

Comstice Quartz Reporting for Cisco UCCE and Cisco CUCM CDR

Data Sheet



Comstice Quartz Reporting and Analytics

Comstice Quartz Reporting and Analytics helps to access Cisco UCCE PCCE Stock reports, Comstice stock reports, report designer, agent scorecards, report scheduling by email, repetitive call analysis and historical dashboards, daily actionable insights and customer patience index..

The dashboard provides a comprehensive overview of call center performance. Key metrics include:

- Oldest In Queue:** 00:10
- Current Calls Answered:** 55
- Estimated Calls Today:** 625
- Avg Talk Time Today:** 45:62:23

Team States and Agent Performance:

- Team States:** Marion Mercer (In Queue), Marianna Hoover (Reserved), Malik Hackett (Talking), Trevor Ramirez (Not Ready), Beverly Stokes (Ready).
- Agent Efficiency Percentage:** 42.6 %
- Agent Break Duration:** 23:18 (60 min limit)
- Agent Occupancy Percentage:** 58.2 %

Team Chat and Recent Activity:

- Team Chat:** Marion Mercer (3m ago), Harper Prince (55m ago), Group Chat... (2d ago), Kelly Wilde (4d ago).
- Recently Abandoned Calls:**

Caller ID	Application	Wait Time	Abandon Date Time	Owner	Callback State	Action
3002	6100	2	2019-01-02 06:20:20	Daphne Meza	Unknown	Accept

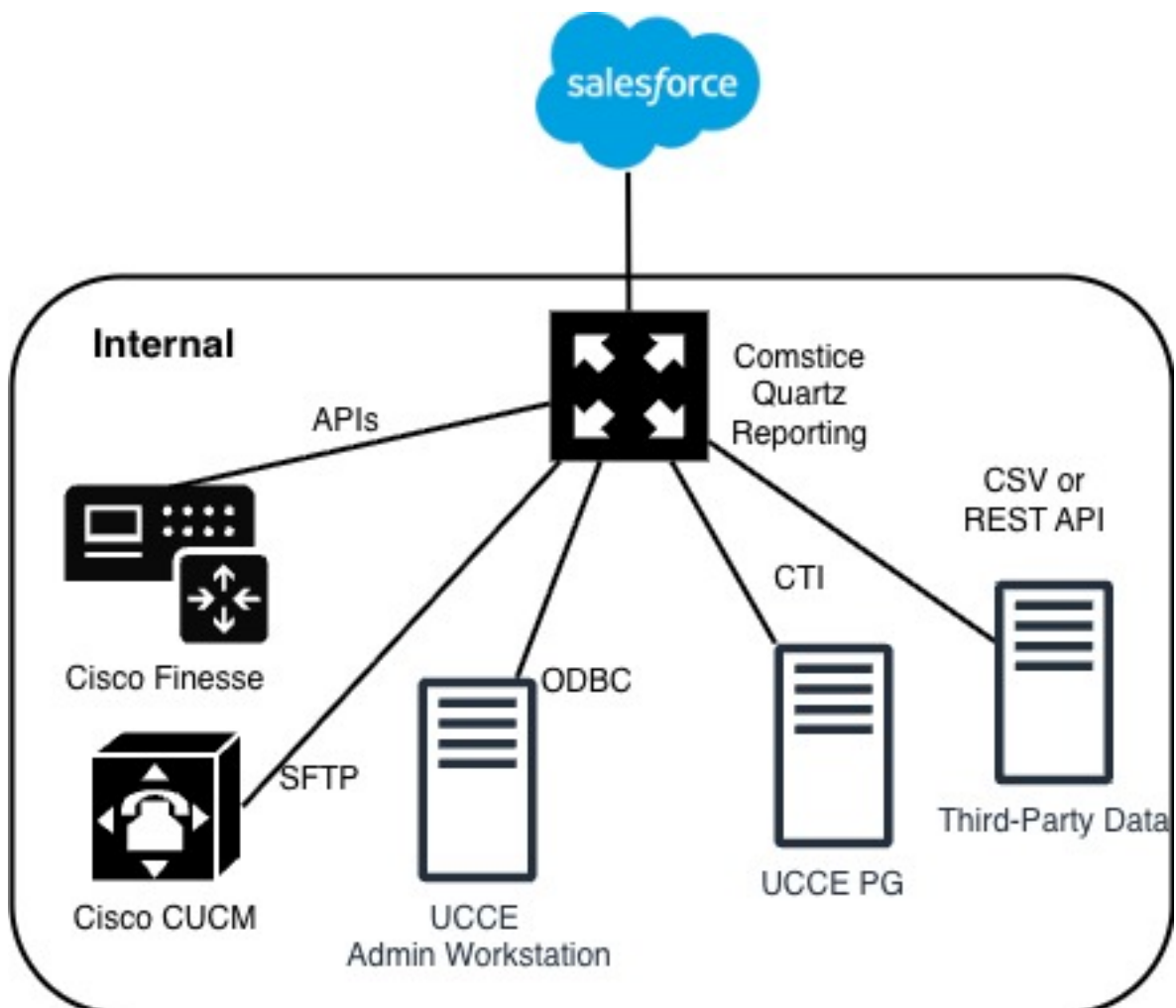
Topology for Cisco UCCE

Comstice integrates with Cisco UCCE AdminWorkstation Microsoft SQL database for the the real-time and historical data. It communicates with UCCE PGs for real-time feed.

Comstice Quartz Reporting also integrates with Cisco CUCM and retrieves the CDR files via SFTP. Those CDR files are processed and saved into Comstice Quartz database for running the reports.

Third-party data such as shift schedule, omnichannel data can be uploaded and unified reports can be created by blending Cisco and third-party data.

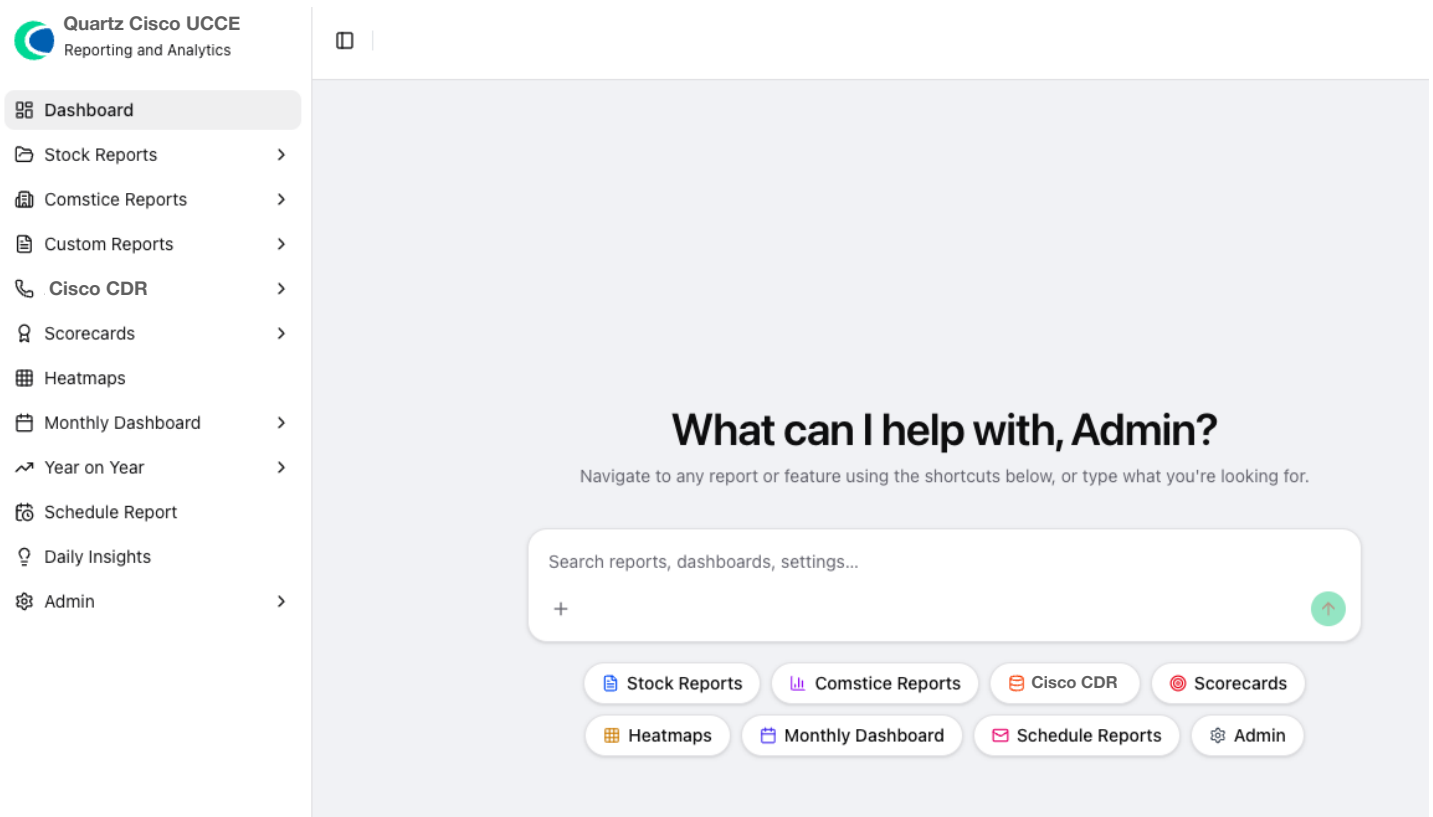
Comstice Quartz can also query the calling numbers in the CRM contacts and update CRM by creating phone activity for the known contacts.



Chat with Your Data

Comstice Quartz helps to have a chat session with your data, ask questions and generate custom reports on the fly. You can create table-based and chart-based reports and download them in CSV, PNG or PDF format.

This will help to eliminate the need for any custom report.

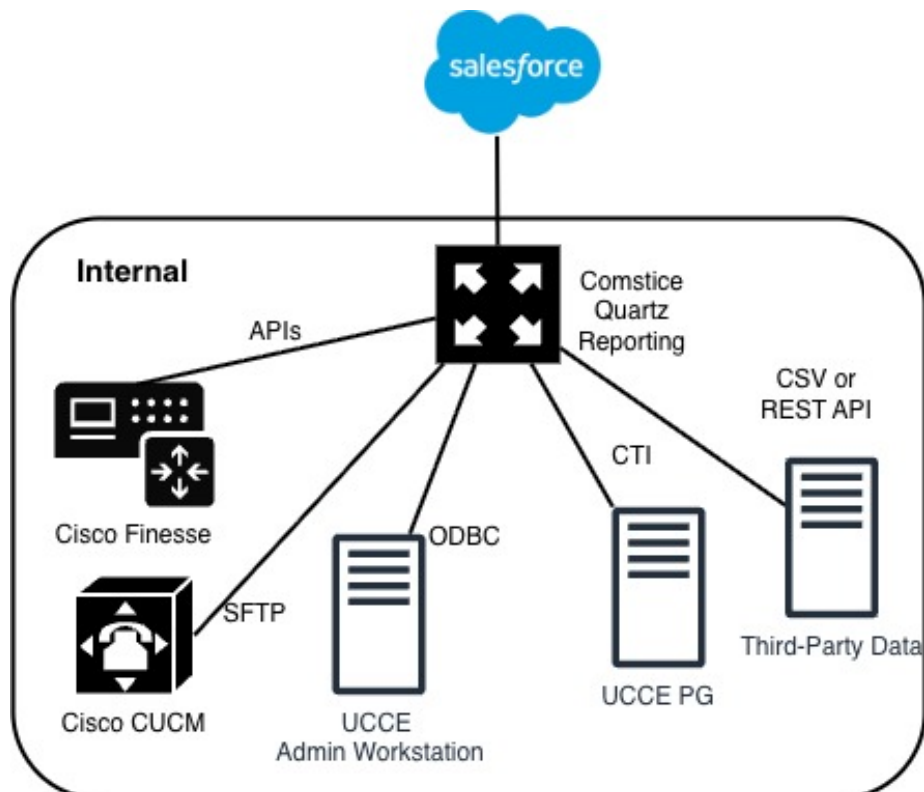
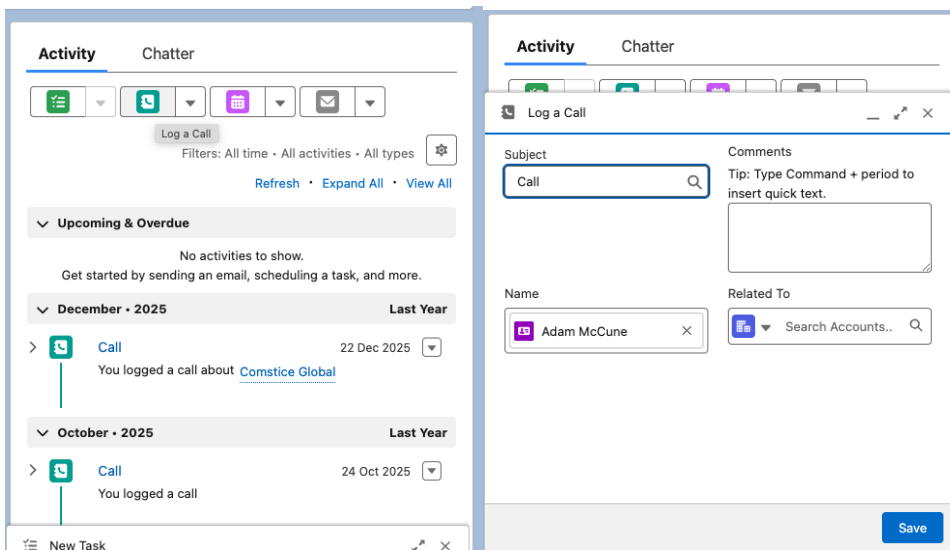


Chat feature can also be integrated into your Microsoft Teams and Slack so that you can generate reports and ask questions using your company chat service.

Log Calls into CRM (Salesforce, MS Dynamics, ServiceNow, Zendesk)

Comstice Quartz can also query the calling numbers in the CRM contacts and update CRM by creating phone activity for the known contacts.

Quartz supports the integration with the leading CRM services. We can also integrate with your custom or lesser known CRM service via REST APIs.



Comstice Quartz Reporting Benefits

Benefits of having Comstice Quartz Reporting include

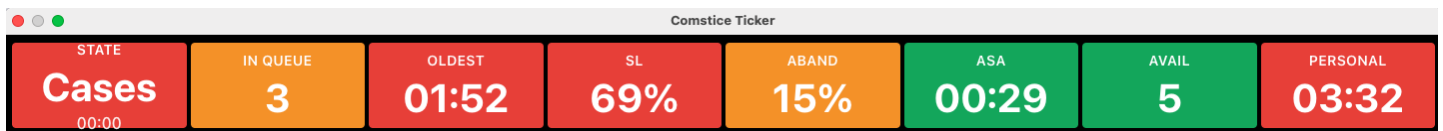
- eliminating extra time spent on creating meaningful reports
- avoiding human error on creating customer service reports
- sending the reports to various stakeholder by email including contact center agents
- visualising data to see the bottlenecks and common performance issues
- retaining reportind data longer than your contact center can store. You can adjust the retention period for different departments
- being able to analyze the data and drill down from a summary report to a detailed report, all the way down to the cradle to grave reports
- blending third-party data and creating unified reports for the entire customer service operations
- accessing the customer service reporting best practices such as repetitive calls analysis, customer patience analysis for different queues and time periods
- blending call detail records with the customer service reports to cover the missing features such as calls hung up by the agents first
- integrating with call recording to be able to listen to the recording of a particular call and accessing call transcripts
- integrating with call recording and accessing the tags of each call created by Comstice Call Recording for reporting purposes.
- integrating with Comstice WFM for creating a single interface for shift management attendance and performance reports.

Agent Ticker

Comstice Ticker is a click and run application that each agent can launch and monitor their real-time and daily activity.

Once launched, ticker always stays on the screen and can not be blocked.

Agents can also get audio alerts for certain indicators which particularly helpful when working remotely.



Cisco CUCM CDR Reporting

Comstice Quartz for Cisco contact centers also includes the Cisco CUCM Call Detail Records. CDR Reporting solution helps to do the following tasks;

- Create departments or cost centers
- Assign extensions to each department
- Add new reports and dashboards about the calls received, answered, missed calls and short calls i.e. the calls with less than 10 seconds talk time. Duration is configurable.
- Schedule daily, weekly and monthly reports to be sent via email

Sample reports are given below. More reports are available for each department.

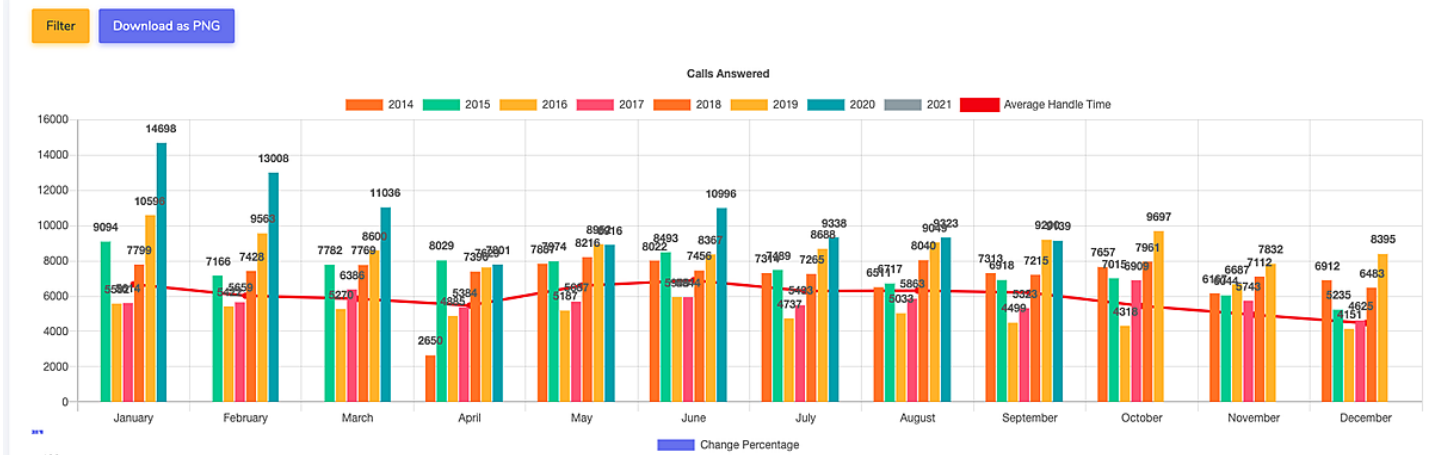
Available Reports (4)
Click on a report name to run it, or view report details

 Cost Centers Call Detail Records organized by cost center and department	 Report Details
 Call Tracker Track and analyze individual calls with detailed CDR information	 Report Details
 Tariffs Call tariff rates and pricing information from CDR data	 Report Details
 Billing Billing reports with cost calculations and charge summaries	 Report Details

Comstice Quartz Reporting Features

Year on Year Charts and Weekly Heatmaps: Comstice Quartz offers historical charts and heatmaps. User can drill down from monthly charts to weekly, daily and hourly. Quartz also shows the YoY data.

Year On Year



Heatmaps



Comstice Quartz vs Generic Reporting Tools

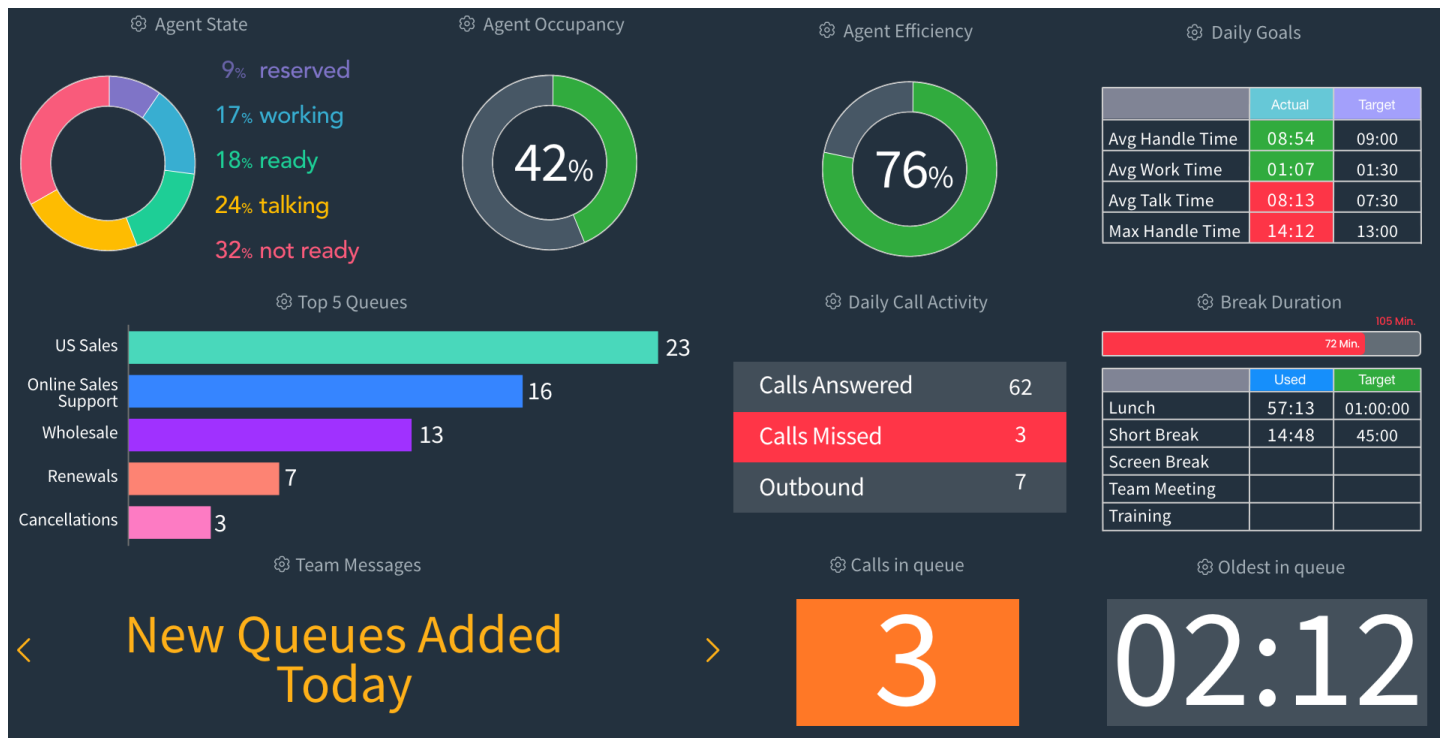
Comparison of Comstice Quartz with Generic reporting tools;

	Generic Tools	Comstice Quartz
Out of the Box 30+ Stock Reports	No	Yes
Limitless Data Repository for Historical Data	No	Yes
Daily Actionable Insights By Email	No	Yes
Drilldowns from summary reports to detailed reports	No	Yes
Unlimited Concurrent Sessions	No	Yes
Repetitive Call Analysis	No	Yes
Visual Cradle to Grave Report per Call	No	Yes
Customer Patience Analysis	No	Yes
Omnichannel Customer Journey Maps	No	Yes
Agent Efficiency and Occupancy Analysis	No	Yes
Call Result Wrap Up Analysis	No	Yes

Cisco Finesse Agent Real-Time Gadget

Agent Real-Time Gadget can be added to Cisco Finesse agent interface and offers a web-based real-time view to each agent. Agents can launch their own dashboard, personalised by their team leaders. They can see the real-time and daily activity of their performance as well as their targets and their current state.

Team leaders can also set the targets and limits for the performance data which will be color-coded if exceeded.



Agent Reskilling

Agent Reskilling is available through Comstice Quartz. You can reskill the agents and add or remove agents to skills.

Manage Skills: Aamna

Login ID: Aamna | Team: AWC | 7 skill(s) assigned

Back to Agents

3 to add0 to remove

Save Changes

Currently Assigned Skills

4 skill(s) currently assigned to this agent. Uncheck to mark for removal.

	Skill Name	Skill ID
☒	_Lang_English_Skill	7
☒	AWC_Members_Skill	179
☒	AWC_OtherApprovals_Skill	180
☒	AWC_Pharmacy_Skill	181

Add Skills to Agent

Search and check skills to assign. Set a competence level (1–10) for each skill being added.

Search skills...

	Skill Name	Skill ID	Competence
☒	01_ComplaintMgmt_Skill Will Add	88	
☒	_01_DOF_Skill Will Add	68	5
☒	_01_DP_World_Skill Will Add	73	5

Dashboard / Update Skills / AWC_Claims_skill

Manage Skill: AWC_Claims_skill

Back to Skills

1 to add0 to remove

Save Changes

Currently Assigned Agents

2 agent(s) currently assigned to this skill. Uncheck to mark for removal.

	Agent Name	Login ID
☒	Alaa	Alaa
☒	Omer	Omer

Add Agents to Skill

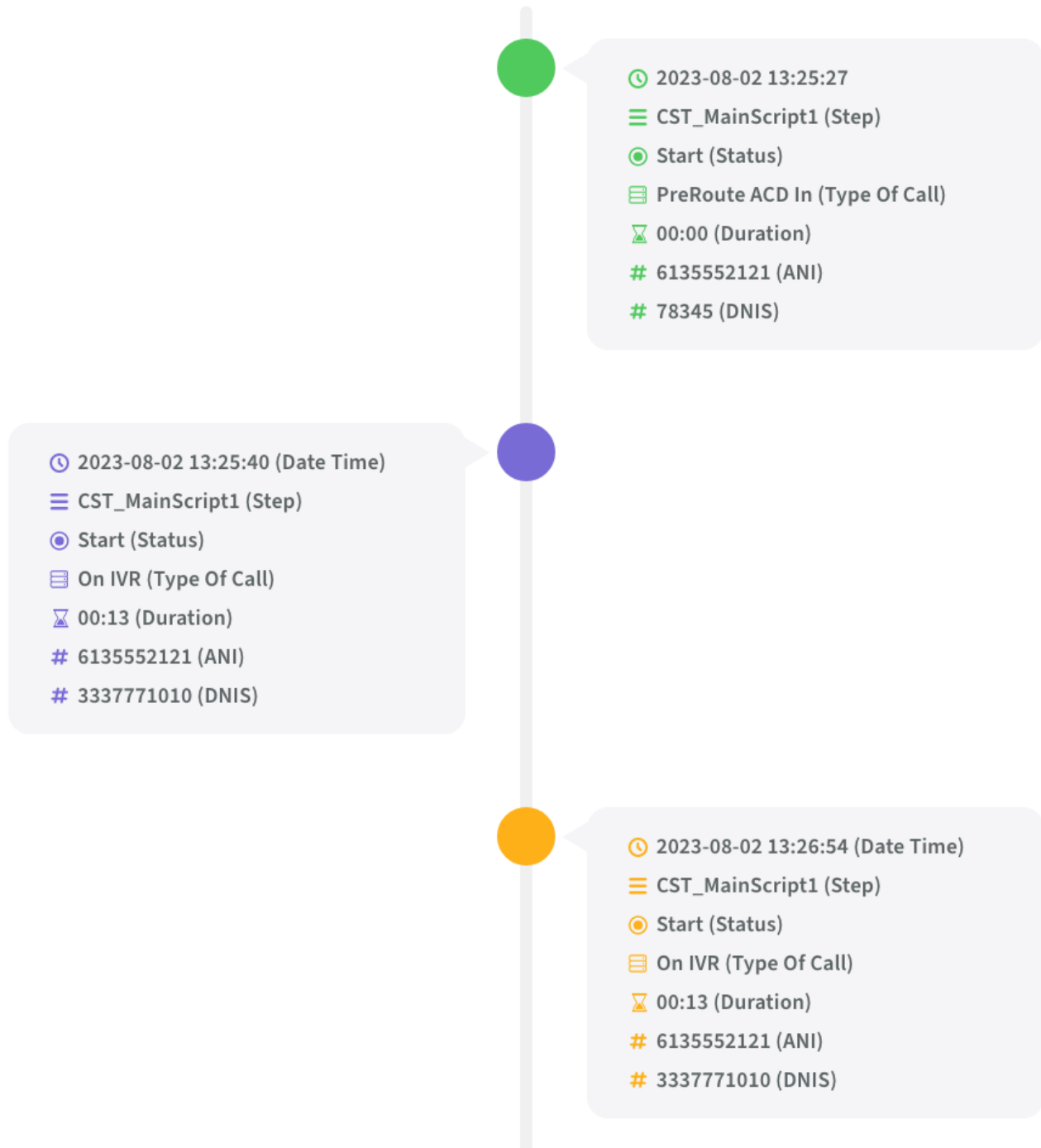
Search and select agents to assign. Set a competence level (1–10) for each agent being added.

Search agents...

	Agent Name	Login ID	Compet
☒	Aamna Will Add	Aamna	5
☐	Aaron	Aaron	—

Cradle to Grave Reports

Comstice also provides cradle to grave reports which has detailed information of each call. You can either visualise the customer journey of an individual call or create policies to filter a group of calls for further analysis.



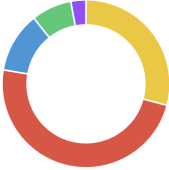
Cisco Finesse Agent Scorecard Gadget

Agent scorecard gadget shows the historical performance of each agent. It can be added to Cisco Finesse web interface and agents can run their daily, weekly monthly reports using this gadget.



Jessica Morten

Total Login Duration	42:06:43
Received	165
Handled	137
Handle Rate	82.50%
Avg. Handle Time	06:27
Missed	28
Start Date	2024-04-12 00:00:00
End Date	2024-04-18 23:59:00



9.8%
23.6%
47.4%
19.2%
3.2%

AVAIL
ACD
AUX
ACW
RNG

First Available of the Day

Monday	04/09/2024	08:02:51
Tuesday	04/10/2024	08:03:27
Wednesday	04/11/2024	08:04:13
Thursday	04/12/2024	08:06:41
Friday	04/13/2024	08:13:48
Saturday	04/14/2024	08:07:03

Performance

KPI	Target	Actual
CSAT	4.5	4.6
Avg Talk Time	09:00	07:23
Avg Work Time	05:00	06:47
Avg Handle Time	11:00	10:38

Not Ready Activity Code	Total Duration	Occurrences
_Team Meeting	00:55:21	4
Admin Duties	00:50:43	9
Break Formal	01:06:01	5
Extended Wrap	04:30:43	98
Lunch	04:08:14	6
Paperwork	00:48:25	8
CRM Updates	01:08:28	23
Sending Fax	00:38:42	11

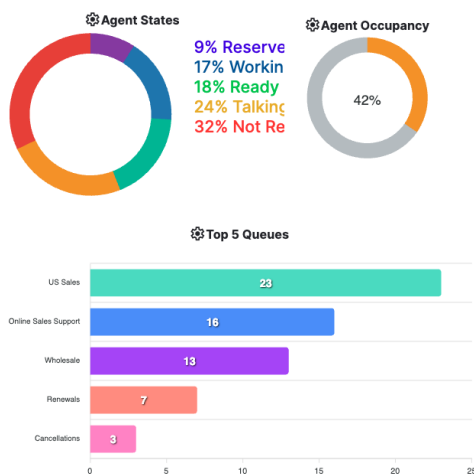
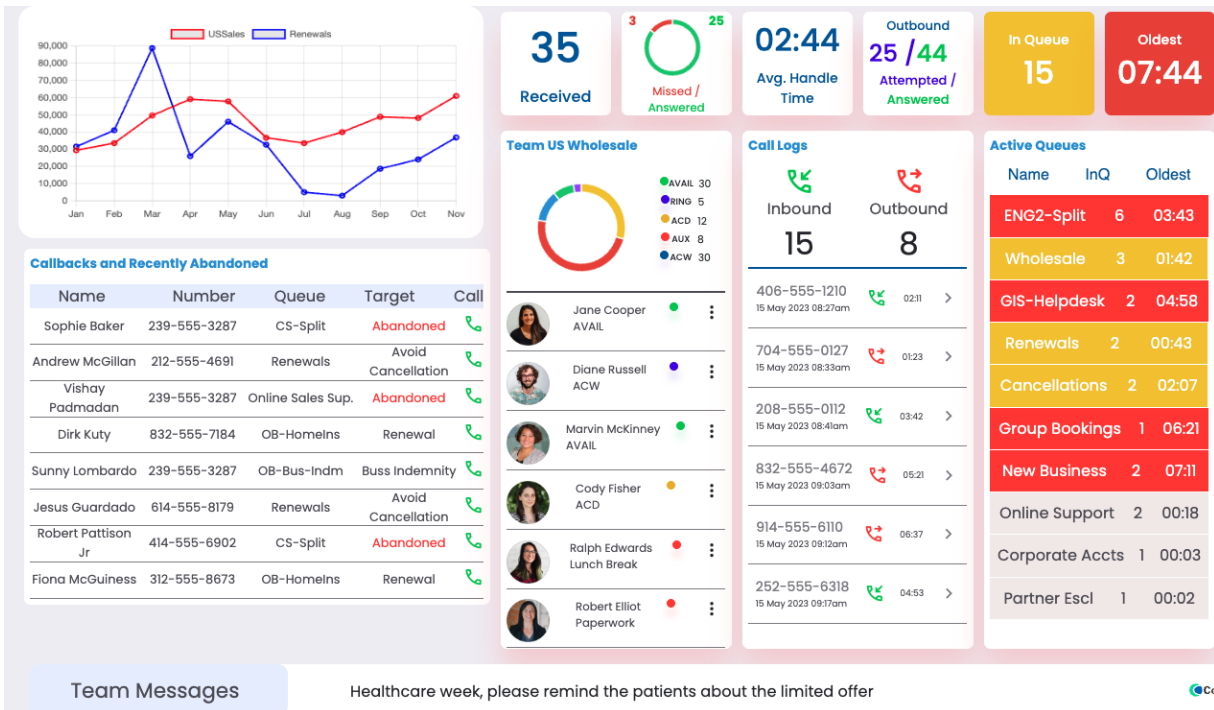
QA Evaluations

Q1	Q2	Q3	Q4	Q5
94%	92%	81%	74%	78%



Cisco Finesse Gadget for Agent Real-Time Dashboard

Comstice Real-Time Agent dashboard provides real-time and daily historical statistics for the agents as a Finesse Gadget inside Cisco Finesse Agent portal. Agents can monitor their daily activity, daily targets, break durations so far etc.



Daily Goals		
	Actual	Target
Avg Handle Time	08:54	09:00
Avg Work Time	01:07	01:30
Avg Talk Time	08:13	07:30
Max Handle Time	18:32	15:00

Daily Call Activity	
Calls Answered	62
Calls Missed	3
Outbound	7

Break Duration		
	Used	Limit
Lunch	57:13	01:00:00
Short Break	14:48	45:00
Screen Break		
Team Meeting		
Training		

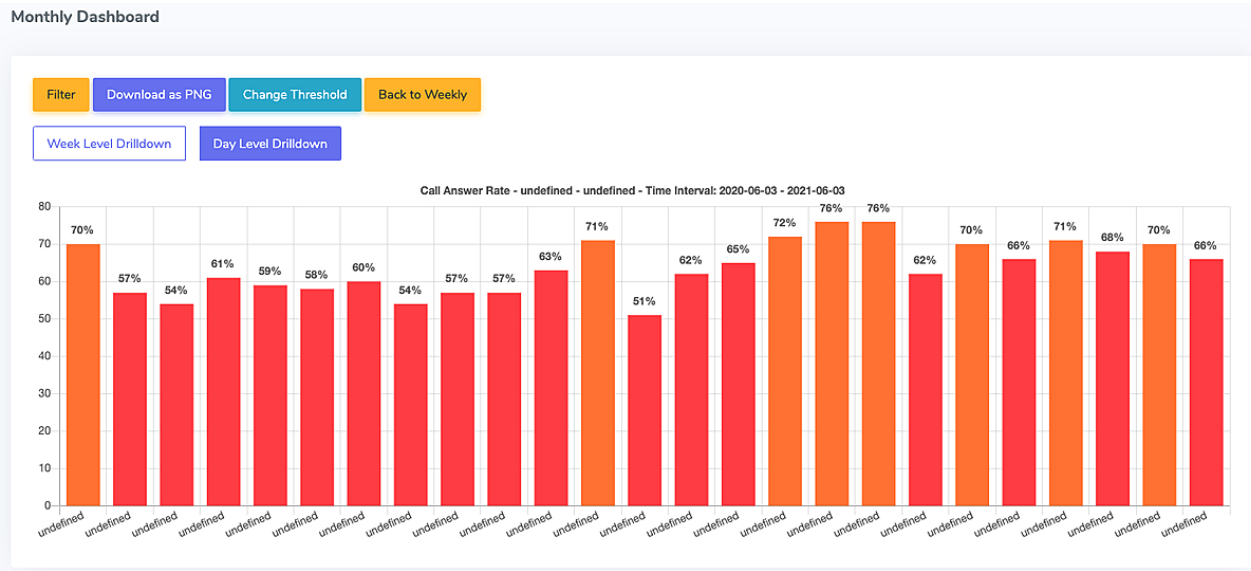
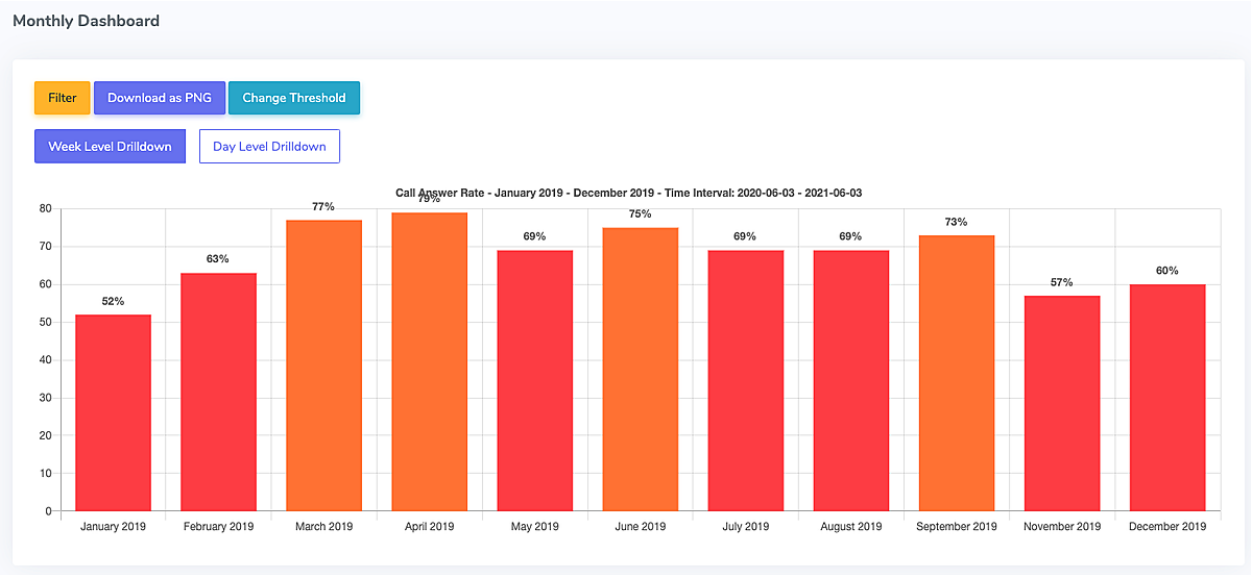
New Queues Added Today

3

02:12

Comstice Quartz Reporting Benefits

Drilldowns from Year on Year to Monthly, Weekly, Daily, Hourly and individual call and state activity: Quartz reporting offers multi-tenancy and full isolation of data among different teams and departments. Using drilldown feature, users can go from a summary report to a detailed report. Quartz replicates the call center database into its local database and runs the reports locally for a better performance.



Comstice Quartz Security Best Practices

Authentication and User Permissions

Comstice Quartz can have local users created. It also supports Single Sign-On using SAML 2.0 and similar protocols.

Administrators can also create a permission for users as "profiles". Each profile has a list of queues and agents that users are permitted to access the data. You can assign these profiles to a group of users so that they can only see the data from the permitted agents and the queues.

Data Privacy

Avaya CMS call center data does not include any personal information, health records or similar confidential data. Unless there is confidential data collected from the customers in the IVR, Avaya CMS data will not be encrypted.

Data transfer is however encrypted. Your organization can provide SSL certificates and HTTPS will be enabled to encrypt data transfers.

Data Retention

Comstice Quartz can retain data longer than Avaya CMS which overwrites the call center data within days. Data will be retained in the prosed limits then old data will be archived.

In case of any need, archived data can be restored for further reporting.

Comstice Quartz Features

Multi-Tenancy

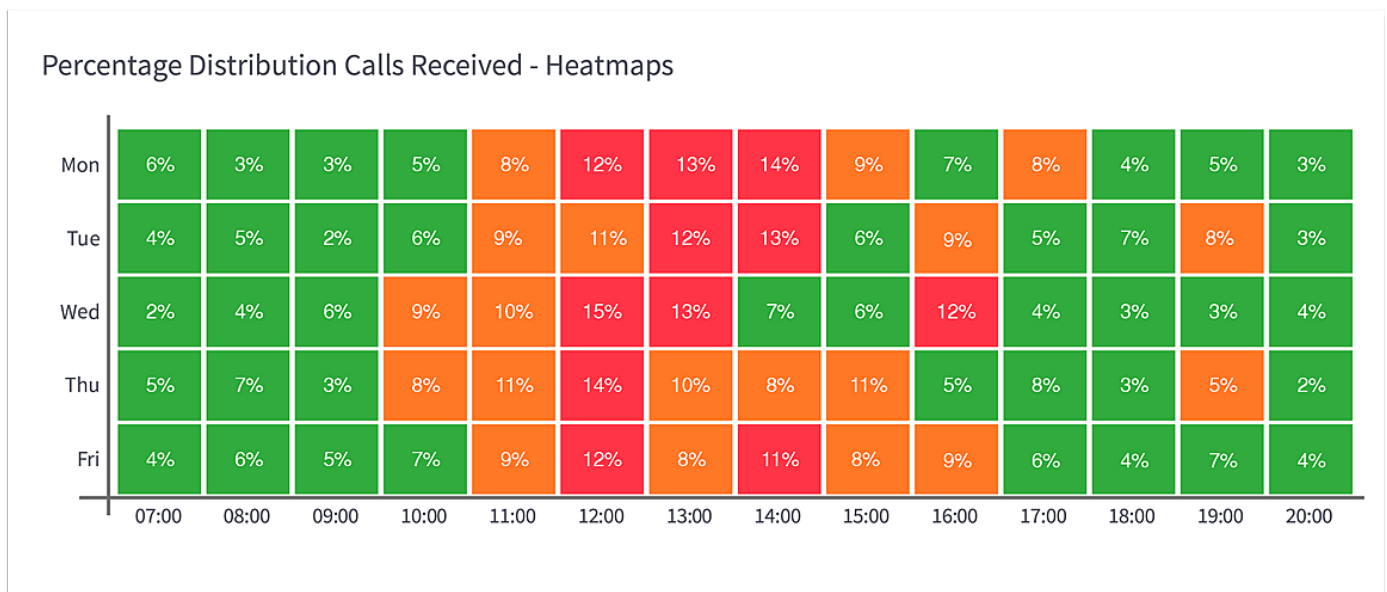
Comstice Quartz helps to restrict access to the call center historical data. This helps to isolate the data from other teams, businesses, even team members. Agents can access to their own data and check their performance as well.

Report Designer

Comstice Quartz helps to create visual score cards by using Report Designer feature. These scorecards can be scheduled to run daily, weekly and monthly. You can find sample scorecards at the end of this document.

Heatmaps

Comstice Quartz can report popular indicators as weekly heatmaps for the last few weeks so you can monitor the performance of each hour of each day in the week.



Year on Year Charts

Historical data can be presented in YoY charts for forecasting and the trend in certain indicators.

Cisco CUCM CDR Integration

Comstice Quartz integrates with Cisco CUCM Call Detail Records (CDR) so that we can find out the outcome of each call i.e. whether they were hung up by the agent, caller or by the system. We can also follow up the calls that were transferred to Post-Call Survey and analyse further and retrieve the survey results on the same report.

COMSTICE STOCK REPORTS - PQ HUNG UP BY CALLED NUMBER

[Edit Search](#)

Start Time: Feb 15, 2026 12:00 AM - End Time: Feb 21, 2026 11:59 PM

PQ Name	Hung Up By Client	% Hung Up By Client	Hung Up By Agent	% Hung Up By Agent	Hung Up By System	% Hung Up By System	Post Call Survey	Short Calls
BH - DSNP - MentalHealth	2	100.0 %	0	0.0 %	0	0.0 %	1	0
BH - Mental Health	2	100.0 %	0	0.0 %	0	0.0 %	3	0
CMDM - English	2	40.0 %	3	60.0 %	0	0.0 %	3	0
MSR - DSNP - Can	0	0.0 %	0	0.0 %	0	0.0 %	3	0
MSR - DSNP - Eng	611	46.9 %	693	53.1 %	0	0.0 %	1222	0
MSR - DSNP - Spa	4	50.0 %	4	50.0 %	0	0.0 %	19	0
MSR - DSNP - Vie	1	100.0 %	0	0.0 %	0	0.0 %	1	0
MSR Interpreter Services	11	84.6 %	2	15.4 %	0	0.0 %	31	0
	633		702					

Cisco CDR integration also helps to find non-UCCE calls, create cost centers, set cost templates for certain destinations and send a periodic internal invoice about the call costs for each cost center.



- Dashboard
- Stock Reports
- Comstice Reports
- Custom Reports
- Cisco CDR
- Scorecards
- Heatmaps
- Monthly Dashboard
- Year on Year
- Schedule Report
- Daily Insights
- Agent Reskilling
- Admin

[Sign Out](#)

Dashboard

Welcome back, quartzadmin1234! Select a reporting category to get started.

Stock Reports

Cisco UCCE stock reports for real-time and historical reports for various channels.

Comstice Reports

Reports created for common use cases such as repetitive callers, and customer patience.

Custom Reports

Reports created with custom templates requested by your business users.

Cisco CDR

Cisco CUCM Call Detail Records with cost centers, billing and tariffs.

Scorecards

Agent and Team reports for the selected agent and the team.

Heatmaps

Weekly table of the selected performance indicator for the intervals of the week.

Monthly Dashboard

Bar chart with drilldown feature to show monthly, weekly and daily data.

Year on Year

Bar chart for the selected indicator with months of each year to review yearly change.

Schedule Reports

Schedule reports to be delivered by email; daily, weekly, and monthly.

Actionable Insights

Schedule daily email based on daily thresholds and goals for the agents and the queues.

Team State Types

Select the reason codes for meal breaks, short breaks, efficiency and occupancy breaks.

Configuration

Set reporting permissions, breaks, efficiency and occupancy criteria.

Daily Actionable Insights by Email

You can set agent and queue-level daily thresholds for your teams and receive an end-of-day email to see which agents and queues exceeded these thresholds.

Agent Insights:

- 4 agents have missed more calls than the threshold (2 calls): [List agents](#)
- 3 agents exceeded lunch break threshold (30 minutes): [List agents](#)
- 1 agent exceeded the total short break threshold (30 minutes): [List agents](#)
- 2 agents exceeded maximum handle time per call threshold (10 minutes): [List agents](#)
- 1 agent was below minimum agent efficiency % (30%): [List agents](#)
- 2 agents were below minimum agent occupancy % (40%): [List agents](#)
- 5 agents exceeded Maximum after call work (ACW) time (5 minutes): [List agents](#)

Queue Insights:

- 3 queues exceeded maximum abandon rate (20%): [List queues](#)
- 2 queues exceeded maximum ASA (120 seconds): [List queues](#)
- 4 queues exceeded maximum handle time per call: (10 minutes): [List queues](#)
- 1 queue was below the minimum answer rate per queue (70%): [List queues](#)
- 15 Repeat Callers calling more than threshold (3 calls): [List callers](#)
- 8 calls exceeded maximum wait time before answer (300 seconds): [List calls](#)
- 4 queues were below minimum daily service level (60%) : [List queues](#)
- 3 queues exceeded the maximum number of not ready agents (11 agents): [List queues](#)

Support

What does it cover?

Comstice provides **break-fix support** for the Comstice software.

Priority Support is provided on up to 1-hr response and up to 24 hours fix basis due to all the dependencies around the solution. This is not guaranteed, however we aim to resolve 90% of all support queries within this time frame. **Priority support is available 24/7 and requires High Availability servers and secondary UCCE server.**

Support service provided by qualified engineers via email or WebEx. Troubleshooting steps are performed via Webex.

How to raise a support ticket?

End customer IT personnel or partners can raise a support tickets online from www.comstice.com/support or by calling Comstice Support Desks from +1-713-929-3714 or +44 203 051 7796. Alternatively, you can send an email to support@comstice.com or use webchat feature at comstice.com

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