

Autoskill for Cisco UCCE and PCCE Contact Centers

Data Sheet



Comstice Autoskill Reskilling Tool

Comstice Autoskill helps to increase agent occupancy and improve customer service performance by automatically enabling secondary skills on your UCCE and PCCE agents when certain conditions are met.

By using Comstice Autoskill, you can increase agent occupancy, improve customer service performance and bring more customer satisfaction your business.

Benefits:

Comstice Autoskill helps in the following areas;

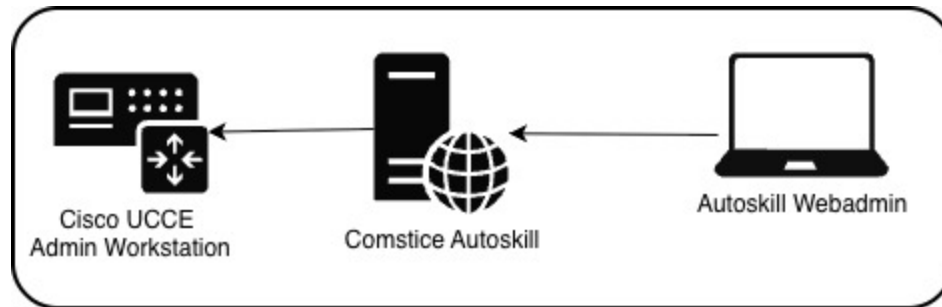
- maximum agent occupancy
- higher customer service performance metrics
- more customer satisfaction with lower wait times and more handled calls
- handle the inaccuracies of the WFM Forecasting real-time.

Features

Comstice Autoskill solution;

- can work with standalone, without any WFM needed
- helps to assign secondary skills to each agent
- allows to create conditions and condition groups using KPIs and connect them using logical AND and OR operators
- integrates with customer-owned SIP trunk connections or with Cisco CUCM
- includes Cisco UCCE Admin features where you can create, edit and update CCE parameters such as agents, call types, skill groups precision queues and attributes.
- offers bulk add, bulk update and bulk delete features for the agents, skill groups, call types and precision queues.
- offers a Visual Logic Flow diagram to visualise how the set of conditions are connected
- enables secondary skills for all the agents in the workforce group assigned to the rule.
- disables the secondary skills if the conditions no longer occur or at the end of each shift.
- can integrate with the WFM to monitor overstaffed intervals so that it can enable secondary skills if the team is underutilised.

Solution Topology: Cisco UCCE



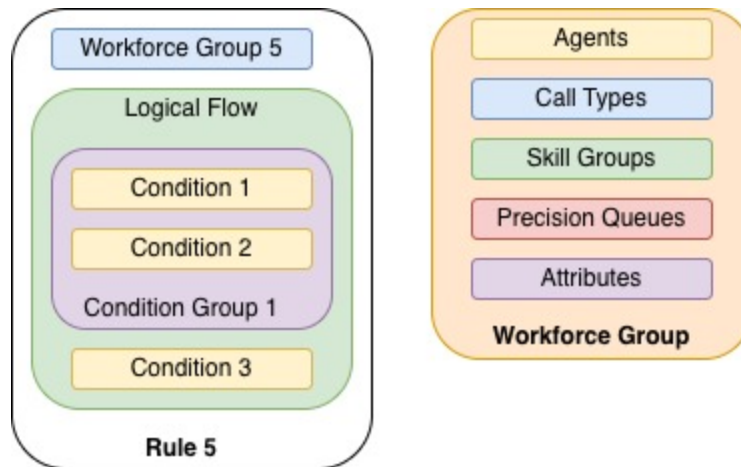
Comstice Autoskill integrates with Cisco UCCE Admin Workstation using CCE Configuration APIs (REST APIs). It also establishes an ODBC connection to AW DB to retrieve the configuration updates.

Common features are;

- Assigning secondary skills to agents
- Creating bulk agents and bulk updates to agent settings
- Creating conditions based on key performance indicators;
 - service levels
 - answer rates
 - abandon rates
 - average speed of answer
 - calls in queue vs calls at agent ratio
- Grouping two or more conditions and connecting as condition groups using AND and OR logical operators
- Workforce groups that groups agents, call types, skill groups together
- creating rules;
 - each rule will be assigned to a workforce group
 - conditions and condition groups are added to the rule and connected with logical AND and OR
- Once all the conditions of a rule becomes true, then agents in the workforce group will have their secondary skills enabled.

Working Principle

Comstice Autoskill enables secondary skills or attributes of the agents assigned to a workforce group. This workforce group is associated to a Rule.



A rule includes;

- a workforce group
- a set of conditions and condition groups cascaded using logical AND and OR operators
- refresh time
- end of day time (to revert the secondary skills of the agents in the selected workforce group)
- Manual enable / disable

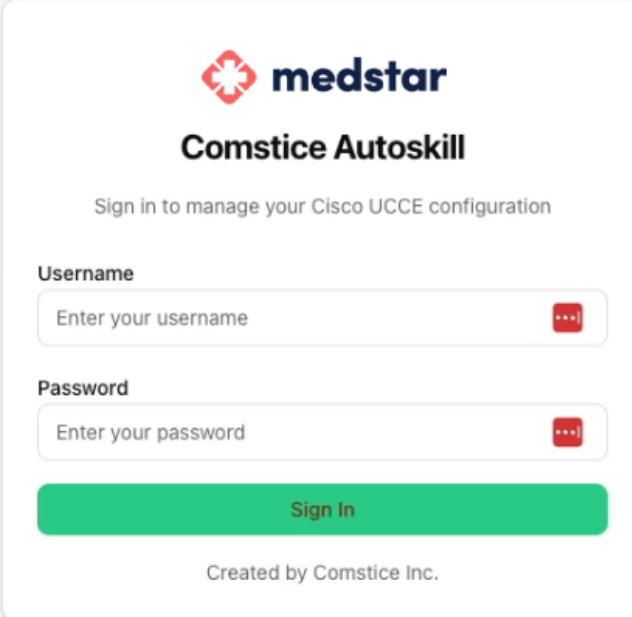
Shift Schedule and Forecasts


You will also upload shift schedule and forecasts so Autoskill can monitor the shift start and end times as well as the times where agent count is higher than the forecast.

Login and Authentication

Comstice Autoskill can authenticate the users through;

- Cisco CUCM End Users and Active Directory
- Single Sign-On: Microsoft, Okta, Google, AWS or any other SAML-based service

A login form for Comstice Autoskill. At the top is the Medstar logo (a red cross with a white center) followed by the text "medstar" in a bold, dark blue font. Below this is the title "Comstice Autoskill" in a bold, black font. Underneath the title is the instruction "Sign in to manage your Cisco UCCE configuration" in a smaller, regular black font. The form contains two input fields: "Username" and "Password". Each field has a placeholder text "Enter your username" or "Enter your password" and a red eye icon to toggle password visibility. Below the password field is a green "Sign In" button. At the bottom of the form is the text "Created by Comstice Inc." in a small, regular black font.

 **medstar**

Comstice Autoskill

Sign in to manage your Cisco UCCE configuration

Username

Enter your username

Password

Enter your password

Sign In

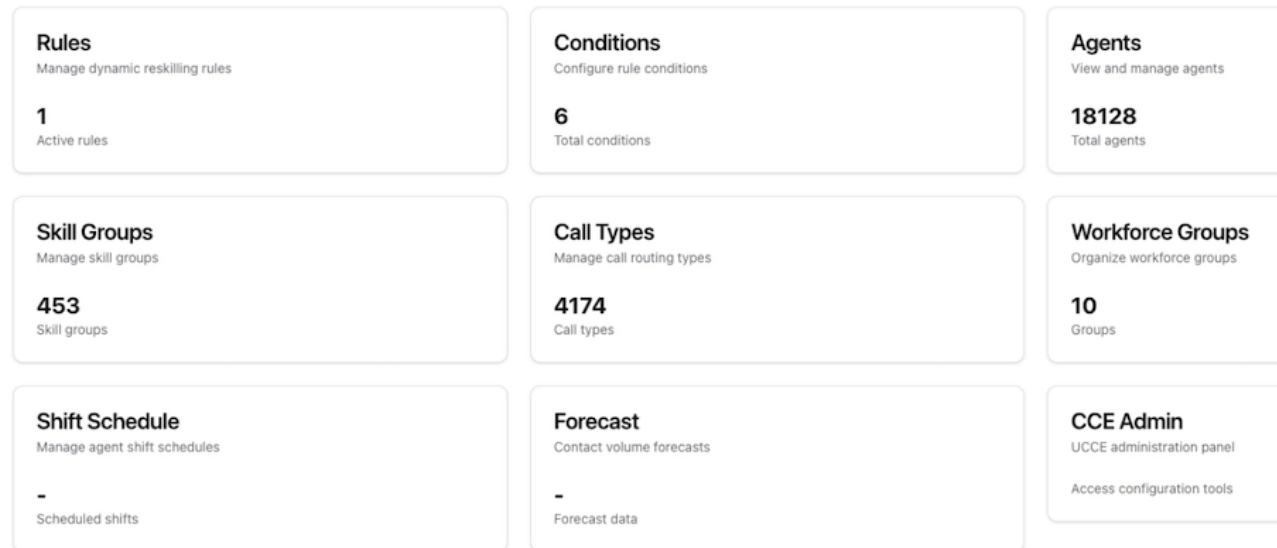
Created by Comstice Inc.

Dashboard and Sidebar

Sidebar lists the features available for creating, running and monitoring reskilling rules. Dashboard provides a quick summary and shortcuts to commonly used tools.

Dashboard

Welcome to Comstice Autoskill



You can create new agents, assign primary and secondary skills to an agent;

Agents

You can edit agent information, add and remove skill groups and attributes.

Agent Information

View agent details and manage skill group assignments for AGNESE CDTA..

Agent Information

Basic agent details

Agent ID 86405	UCCE Agent ID 76120
Display Name AGNESE CDTA.	First Name AGNESE
Last Name CDTA.SALTA	Login Enabled Yes
Supervisor No	Peripheral Name PG4_CCM_1
Team Name IT_AT_177_C	Desk Setting ADS_IT_C

You can also assign secondary skills and attributes. When your conditions occur, Autoskill will enable the secondary skills automatically. Once the condition is no longer valid or the agent's shift has ended, the secondary skills will be disabled.

Primary Skill Groups

Primary skill groups assigned to this agent (Level 1)

PG4.SK_MOB
ID: 86633

Level 1
Active

PG4.SK_FIB
ID: 86634

Level 1
Active

Add Secondary Skills

Search and add secondary skill groups

Search Skill Groups

Enter at least 3 characters to search...

Search by skill group name or ID

Tips:

- Search by skill group name or ID
- New secondary skills are disabled by default
- Use the toggle to enable/disable skills

Secondary Skills (1)

SK_PTC_BOI_NORD
ID: 55416

Level 2
Active

Workforce Groups

For grouping teams, departments and business units, you will create workforce groups. Rules are assigned to workforce groups.

Workforce group brings together;

- agents
- skill groups
- call types
- precision queues

← Back

New Workforce Group

Create a new workforce group with agents and skill groups

Group Details

Enter the workforce group details

Name *

Enter workforce group name

Description

Enter description (optional)

Select Agents

Search and choose agents to include in this workforce group (0 selected)

Search Agents

Q Enter at least 3 characters to search by first name, last name, or ID...

Search will filter by first name, last name, agent name, or agent ID

Conditions and Condition Groups

Conditions are performance indicators with some limits and thresholds. For example;

- If service level is below 70%
- If calls waiting vs calls at agent are more than 2
- Answer rate is less than 60%

these are all conditions. We will check the group of queues i.e. skill groups, call types and precision queues and enable secondary skills of the agents in the same workforce group automatically.

Reskilling Conditions

Manage conditions and condition groups for rules

Conditions













Condition Groups

New Condition

New Condition Group

Conditions

Define performance indicators and thresholds. [Add New](#)

ID	Name	KPI	Comparator	Threshold	Description	Created	Actions
8	ASA 5mins and Answer Rate 70%	Average Speed of Answer (seconds)	>	300.0000	ASA 5mins and Answer Rate 70%	Nov 26, 2025	 
7	ASA longer than 5mins	Average Speed of Answer (seconds)	>	300.0000	ASA longer than 5mins	Nov 26, 2025	 
6	Answer Rate Less Than 70%	Calls in Queue vs Agents Rate	<	70.0000	Answer Rate Less Than 70%	Nov 26, 2025	 
4	Answer Rate less than 80%	Call Answer Percentage	<	90.0000	Answer Rate less than 80%	Oct 29, 2025	 
2	Queue Ratio more than 2	Calls in Queue vs Agents Rate	>	2.0000	Queue to Talking Ratio	Oct 29, 2025	 
1	High Average Speed of Answer	Average Speed of Answer (seconds)	>	30.0000	Triggers when ASA exceeds 30 seconds	Oct 29, 2025	 

Users can assign different calling numbers from your DID range for each campaign.

New Condition

Create a new condition for rule-based agent reskilling

Condition Details

Define performance indicator and threshold for this condition

Name

New Condition SLA 60

Description

Enter condition description (optional)

KPI (Performance Indicator)

Service Level Answered % (0-100)

Comparator

<

Threshold

60

Create Condition

Cancel

Reskilling Rules

Rules are where you can group conditions and condition groups and assign them to a workforce group

Workforce group will be used to get the list of queues that we will check the conditions. We will also use the agents associated with that workforce group, enable and disable their secondary skills or attributes when needed.




Reskilling Rules

Manage dynamic reskilling rules and conditions

Create Rule

Active Rules

Configure rules for automatic agent reskilling based on performance indicators

ID	Rule Name	Description	Status	Check Period (min)	Revert Time (min)	Created	Actions
1	visual rule	viz2	Inactive	5	-	Nov 6, 2025	  

You will create the conditions and groups for each rule.

← Back

New Reskilling Rule

Create a new rule with conditions and logical operators

Rule Details

Enter the basic rule information

Rule Name *

Rule 2

Description

Enter rule description (optional)

Workforce Group *

Select a workforce group

Revert Time (minutes) *

60

Time in minutes before automatically reverting the rule

Check Period (minutes) *

5

How often to check if rule conditions are met

Conditions & Groups

Add conditions and condition groups to build your rule logic

Add Condition

Select a condition

Add Condition Group

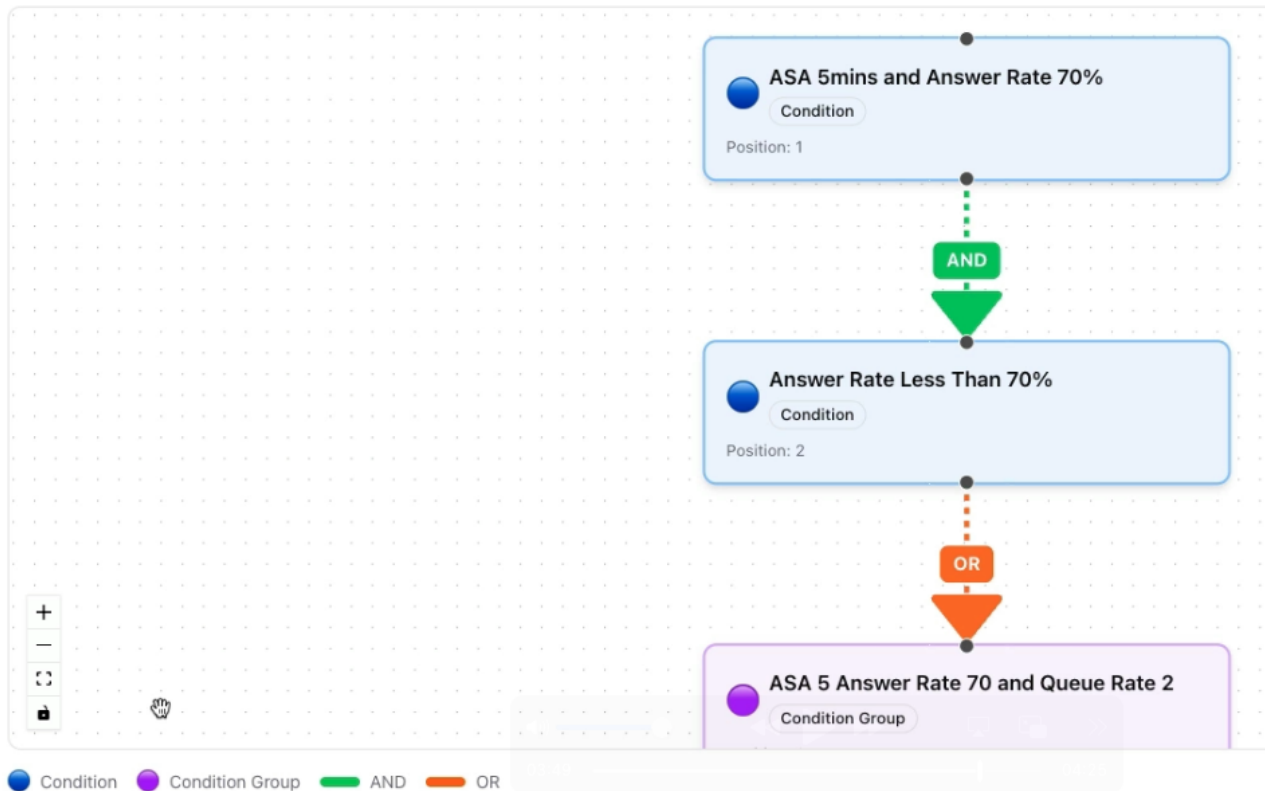
Select a condition group

Visual Flow of Autoskill Logic

When cascading conditions and condition groups, the overall logic might get difficult to follow. Visual Logic Flow helps to visualise and follow the overall set of conditions.

Visual Logic Flow

Interactive visualization of your rule logic with conditions and operators



Rule Activation and Deactivation

A rule will be activated if all the conditional logic is TRUE. When that happens, secondary skills of their agents will be activated.

Rule will be monitored regularly and if the conditional logic is FALSE, secondary skills will be removed from the agents in the workforce group that the rule is associated.

You can also upload the agent shift schedule as a CSV file. If agent's shift is over, the secondary skills will be disabled.

Each rule as operational hours. If we exceed those hours, the rule will be disabled automatically. Secondary skills of all the agents will be disabled.

Forecasting can also be utilised for activating the rules. You can upload the forecasts and scheduled agents. In the hours where the shift is overscheduled, the rule can be triggered and secondary skills of the agents can be enabled.

Reports

You can monitor the active rules, rule activations and changes in the conditions in the reports. Real-time dashboards show active rules and agents in their secondary skills. Historical reports show rule activation and deactivation activities as well as the configuration changes.

Reports

Access comprehensive reports, analyze campaign performance, and track key metrics and KPIs.

Historical Reports

Access past data and performance metrics with flexible date ranges and filtering

Call Tracker

Find individual calls from calling number, called number, agent, campaign, and more

Open Report

Real-time Reports

Monitor live campaign performance and agent activity

Live Dashboard

Real-time campaign and agent performance monitoring

Open Report

Agent Campaign Statistics

Monitor agent performance with targets, acceptance rates, and revenue metrics

Open Report

Technical Specifications

All the solution components below support N+1 redundancy. HA Servers required for priority support.

Comstice Autoskill Servers

24GB RAM, 300GB HDD, 4 vCPUs

Support

Comstice offers a break-fix support for all the solutions. Priority support is included in all the subscriptions as long as the solution is deployed with N+1 redundancy. SLA is one hour response and up to four hours fix, based around all the dependencies of each solution. Support is available 24/7. Tickets can be raised by the client's IT personnel that has already followed the troubleshooting steps provided during the Administrator Training delivered as part of the project. Comstice does not accept tickets directly from the end users.

Tickets can be opened from <https://comstice.com/support>, by sending an email to support@comstice.com or by calling +1 713 929 3714 (Option 2)

Reporting questions, configuration and design questions are not part of the SLA and will be handled during regular office hours. Only break-fix support is handled on the SLA with 24/7 coverage.



Thank You

Please contact sales@comstice.com
for demos and callback.