. Select **Imagicle Call Analytics.**

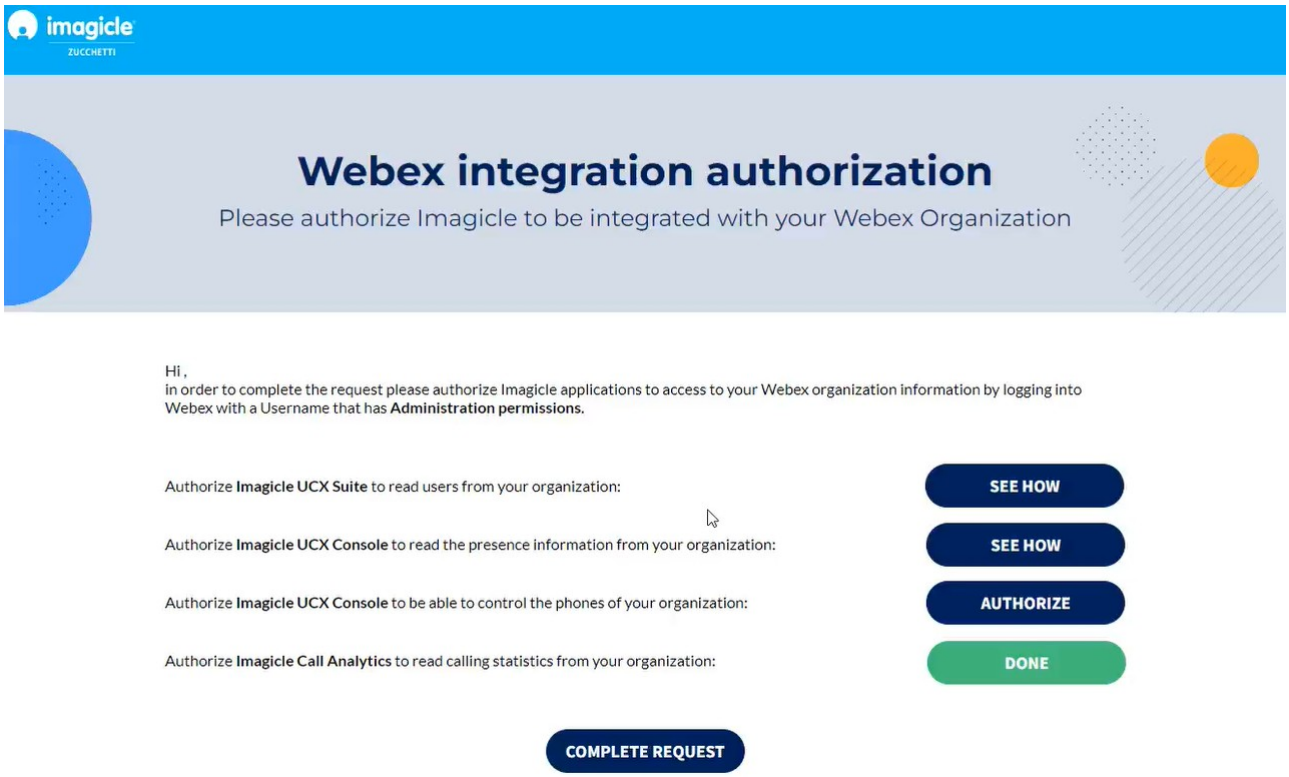


Just open another browser tab and login to Webex Control Hub with same Full Admin account and follow the first three steps highlighted in the procedure and eventually toggle the authorization at step 4. Do not forget to Save it, as below displayed:

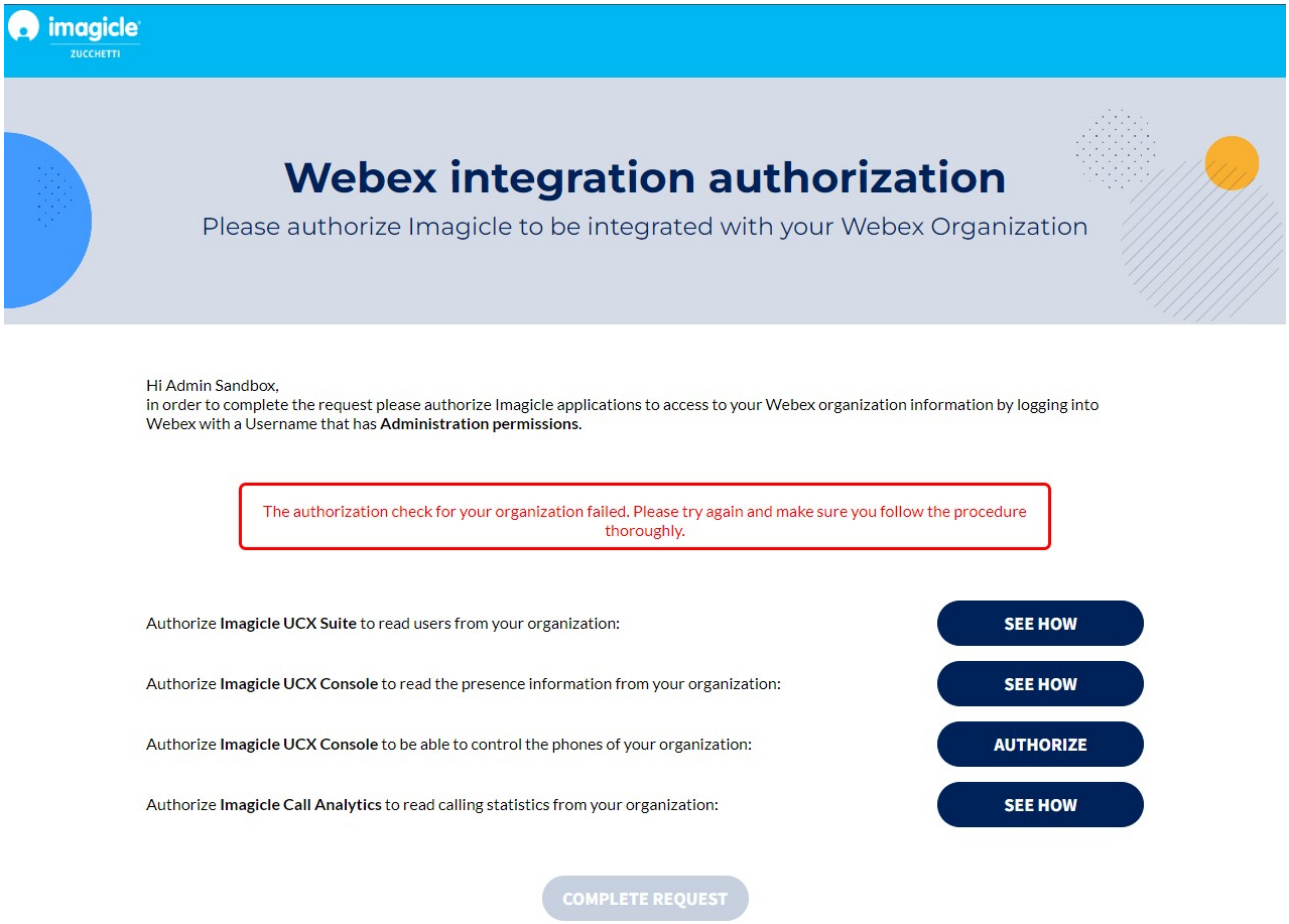
4. Click on the authorization toggle as shown below:



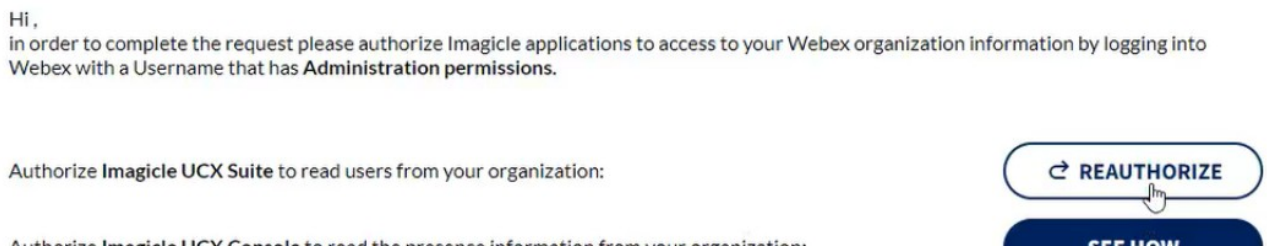
Now you can go back to the Imagicle procedure and hit CHECK AUTHORIZATION to make sure the app has been actually authorized. Once confirmed, please hit GO BACK to display once again the authorization page, this time with the relevant authorization button turned to green:



If the procedure hasn't been correctly accomplished or if the Full Admin account is missing some permissions, you might get the following error message:



You can safely repeat the procedure and eventually click on REAUTHORIZE to solve the issue. See below sample:



Note: Same REAUTHORIZE button can be used to authorize the Imagicle app once the token is expired.

Please note that other token might be required for users' synch, for Webex Calling Native Call Control or to retrieve presence status, if not authorized yet. Please consult relevant KB articles.

Once you have authorized all required tokens, please click on "COMPLETE REQUEST" to trigger the Imagicle internal process to enable the tokens.

Please contact Imagicle Support team to inform them you have performed above token integration and to provide the list of Orgs/Trunks/Locations to be monitored for phone traffic.

Imagicle configures the CDRs connector in own Cloud and add the Webex Calling Organization(s) and Location(s) data into Imagicle UCX Cloud Suite instance. Please allows up to 2-3 days to enable the CDR connector on Imagicle Cloud.

Hunt Group Reports for WxC MT

Imagicle UCX Cloud Suite can leverage reports available into "Hunt Group Analysis" to document calls passing through Webex Calling native hunt groups. Let's see in below paragraphs a brief description of each of them:

Hunt Group Call Details

With this report, you can monitor all calls hitting different hunt groups, including the operators who did answer and did not answer to incoming calls. See below sample:

Hunt Group Call Details

From 2/1/2023 to 2/28/2023

Nr.	Date	Number	Hunt Group Pilot	Hunt Group Name	Extension	Extension name	Status	Ring Time	Duration
1	2/21/2023 03:00:21	+3905841953010	+390239306291	Hunt Group	+390415568465	Green Marc	Unansw.	00:00:13	00:00:00
2	2/21/2023 02:59:57	+3905841953010	+390239306291	Hunt Group	+390584365573	Brown John	Unansw.	00:00:24	00:00:00
3	2/21/2023 02:58:20	+393896412419	+390239306291	Hunt Group	+390415568465	Green Marc	Unansw.	00:00:08	00:00:00
4	2/21/2023 02:57:56	+393896412419	+390239306291	Hunt Group	+390584365573	Brown John	Unansw.	00:00:24	00:00:00
5	2/21/2023 02:09:53	+390584365573	+390239306291	Hunt Group	+3905841953010	Webex Agent	Answ.	00:00:09	00:00:14
6	2/21/2023 02:09:38	+390584365573	+390239306291	Hunt Group	+390415568465	Green Marc	Unansw.	00:00:04	00:00:00
7	2/21/2023 01:54:39	+393896412419	+390239306291	Hunt Group	+3905841953010	Webex Agent	Answ.	00:00:00	00:00:13
8	2/21/2023 01:54:15	+393896412419	+390239306291	Hunt Group	+390415568465	Green Marc	Unansw.	00:00:24	00:00:00
9	2/21/2023 01:54:10	+393896412419	+390239306291	Hunt Group	+390584365573	Brown John	Unansw.	00:00:04	00:00:00
10	2/20/2023 09:00:08	+390584365573	+390239306291	Hunt Group	+390415568465	Green Marc	Answ.	00:00:19	00:01:04
11	2/20/2023 08:59:10	+390584365573	+390239306291	Hunt Group	+3905841953010	Webex Agent	Answ.	00:00:04	00:00:26
12	2/20/2023 08:58:41	+390584365573	+390239306291	Hunt Group	+390415568465	Green Marc	Unansw.	00:00:24	00:00:00
13	2/20/2023 08:57:56	+390584365573	+390239306291	Hunt Group	+390415568465	Green Marc	Answ.	00:00:04	00:00:16
14	2/20/2023 08:57:01	+390584365573	+390239306291	Hunt Group	+3905841953010	Webex Agent	Answ.	00:00:18	00:00:24
15	2/20/2023 08:56:19	+390584365573	+390239306291	Hunt Group	+390415568465	Green Marc	Unansw.	00:00:24	00:00:00
16	2/20/2023 08:53:46	+393498824445	+390239306291	Hunt Group	+3905841953010	Webex Agent	Answ.	00:00:06	00:00:18
17	2/20/2023 08:52:26	+393498824445	2000		+3905841953010	Webex Agent	Answ.	00:00:09	00:00:24
18	2/20/2023 08:51:52	+393498824445	2000		+390584365573	Brown John	Unansw.	00:00:24	00:00:00
19	2/20/2023 08:51:28	+393498824445	2000		+390415568465	Green Marc	Unansw.	00:00:24	00:00:00
20	2/20/2023 08:50:58	+393498824445	+390239306291	Hunt Group	+390584365573	Brown John	Answ.	00:00:08	00:00:12

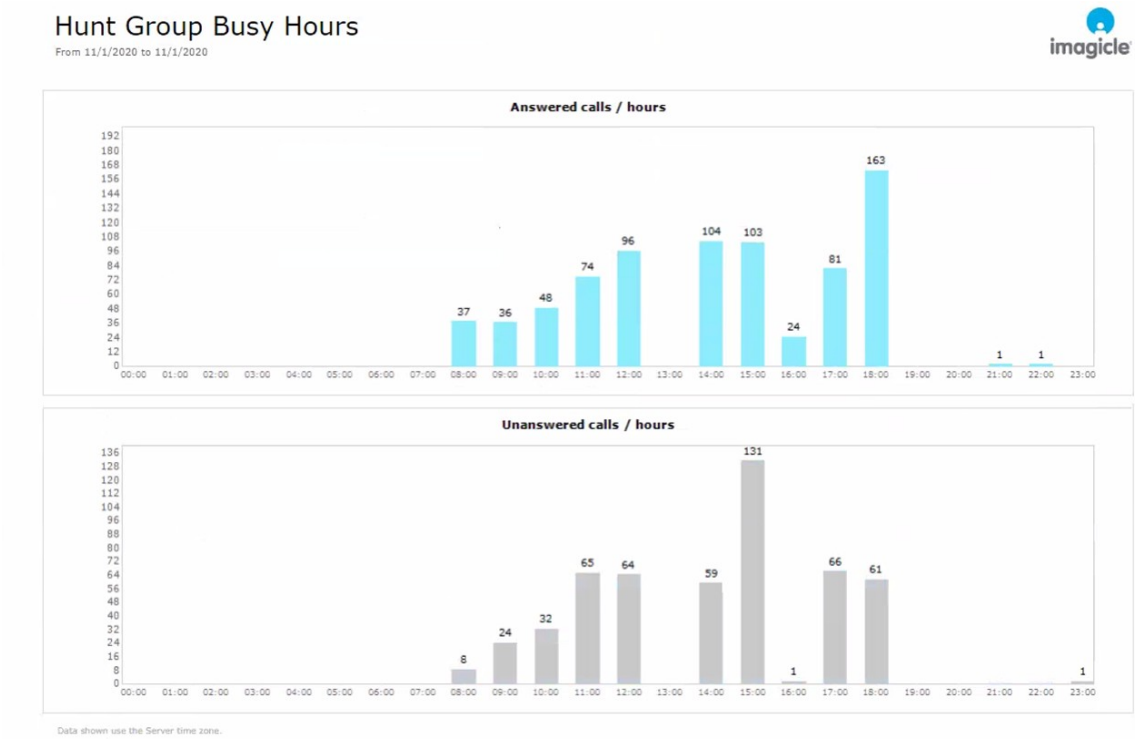
Call dates and times are displayed in the timezone: (UTC-08:00) Pacific Time (US & Canada)

Imagicle Call Analytics 1 / 2 Data Updated To 3/30/2023 10:55:56

Hunt Group Busy Hours

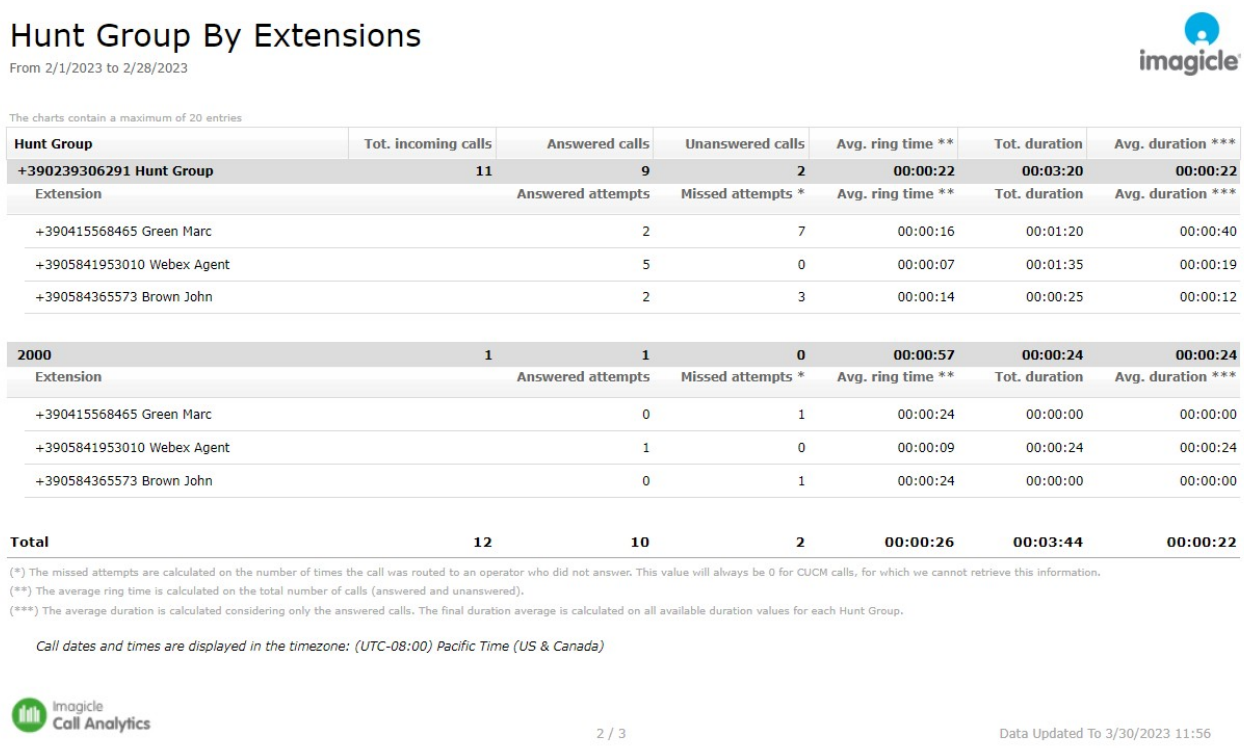
This report shows the HG calls distribution in the 24 hours, including a bar chart of answered and unanswered calls, and a summary table. See below sample:

Call Analytics for Webex Calling MT - Cloud Enablement and Specific Reports.



Hunt Group By Extension

This reports shows the amount of answered and unanswered calls by HG member, grouped by HG pilot. See below sample:



Hunt Group By Extensions

From 2/1/2023 to 2/28/2023

The charts contain a maximum of 20 entries

Hunt Group	Tot. incoming calls	Answered calls	Unanswered calls	Avg. ring time **	Tot. duration	Avg. duration ***
+390239306291 Hunt Group	**11**	**9**	**2**	**00:00:22**	**00:03:20**	**00:00:22**
Extension		Answered attempts	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
+390415568465 Green Marc		2	7	00:00:16	00:01:20	00:00:40
+3905841953010 Webex Agent		5	0	00:00:07	00:01:35	00:00:19
+390584365573 Brown John		2	3	00:00:14	00:00:25	00:00:12
2000	**1**	**1**	**0**	**00:00:57**	**00:00:24**	**00:00:24**
Extension		Answered attempts	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
+390415568465 Green Marc		0	1	00:00:24	00:00:00	00:00:00
+3905841953010 Webex Agent		1	0	00:00:09	00:00:24	00:00:24
+390584365573 Brown John		0	1	00:00:24	00:00:00	00:00:00
Total	**12**	**10**	**2**	**00:00:26**	**00:03:44**	**00:00:22**

(*) The missed attempts are calculated on the number of times the call was routed to an operator who did not answer. This value will always be 0 for CUCM calls, for which we cannot retrieve this information.
(**) The average ring time is calculated on the total number of calls (answered and unanswered).
(***) The average duration is calculated considering only the answered calls. The final duration average is calculated on all available duration values for each Hunt Group.

Call dates and times are displayed in the timezone: (UTC-08:00) Pacific Time (US & Canada)

Imagicle Call Analytics 2 / 3 Data Updated To 3/30/2023 11:56

Above report includes the following fields:

- **Tot. Incoming Calls**: Total number of calls received by the Hunt Group.

- **Answered Calls**: Total number of Hunt Group calls that were answered (by at least one operator).
- **Unanswered Calls**: Total number of Hunt Group calls that were not answered. A call is unanswered if none of the leg that are part of that call are answered, i.e. if none of the operators to whom the call was offered have answered it.
- **Answered Attempt**: The number of times a call was offered to an operator and eventually answered.
- **Missed Attempt**: The number of times a call was offered to an operator and not answered.

Hunt Group Summary

This report provides a summary of answered/unanswered calls by Hunt Group. Report can be executed without details, as below sample:

Hunt Group Summary

From 1/1/2021 to 12/31/2021

Hunt Group	Tot. incoming calls	Answered calls	Unanswered calls	Missed Attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
2090	4	0	4	0	00:00:03	00:00:00	00:00:00
2090 Sales Department	22	10	12	0	00:00:17	00:04:04	00:00:24
2095 Support Department	11	4	7	0	00:00:07	00:02:11	00:00:33
Total	**37**	**14**	**23**	**0**	**00:00:12**	**00:06:15**	**00:00:27**

(*) The missed attempts are the number of times the call has been offered to an operator who did not answer. This value is not available on Cisco UCM.
(**) The average ring time is calculated on the total number of calls (answered and unanswered).
(***) The average duration is calculated considering only the answered calls. The final duration average is calculated on all available duration values for each Hunt Group.

Call dates and times are displayed in the timezone: (UTC-08:00) Pacific Time (US & Canada)

Imagicle Call Analytics 4 / 4 Data Updated To 3/30/2023 05:47

Or it can be executed with details. See below:

Hunt Group Summary

From 1/1/2021 to 12/31/2021

Hunt Group	Tot. incoming calls	Answered calls	Unanswered calls	Missed attempts *	Avg. ring time **	Tot. duration	Avg. duration ***
2090	4	0	4	0	00:00:03	00:00:00	00:00:00

N.	Date	Calling number	Extension	Status	Missed attempts *	Ring Time	Duration
1	1/22/2021 09:26:26	3383577574	-	Unansw.	0	00:00:11	00:00:00
2	1/22/2021 09:25:34	3383577574	-	Unansw.	0	00:00:01	00:00:00
3	1/22/2021 09:25:33	3383577574	-	Unansw.	0	00:00:01	00:00:00
4	1/22/2021 09:25:33	3383577574	-	Unansw.	0	00:00:00	00:00:00

2090 Sales Department	22	10	12	0	00:00:17	00:04:04	00:00:24

N.	Date	Calling number	Extension	Status	Missed attempts *	Ring Time	Duration
1	3/8/2021 16:00:00	3383577574	758 (Lorenzin Gianluca)	Answ.	0	00:00:05	00:00:25
2	3/8/2021 16:00:00	3383577574	760 (Boscolo Nicola)	Answ.	0	00:00:02	00:00:11
3	3/8/2021 16:00:00	3383577574	-	Unansw.	0	00:00:13	00:00:00
4	3/8/2021 16:00:00	3383577574	735 (Rivaben Andrea)	Answ.	0	00:00:08	00:00:04
5	3/8/2021 16:00:00	0584943232	-	Unansw.	0	00:00:01	00:00:00
6	3/8/2021 16:00:00	0584943232	-	Unansw.	0	00:00:01	00:00:00

Missed Attempts column indicates:

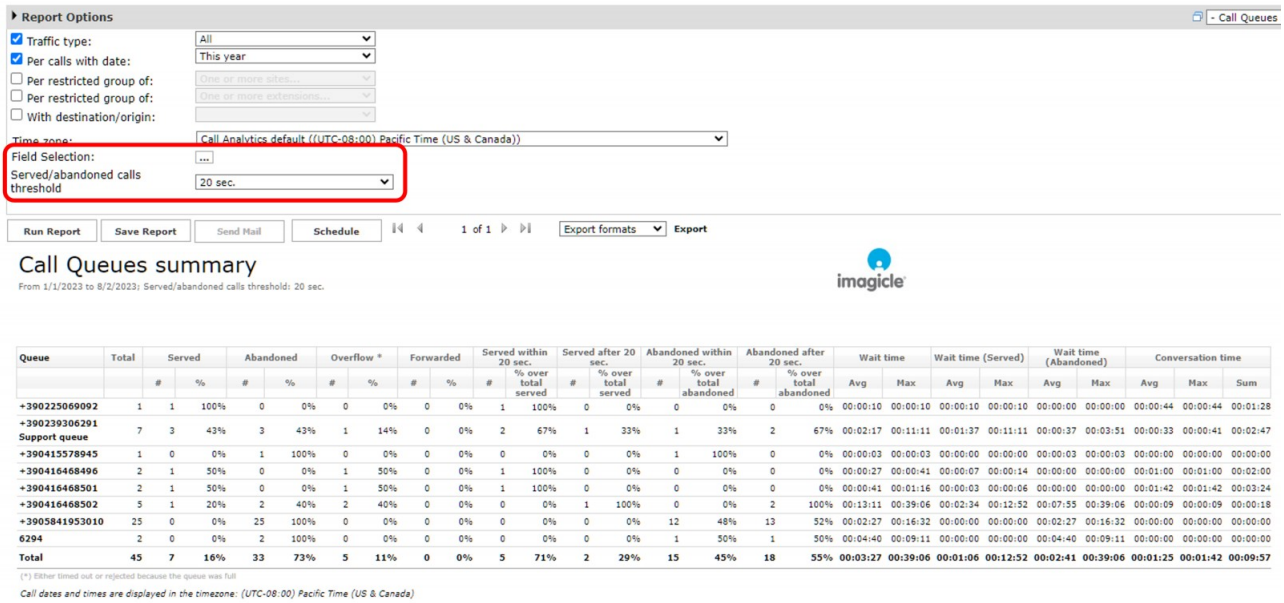
- **In call details row**: the number of times the call was offered to one of the HG operators without being answered, i.e. the total number of unsuccessful attempts for that call
- **In HG Summary row**: the sum of the previous amount for all the calls in the details of that HG, i.e. the total number of times a call was offered to an operator belonging the HG and he/she did not answer

Native Call Queuing Reports for WxC MT

Imagicle UCX Cloud Suite includes a report category called "Webex Calling - Call Queues Analysis" to document calls passing through Webex Calling native queues. Let's see in below paragraphs a brief description of each of them:

Call Queues summary

This report provides a general overview of inbound calls hitting Webex Calling native queues. See below sample:



Queue	Total	Served		Abandoned		Overflow *		Forwarded		Served within 20 sec.		Served after 20 sec.		Abandoned within 20 sec.		Abandoned after 20 sec.		Wait time		Wait time (Served)		Wait time (Abandoned)		Conversation time		
		#	%	#	%	#	%	#	%	#	% over total served	#	% over total served	#	% over total abandoned	#	% over total abandoned	Avg	Max	Avg	Max	Avg	Max	Avg	Max	Sum
+390225069092	1	1	100%	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	00:00:10	00:00:10	00:00:10	00:00:10	00:00:00	00:00:00	00:00:44	00:00:44	00:01:28
+390239306291 Support queue	7	3	43%	3	43%	1	14%	0	0%	2	67%	1	33%	1	33%	2	67%	00:02:17	00:11:11	00:01:37	00:11:11	00:00:37	00:03:51	00:00:33	00:00:41	00:02:47
+390415578945	1	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%	1	100%	0	0%	00:00:03	00:00:03	00:00:00	00:00:00	00:00:03	00:00:03	00:00:00	00:00:00	00:00:00
+390416468496	2	1	50%	0	0%	1	50%	0	0%	1	100%	0	0%	0	0%	0	0%	00:00:27	00:00:41	00:00:07	00:00:14	00:00:00	00:00:00	00:01:00	00:01:00	00:02:00
+390416468501	2	1	50%	0	0%	1	50%	0	0%	1	100%	0	0%	0	0%	0	0%	00:00:41	00:01:16	00:00:03	00:00:06	00:00:00	00:00:00	00:01:42	00:01:42	00:03:24
+390416468502	5	1	20%	2	40%	2	40%	0	0%	0	0%	1	100%	0	0%	2	100%	00:13:11	00:39:06	00:02:34	00:12:52	00:07:55	00:39:06	00:00:09	00:00:09	00:00:18
+390584195301 0	25	0	0%	25	100%	0	0%	0	0%	0	0%	0	0%	12	48%	13	52%	00:02:27	00:16:32	00:00:00	00:00:00	00:02:27	00:16:32	00:00:00	00:00:00	00:00:00
6294	2	0	0%	2	100%	0	0%	0	0%	0	0%	0	0%	1	50%	1	50%	00:04:40	00:09:11	00:00:00	00:00:00	00:04:40	00:09:11	00:00:00	00:00:00	00:00:00
Total	**45**	**7**	**16%**	**33**	**73%**	**5**	**11%**	**0**	**0%**	**5**	**71%**	**2**	**29%**	**15**	**45%**	**18**	**55%**	**00:03:27**	**00:39:06**	**00:01:06**	**00:12:52**	**00:02:41**	**00:39:06**	**00:01:25**	**00:01:42**	**00:09:57**

(*) Either timed out or rejected because the queue was full

Call dates and times are displayed in the timezone: (UTC-08:00) Pacific Time (US & Canada)

Report data is grouped by queue, and it includes the following fields:

- Total number of queued calls.
- Number and percentage of served calls by operators.
- Number and percentage of abandoned calls during queue waiting.
- Number and percentage of ended calls, due to exhausted queue resources or expired timeout.
- Number and percentage of directly forwarded calls to other numbers.
- Number and percentage of served calls within or over a certain threshold.
- Number and percentage of abandoned calls within or over a certain threshold.
- Stats KPIs about overall waiting times and conversation time for all calls, served calls and abandoned calls.

Please note that Report Options include two additional parameters:

- **Field Selection**: This option allows to select the columns that you wish to include in the report layout.
- **Served/abandoned calls threshold**: This option allows to set a threshold to count the amount of served and abandoned calls within and over a configured time. The default value is 20 seconds.

Call Queues calls distribution

This report displays the volume of calls hitting each native queue, with counters and statistics based on eventual outcome. See below sample:

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Call Queues calls distribution

From 6/10/2023 to 8/8/2023

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Queue	Outcome	Destination		Total		Waiting time		Conversation time		
		Number	Type	#	%	Avg	Max	Avg	Max	Total
+12345614341				34		00:00:38	00:05:57	00:01:04	00:05:12	00:27:35
	Served	+12345614309	Place	7	21%	00:00:13	00:01:07	00:00:49	00:01:46	00:04:09
	Served	+12345614310	Place	19	56%	00:00:59	00:05:57	00:01:06	00:05:12	00:23:26
	Overflow *	+12345696511	Queue	4	12%	00:00:14	00:00:48	-	-	-
	Abandoned			4	12%	00:00:06	00:00:19	-	-	-
+12345615131				2		00:00:22	00:00:30	00:00:05	00:00:05	00:00:05
	Served	+12345615102	User	1	50%	00:00:13	00:00:13	00:00:05	00:00:05	00:00:05
	Overflow *	+12345615382	VoiceMailGroup	1	50%	00:00:30	00:00:30	-	-	-
+12345618500				1		00:00:16	00:00:16	00:00:27	00:00:27	00:00:27
	Served	+12345618516	User	1	100%	00:00:16	00:00:16	00:00:27	00:00:27	00:00:27
+12345618525				2		00:00:13	00:00:15	00:01:25	00:02:03	00:02:50
	Served	+12345618516	User	2	100%	00:00:13	00:00:15	00:01:25	00:02:03	00:02:50
Total				**39**		**00:00:35**	**00:05:57**	**00:01:02**	**00:05:12**	**00:30:57**

(*) Either timed out or rejected because the queue was full

Call dates and times are displayed in the timezone: (UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

Imagicle Call Analytics

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Data Updated To 8/8/2023 16:27

Please consider that:

- At this moment, the report does not distinguish terminated calls due to timeout or due to exhausted queue resources. Both of them are documented as "Overflow". A footer note indicates this limitation.
- Conversation time takes into account served calls only.