

Scheduled Reports 3.0

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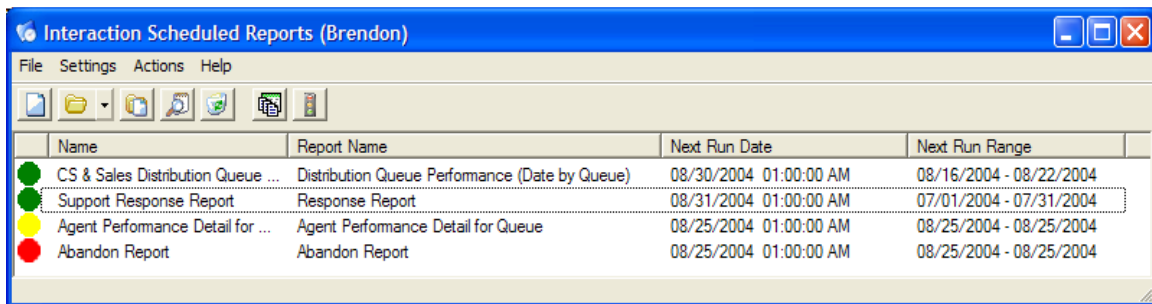
Scheduled Reports

Using the Scheduled Reports package from Interactive Intelligence Global Services, CIC reports can be automated to deliver the timely information people need, in the format they prefer, directly to the desktop. In a few quick minutes, you can have a report scheduled and rest assured your report will get where it needs to be, when it needs to be there.

Scheduled Reports Benefits:

- One-time configuration for standardized reports, saving the headache and hassle of re-entering parameters each time.
- Reports can be run after hours which allow for better use of CIC system resources during business hours.
- Secure by design. Scheduled Reports Client application requires a valid IC login and password. Report output repositories can be secured through email access and file share access rights. Users can only schedule reports they are given access to via Interaction Administrator.
- Copy and paste functions allow users to quickly setup scheduled reports with similar parameters.
- A custom report shows success or failure result for each scheduled report run during a specified time period

Easy to use client application for dynamically adding, deleting or editing scheduled reports.



The screenshot shows the 'Interaction Scheduled Reports (Brendon)' application window. It features a menu bar with 'File', 'Settings', 'Actions', and 'Help'. Below the menu bar is a toolbar with various icons. The main area contains a table with the following data:

Name	Report Name	Next Run Date	Next Run Range
CS & Sales Distribution Queue ...	Distribution Queue Performance (Date by Queue)	08/30/2004 01:00:00 AM	08/16/2004 - 08/22/2004
Support Response Report	Response Report	08/31/2004 01:00:00 AM	07/01/2004 - 07/31/2004
Agent Performance Detail for ...	Agent Performance Detail for Queue	08/25/2004 01:00:00 AM	08/25/2004 - 08/25/2004
Abandon Report	Abandon Report	08/25/2004 01:00:00 AM	08/25/2004 - 08/25/2004

Additional Detail

- Convenient wizard and drop down lists for configuring scheduled report parameters
- All reports on the CIC server are automatically imported into the Scheduled Reports Client application
- Generate reports in a variety of formats including Adobe PDF, Crystal RPT, CSV and Microsoft Excel
- Reports can be scheduled to run for a one time custom date or on a recurring daily, weekly, or monthly basis
- View scheduled report details at a glance.
- Ability to test prior to running reports.

Availability

Scheduled Reports 3.0 requires IC 3.0 SU 2 with an Engineering Special

Minimum Hardware and Software Requirements

1. Scheduled Reports Handlers:

- Customer Interaction Center™ (CIC) 2.3.1, 2.4 & 3.0.

2. Scheduled Reports Monitoring Service Requirements:

- Pentium II, 966Mhz or greater
- Windows 2000, XP or Server 2003
- 128MB RAM
- Microsoft 2.0 .NET Framework
- MDAC 2.6 or later
- Oracle Client (only necessary if using Oracle for DB)
- Oracle Provider for OLE DB (8.1, 9.2) (only necessary if using Oracle for DB)

3. Scheduled Reports Client Application Requirements:

- Pentium II, 300Mhz or greater
- Windows ME, 2000, or XP.
- 128MB RAM
- Microsoft 2.0.NET Framework
- MDAC 2.6 or later
- Oracle Client (only necessary if using Oracle for DB)
- Oracle Provider for OLE DB (8.1, 9.2) (only necessary if using Oracle for DB)

4. Scheduled Reports Database Tables:

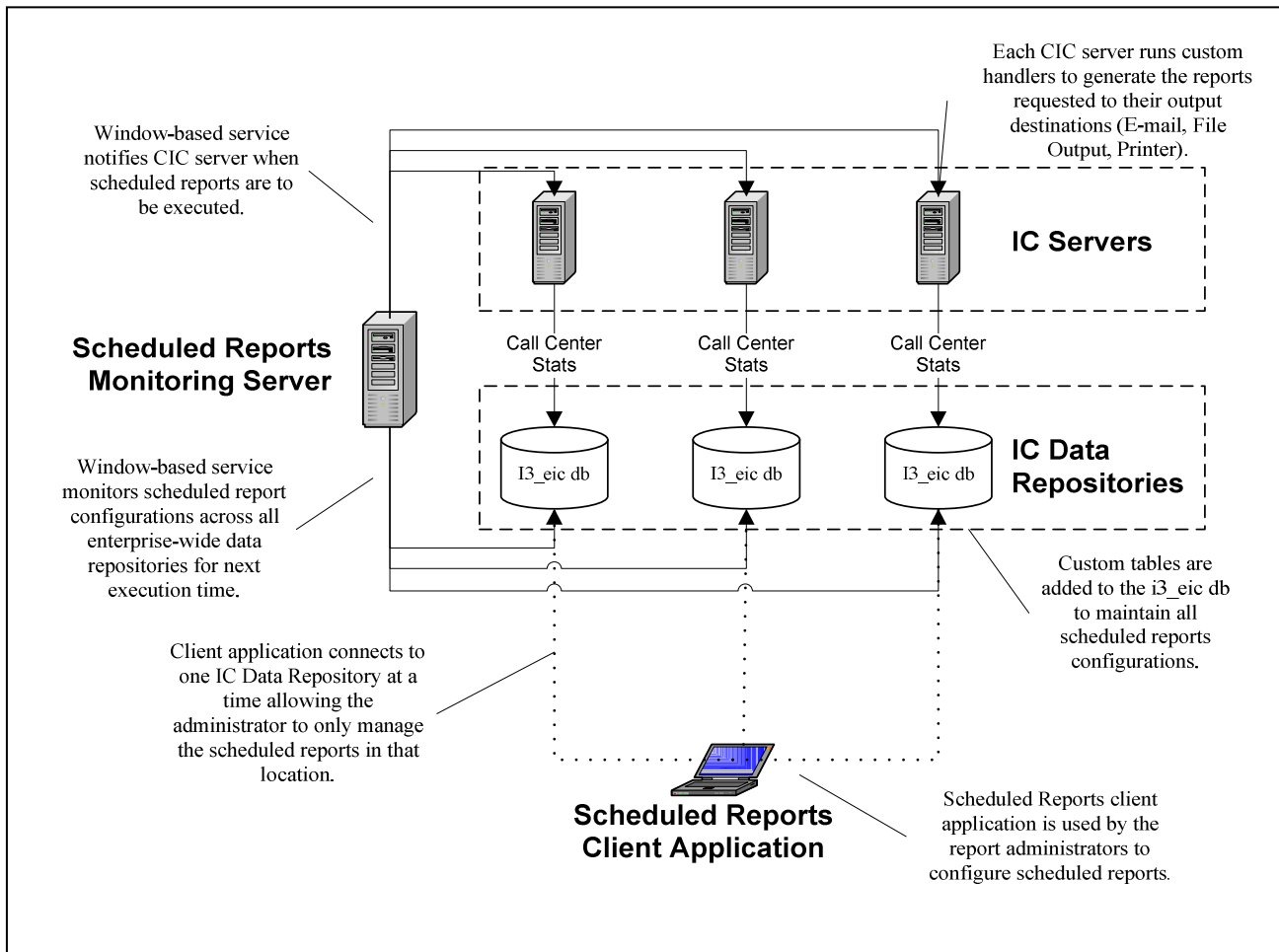
- CIC Reporting using SQL or Oracle Server.
- Scripts will be provided to add Scheduled Reports tables to the existing i3 database repository.

Typical locations to install the Scheduled Reports process: Microsoft SQLServer, SIP Proxy Server. Do NOT install on the CIC server).

Scheduled Reports Architecture

The Scheduled Reports package consists of the following four components:

1. Scheduled Reports Monitoring Server
2. Scheduled Reports Client Application
3. Scheduled Reports CIC Custom Handler Set
4. Scheduled Reports Database Tables



Note about this document:

This document is a marketing features list. Final product technical documentation for this product will be available through product documentation. These documents will be available to customers and partners on the product DVD or in the download.

Document Name	Purpose and Revision History	Date Issued:	Version:
Scheduled Reports 3.0 Feature Overview	Initial Release	November 3, 2008	Version 1.0