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Cisco Devices Adoption Reports

Starting from 2021.Spring.1 Imagicle UC Suite release, Call Analytics application can document which phone devices are used by users, together with most/less used devices and users' devices adoption trends.

Additional configuration

If you are leveraging an Imagicle UC Suite prior to 2022.Winter.2 release, then you need to manually enable AXL "Complex User Logic" by following this KB.

Generic Reports including Device data

Both device model and device name are included into Cisco UCM CDRs, for both local party and remote party. The following fields can be shown in all those Call Analytics reports where the "Field selection" is included in report options:

- Device model
- Device name
- Remote device model
- Remote device name

See below "Call List" report sample:

Call List

From 1/1/2022 to 1/31/2022, internal

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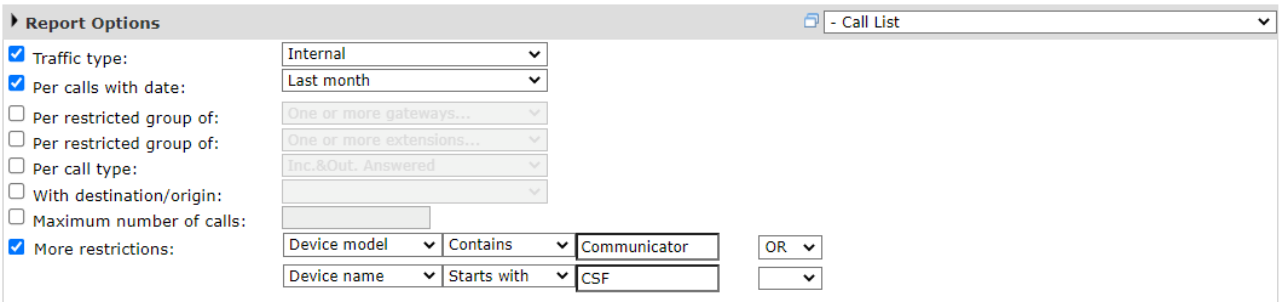
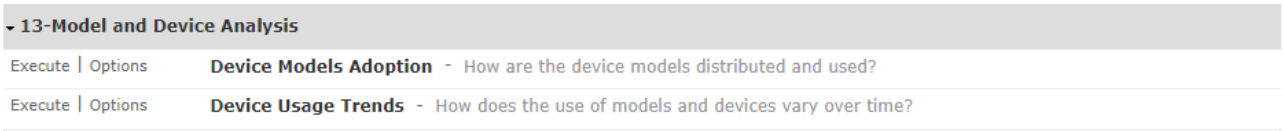
Date	Duration	Number	Dest. type	Extension	Extension name	Device name	Device model	Department	Country	Status	Remote device name	Remote device model
1/31/2022 20:56:07	00:00:04	744	Internal	6400		IASaaS_HOTEL_1	SIP Trunk			Answ.	CIPCRIA	Cisco IP Communicator
1/31/2022 20:56:07	00:00:04	6400	Internal	744	Greco antonio	CIPCRIA	Cisco IP Communicator			Answ.	IASaaS_HOTEL_1	SIP Trunk
1/31/2022 16:43:09	00:00:00	206	Internal	201	Vicini Sonia	UPCSV	Cisco Unified Client Services Framework	Logistics		Unansw.	UPCFP	Cisco Unified Client Services Framework
1/31/2022 16:43:09	00:00:00	201	Internal	206	Palmerini Ferruccio	UPCFP	Cisco Unified Client Services Framework	Support		Unansw.	UPCSV	Cisco Unified Client Services Framework
1/31/2022 13:45:53	00:00:23	411	Internal	406	Alkhalili Ahmad	UPCAHMAALKH	Cisco Unified Client Services Framework	Support		Answ.	UPCABDUQASE	Cisco Unified Client Services Framework
1/31/2022 13:45:53	00:00:23	406	Internal	411	Qasem Abdullah	UPCABDUQASE	Cisco Unified Client Services Framework	Support		Answ.	UPCAHMAALKH	Cisco Unified Client Services Framework
1/28/2022 17:52:47	00:00:26	201	Internal	206	Palmerini Ferruccio	UPCFP	Cisco Unified Client Services Framework	Support		Answ.	UPCSV	Cisco Unified Client Services Framework
1/28/2022 17:52:47	00:00:26	206	Internal	201	Vicini Sonia	UPCSV	Cisco Unified Client Services Framework	Logistics		Answ.	UPCFP	Cisco Unified Client Services Framework
1/28/2022 17:32:23	00:00:04	744	Internal	6499		IASaaS_HOTEL_1	SIP Trunk			Answ.	CIPCRIA	Cisco IP Communicator
1/28/2022 17:32:23	00:00:04	6499	Internal	744	Qasem Abdullah	CIPCRIA	Cisco IP Communicator			Answ.	IASaaS_HOTEL_1	SIP Trunk
1/28/2022 17:26:55	00:00:08	6499	Internal	744	Qasem Abdullah	CIPCRIA	Cisco IP Communicator			Answ.	IASaaS_HOTEL_1	SIP Trunk

You can also apply custom filters in ANY report, based on device name and model, like below sample:

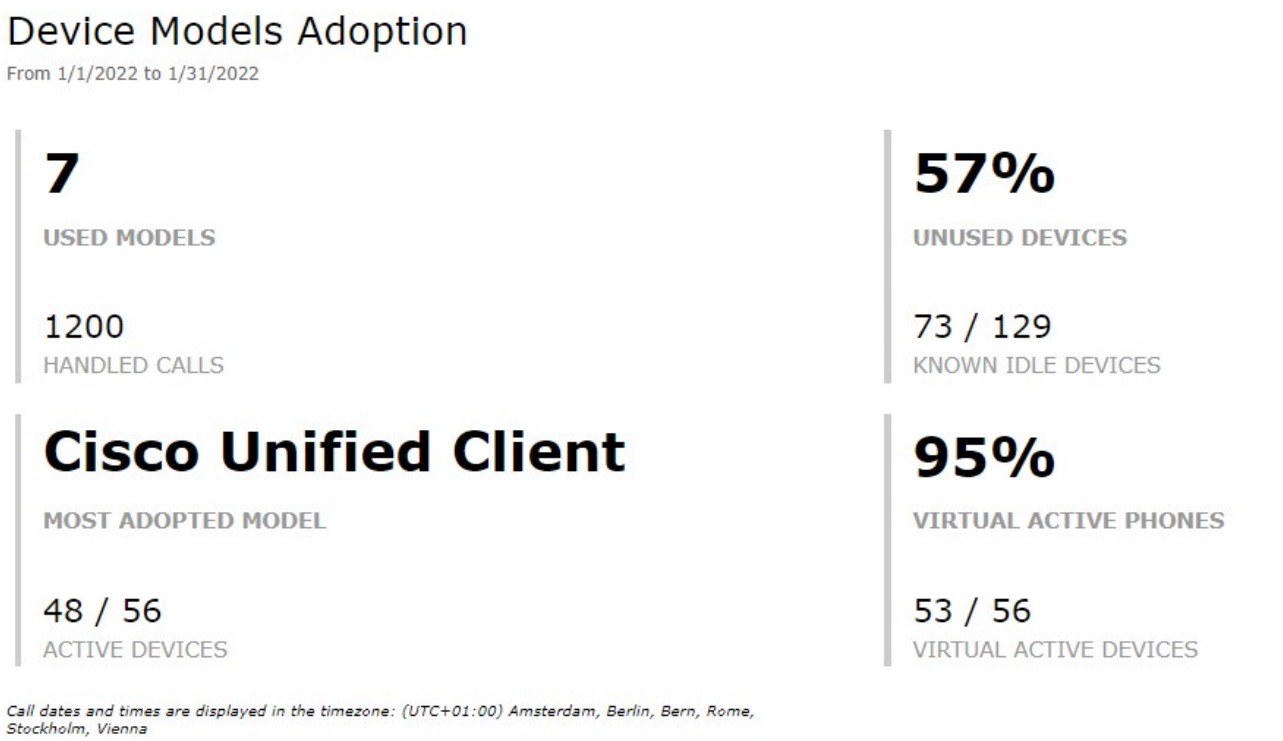


Specific Devices Adoption Reports

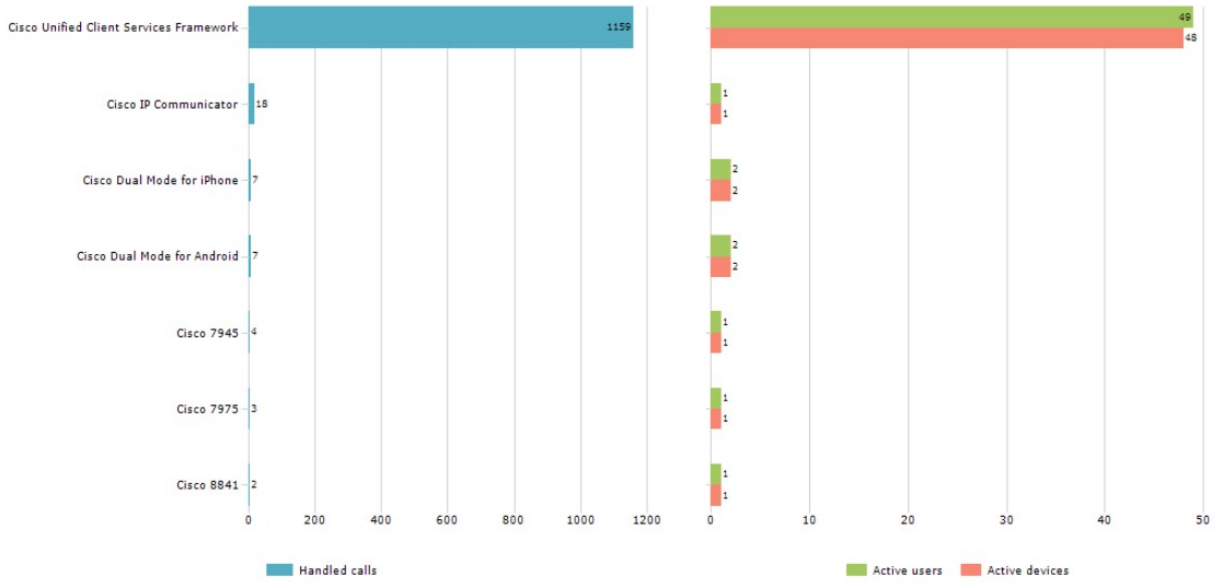
To facilitate administrators who need to verify phone device usages, Imagicle provides a specific report category for this purpose, called "**13-Model and Devices analysis**". Within this report category, you can find two dedicated reports:



Device Models Adoption



Top 10 operative device models



Device model *	Model family	Active users **	Tot. calls handled		Active devices	Idle devices ***
Cisco 7945	Physical phone	1	4	0.33%	1	0

User	Calls handled with this model	
Micco Cinzia	4	100.00%

Cisco 7975	Physical phone	1	3	0.25%	1	0

User	Calls handled with this model	
Sonninò Andréa	3	100.00%

Cisco 8841	Physical phone	1	2	0.17%	1	4

Cisco Unified Client Services Framework	Virtual phone	49	1159	96.58%	48	40

User	Calls handled with this model	
Cappelletti Francesca	75	6.47%
Da Prato Elisabetta	1	0.09%
Damiani Ettore	12	1.04%
Di Meglio Viviana	4	0.35%
Docali Federica	4	0.35%
Federigi Bernardo	3	0.26%
Fioravanti Tommaso	6	0.52%
Franceschi Samuele	41	3.54%
Genna Anthony	2	0.17%
Ghio Johnny	37	3.19%
Giacomuzzi Christian	58	5.00%
Grassi Roberta	40	3.45%
Greco Antonio	2	0.17%
Hattab Maysam	1	0.09%
Khoury Fawzi	2	0.17%

Device Usage Trends

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Device Usage Trends

From 1/1/2022 to 1/31/2022

7

USED MODELS

1200
HANDLED CALLS

Cisco Unified Client

TOP CALLS HANDLER

1159 (97%)
HANDLED CALLS

Cisco Unified Client

TOP PERFORMING MODEL

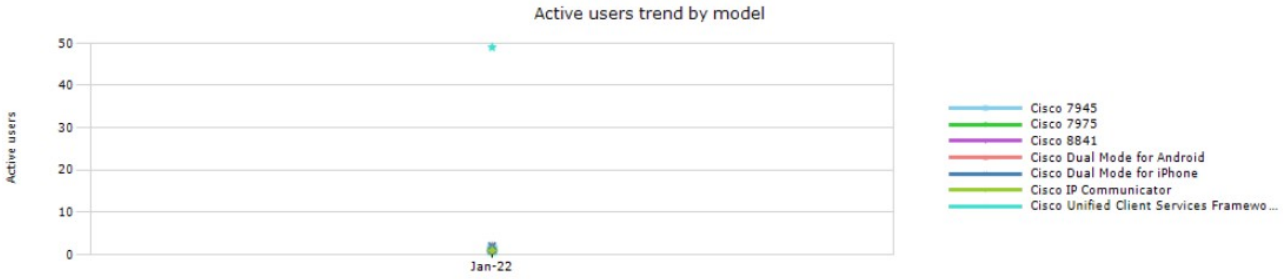
24
CALLS / DEVICE

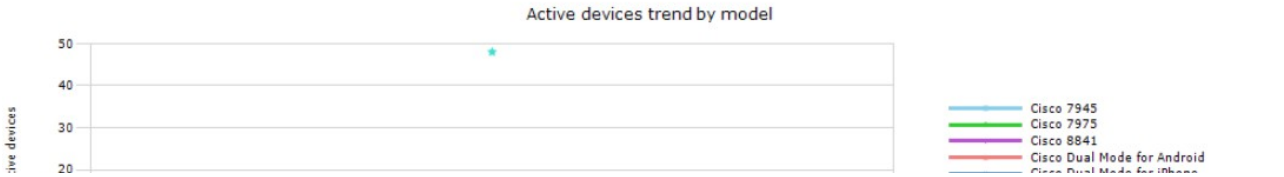
Cisco 8841

THE MOST DISUSED

4 (80%)
IDLE DEVICES

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





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Device model *	Model family	Tot. active devices	Tot. Idle devices
Cisco 7945	Physical phone	1	0

Time slot	Active users **	Tot. calls handled	Active devices	Idle devices ***
Jan-22	1	4	1	0

Cisco 7975	Physical phone	1	0

Time slot	Active users **	Tot. calls handled	Active devices	Idle devices ***
Jan-22	1	3	1	0

Cisco 8841	Physical phone	1	4

Time slot	Active users **	Tot. calls handled	Active devices	Idle devices ***
Jan-22	1	2	1	4

Cisco Dual Mode for Android	Virtual phone	2	11

Time slot	Active users **	Tot. calls handled	Active devices	Idle devices ***
Jan-22	2	7	2	11

Cisco Dual Mode for iPhone	Virtual phone	2	12

Time slot	Active users **	Tot. calls handled	Active devices	Idle devices ***
Jan-22	2	7	2	12