Cisco SocialMiner 8.5(1) Reporting Templates

Description
The SocialMiner Reporting Templates provide canned daily, weekly and monthly reports on
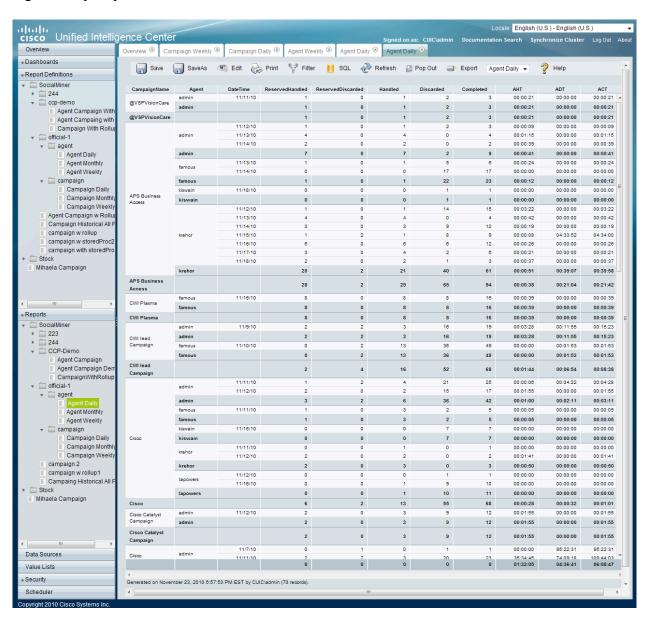SocialMiner Campaigns and Agents.

The templates are packaged up into a single zip file. They must be unzipped and then
individually imported into Cisco Unified Intelligence Center.

Installation and Reporting Information
Installation instructions and Report descriptions are available online at:
http://docwiki.cisco.com/wiki/SocialMiner.

Sample Screenshots

Agent Daily Report

Cisco Unified Intelligence Center

Signed on as: CUIC\admin   Documentation Search   Synchronize Cluster   Log Out   About

Overview | Campaign Weekly | Campaign Daily | Agent Weekly | Agent Daily | Agent Daily

Save   SaveAs   Edit   Print   Filter   SQL   Refresh   Pop Out   Export   Agent Daily   Help

CampaignName	Agent	DateTime	ReservedHandled	ReservedDiscarded	Handled	Discarded	Completed	AHT	ADT	ACT
@VSPVisionCare	admin	11/11/10	1	0	1	2	3	00:00:21	00:00:00	00:00:21
	admin		1	0	1	2	3	00:00:21	00:00:00	00:00:21
@VSPVisionCare			1	0	1	2	3	00:00:21	00:00:00	00:00:21
		11/12/10	1	0	1	2	3	00:00:09	00:00:00	00:00:09
	admin	11/13/10	4	0	4	0	4	00:01:15	00:00:00	00:01:15
		11/14/10	2	0	2	0	2	00:00:39	00:00:00	00:00:39
	admin		7	0	7	2	9	00:00:41	00:00:00	00:00:41
	famous	11/13/10	1	0	1	5	6	00:00:24	00:00:00	00:00:24
		11/14/10	0	0	0	17	17	00:00:00	00:00:00	00:00:00
APS Business Access	famous		1	0	1	22	23	00:00:12	00:00:00	00:00:12
	kiswain	11/18/10	0	0	0	1	1	00:00:00	00:00:00	00:00:00
	kiswain		0	0	0	1	1	00:00:00	00:00:00	00:00:00
		11/12/10	1	0	1	14	15	00:03:22	00:00:00	00:03:22
		11/13/10	4	0	4	0	4	00:00:42	00:00:00	00:00:42
		11/14/10	3	0	3	9	12	00:00:19	00:00:00	00:00:19
	krehor	11/15/10	1	2	1	8	9	00:00:08	04:33:52	04:34:00
		11/16/10	6	0	6	6	12	00:00:26	00:00:00	00:00:26
		11/17/10	3	0	4	2	6	00:00:21	00:00:00	00:00:21
		11/18/10	2	0	2	1	3	00:00:37	00:00:00	00:00:37
	krehor		20	2	21	40	61	00:00:51	00:39:07	00:39:58
APS Business Access			28	2	29	65	94	00:00:38	00:21:04	00:21:42
CWI Plasma	famous	11/16/10	8	0	8	8	16	00:00:39	00:00:00	00:00:39
	famous		8	0	8	8	16	00:00:39	00:00:00	00:00:39
CWI Plasma			8	0	8	8	16	00:00:39	00:00:00	00:00:39
	admin	11/9/10	2	2	3	16	19	00:03:28	00:11:55	00:15:23
CWI lead Campaign	admin		2	2	3	16	19	00:03:28	00:11:55	00:15:23
	famous	11/10/10	0	2	13	36	49	00:00:00	00:01:53	00:01:53
	famous		0	2	13	36	49	00:00:00	00:01:53	00:01:53
CWI lead Campaign			2	4	16	52	68	00:01:44	00:06:54	00:08:38
	admin	11/11/10	1	2	4	21	25	00:00:06	00:04:22	00:04:28
		11/12/10	2	0	2	15	17	00:01:55	00:00:00	00:01:55
	admin		3	2	6	36	42	00:01:00	00:02:11	00:03:11
	famous	11/11/10	1	0	3	2	5	00:00:05	00:00:00	00:00:05
	famous		1	0	3	2	5	00:00:05	00:00:00	00:00:05
	kiswain	11/16/10	0	0	0	7	7	00:00:00	00:00:00	00:00:00
Cisco	kiswain		0	0	0	7	7	00:00:00	00:00:00	00:00:00
	krehor	11/11/10	0	0	1	0	1	00:00:00	00:00:00	00:00:00
		11/12/10	2	0	2	0	2	00:01:41	00:00:00	00:01:41
	krehor		2	0	3	0	3	00:00:50	00:00:00	00:00:50
	lapowers	11/12/10	0	0	0	1	1	00:00:00	00:00:00	00:00:00
		11/16/10	0	0	1	9	10	00:00:00	00:00:00	00:00:00
	lapowers		0	0	1	10	11	00:00:00	00:00:00	00:00:00
Cisco			6	2	13	55	68	00:00:28	00:00:32	00:01:01
Cisco Catalyst Campaign	admin	11/12/10	2	0	3	9	12	00:01:55	00:00:00	00:01:55
	admin		2	0	3	9	12	00:01:55	00:00:00	00:01:55
Cisco Catalyst Campaign			2	0	3	9	12	00:01:55	00:00:00	00:01:55
		11/7/10	0	1	0	1	1	00:00:00	95:22:31	95:22:31
Cisco	admin	11/11/10	2	7	3	20	23	35:34:45	74:09:18	109:44:03
			0	0	0	0	0	01:32:05	04:36:41	06:08:47

Generated on November 23, 2010 6:57:53 PM EST by CUIC\admin (70 records).

Dashboards
Report Definitions
SocialMiner
244
ccp-demo
Agent Campaign With
Agent Campaing with
Campaign With Rollup
official-1
agent
Agent Daily
Agent Monthly
Agent Weekly
campaign
Campaign Daily
Campaign Monthly
Campaign Weekly
Agent Campaign w Rollup
Campaign Historical All F
campaign w rollup
campaign w storedProc2
campaign with storedPro
Stock
Mihaela Campaign

Reports
SocialMiner
223
244
CCP-Demo
Agent Campaign
Agent Campaign Dem
CampaignWithRollup
official-1
agent
Agent Daily
Agent Monthly
Agent Weekly
campaign
Campaign Daily
Campaign Monthly
Campaign Weekly
campaign 2
campaign w rollup1
Campaing Historical All F
Stock
Mihaela Campaign

Data Sources
Value Lists
Security
Scheduler

Agent Weekly Report

Unified Intelligence Center

Overview | Campaign Weekly ⊗ | Campaign Daily ⊗ | Agent Weekly ⊗ | Agent Daily ⊗

Save | SaveAs | Edit | Print | Filter | SQL | Refresh | Pop Out | Export | Agent Weekly ▾ | Help

CampaignName	Agent	DateTime	ReservedHandled	ReservedDiscarded	Handled	Discarded	Completed	AHT	ADT	ACT
@VSPVisionCare	admin	11/7/10	1	0	1	2	3	00:00:21	00:00:00	00:00:21
	admin		1	0	1	2	3	00:00:21	00:00:00	00:00:21
@VSPVisionCare			1	0	1	2	3	00:00:21	00:00:00	00:00:21
	admin	11/7/10	5	0	5	2	7	00:01:02	00:00:00	00:01:02
		11/14/10	2	0	2	0	2	00:00:39	00:00:00	00:00:39
	admin		7	0	7	2	9	00:00:50	00:00:00	00:00:50
	famous	11/7/10	1	0	1	5	6	00:00:24	00:00:00	00:00:24
		11/14/10	0	0	0	17	17	00:00:00	00:00:00	00:00:00
APS Business Access	famous		1	0	1	22	23	00:00:12	00:00:00	00:00:12
	kiswain	11/14/10	0	0	0	1	1	00:00:00	00:00:00	00:00:00
	kiswain		0	0	0	1	1	00:00:00	00:00:00	00:00:00
	krehor	11/7/10	5	0	5	14	19	00:01:14	00:00:00	00:01:14
		11/14/10	15	2	16	26	42	00:00:24	04:33:52	04:34:16
	krehor		20	2	21	40	61	00:00:49	02:16:56	02:17:45
APS Business Access			28	2	29	65	94	00:00:32	00:39:07	00:39:39
CWI Plasma	famous	11/14/10	8	0	8	8	16	00:00:39	00:00:00	00:00:39
	famous		8	0	8	8	16	00:00:39	00:00:00	00:00:39
CWI Plasma			8	0	8	8	16	00:00:39	00:00:00	00:00:39
	admin	11/7/10	2	2	3	16	19	00:03:28	00:11:55	00:15:23
CWI lead Campaign	admin		2	2	3	16	19	00:03:28	00:11:55	00:15:23
	famous	11/7/10	0	2	13	36	49	00:00:00	00:01:53	00:01:53
	famous		0	2	13	36	49	00:00:00	00:01:53	00:01:53
CWI lead Campaign			2	4	16	52	68	00:01:44	00:06:54	00:08:38
	admin	11/7/10	3	2	6	36	42	00:01:18	00:04:22	00:05:40
	admin		3	2	6	36	42	00:01:18	00:04:22	00:05:40
	famous	11/7/10	1	0	3	2	5	00:00:05	00:00:00	00:00:05
	famous		1	0	3	2	5	00:00:05	00:00:00	00:00:05
	kiswain	11/14/10	0	0	0	7	7	00:00:00	00:00:00	00:00:00
Cisco	kiswain		0	0	0	7	7	00:00:00	00:00:00	00:00:00
	krehor	11/7/10	2	0	3	0	3	00:01:41	00:00:00	00:01:41
	krehor		2	0	3	0	3	00:01:41	00:00:00	00:01:41
	lapowers	11/7/10	0	0	0	1	1	00:00:00	00:00:00	00:00:00
		11/14/10	0	0	1	9	10	00:00:00	00:00:00	00:00:00
	lapowers		0	0	1	10	11	00:00:00	00:00:00	00:00:00
Cisco			6	2	13	55	68	00:00:30	00:00:43	00:01:14
Cisco Catalyst Campaign	admin	11/7/10	2	0	3	9	12	00:01:55	00:00:00	00:01:55
	admin		2	0	3	9	12	00:01:55	00:00:00	00:01:55
Cisco Catalyst Campaign			2	0	3	9	12	00:01:55	00:00:00	00:01:55
Cisco Collaboration	admin	11/7/10	2	8	3	21	24	35:34:45	76:48:27	112:23:12
	admin		2	8	3	21	24	35:34:45	76:48:27	112:23:12
Cisco Collaboration			2	8	3	21	24	35:34:45	76:48:27	112:23:12
	kiswain	11/14/10	0	0	0	1	1	00:00:00	00:00:00	00:00:00
	kiswain		0	0	0	1	1	00:00:00	00:00:00	00:00:00
	ladougla	11/14/10	0	0	0	1	1	00:00:00	00:00:00	00:00:00
CiscoCC	ladougla		0	0	0	1	1	00:00:00	00:00:00	00:00:00
	lapowers	11/14/10	0	0	0	3	3	00:00:00	00:00:00	00:00:00
			0	0	0	0	0	02:29:32	05:21:03	07:50:35

Generated on November 23, 2010 6:55:23 PM EST by CUIC\admin (43 records).

Campaign Daily Report

cisco Unified Intelligence Center

Signed on as: CUIC\admin Documentation Search Synchronize Cluster Log Out About

Overview | Dashboards | Report Definitions | SocialMiner

Overview | Campaign Weekly | Campaign Daily | Agent Weekly | Agent Daily

Save | SaveAs | Edit | Print | Filter | SQL | Refresh | Pop Out | Export | Campaign Daily | Help

CampaignName	DateTime	Received	Reserved	Handled	Discarded	Completed	ASR	ASA	ASD
@VSPVisionCare	11/11/10	22	1	1	2	3	00:16:49	00:17:10	00:06:16
	11/12/10	20	0	0	0	0	00:00:00	00:00:00	00:00:00
@VSPVisionCare		42	1	1	2	3	00:08:24	00:08:35	00:03:08
APS Business Access	11/12/10	373	2	2	16	18	00:35:11	00:36:57	00:12:38
	11/13/10	49	9	9	5	14	00:40:22	00:41:16	07:40:35
	11/14/10	37	5	5	26	31	00:24:05	00:24:33	17:14:44
	11/15/10	40	3	1	8	9	00:13:18	00:00:30	06:06:18
	11/16/10	47	6	6	6	12	00:10:52	00:11:19	00:35:17
	11/17/10	49	3	4	2	6	00:11:32	00:09:01	00:13:58
	11/18/10	37	2	2	2	4	00:00:57	00:01:34	00:12:52
	11/19/10	25	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/20/10	18	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/21/10	12	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/22/10	14	0	0	0	0	00:00:00	00:00:00	00:00:00
APS Business Access		701	30	29	65	94	00:12:23	00:11:22	02:56:02
CWI Plasma	11/14/10	188	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/15/10	450	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/16/10	387	8	8	8	16	00:00:41	00:01:21	00:04:53
	11/17/10	334	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/18/10	332	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/19/10	552	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/20/10	335	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/21/10	378	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/22/10	256	0	0	0	0	00:00:00	00:00:00	00:00:00
CWI Plasma		3212	8	8	8	16	00:00:04	00:00:09	00:00:32
CWI lead Campaign	11/9/10	155	4	3	16	19	00:13:21	00:28:18	00:34:44
	11/10/10	113	2	13	36	49	12:54:17	13:46:15	14:11:53
	11/11/10	3	0	0	0	0	00:00:00	00:00:00	00:00:00
CWI lead Campaign		271	6	16	52	68	04:22:32	04:44:51	04:55:32
Cisco	11/8/10	1297	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/9/10	2830	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/10/10	3571	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/11/10	4012	4	8	23	31	01:37:30	01:25:28	13:59:26
	11/12/10	3252	4	4	16	20	06:57:56	06:59:44	04:18:30
	11/13/10	2569	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/14/10	460	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/16/10	0	0	1	16	17	00:00:00	80:40:19	99:23:22
Cisco		17991	8	13	55	68	01:04:25	11:08:11	14:42:39
Cisco Catalyst Campaign	11/12/10	11	2	3	9	12	13:22:37	08:58:01	08:21:50
Cisco Catalyst Campaign		11	2	3	9	12	13:22:37	08:58:01	08:21:50
Cisco Collaboration	11/3/10	23	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/4/10	1	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/5/10	2	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/6/10	1	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/7/10	0	1	0	1	1	00:01:06	00:00:00	95:23:37
	11/8/10	8	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/9/10	1	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/10/10	1	0	0	0	0	00:00:00	00:00:00	00:00:00
	11/11/10	8	9	3	20	23	92:18:48	187:56:06	158:32:26
	11/12/10	3	0	0	0	0	00:00:00	00:00:00	00:00:00
		0	0	0	0	0	03:42:28	07:37:05	09:58:06

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Campaign Weekly Report

CampaignName	DateTime	Received	Reserved	Handled	Discarded	Completed	ASR	ASA	ASD
@VSPVisionCare	11/7/10	42	1	1	2	3	00:16:49	00:17:10	00:06:16
@VSPVisionCare		42	1	1	2	3	00:16:49	00:17:10	00:06:16
	11/7/10	422	11	11	21	32	00:39:25	00:40:29	01:59:17
APS Business Access	11/14/10	253	19	18	44	62	00:13:47	00:12:48	11:24:04
	11/21/10	26	0	0	0	0	00:00:00	00:00:00	00:00:00
APS Business Access		701	30	29	65	94	00:17:44	00:17:45	04:27:47
CWI Plasma	11/14/10	2578	8	8	8	16	00:00:41	00:01:21	00:04:53
	11/21/10	634	0	0	0	0	00:00:00	00:00:00	00:00:00
CWI Plasma		3212	8	8	8	16	00:00:20	00:00:40	00:02:26
CWI lead Campaign	11/7/10	271	6	16	52	68	04:26:59	11:16:38	10:00:27
CWI lead Campaign		271	6	16	52	68	04:26:59	11:16:38	10:00:27
Cisco	11/7/10	17531	8	12	39	51	04:17:43	03:16:53	10:01:06
	11/14/10	460	0	1	16	17	00:00:00	80:40:19	99:23:22
Cisco		17991	8	13	55	68	02:08:51	41:58:36	54:42:14
Cisco Catalyst Campaign	11/7/10	11	2	3	9	12	13:22:37	08:58:01	08:21:50
Cisco Catalyst Campaign		11	2	3	9	12	13:22:37	08:58:01	08:21:50
Cisco Collaboration	11/7/10	21	10	3	21	24	83:05:02	187:56:06	155:32:01
Cisco Collaboration		21	10	3	21	24	83:05:02	187:56:06	155:32:01
CiscoCC	11/14/10	131	0	0	5	5	00:00:00	00:00:00	06:03:19
	11/21/10	29	0	0	0	0	00:00:00	00:00:00	00:00:00
CiscoCC		160	0	0	5	5	00:00:00	00:00:00	03:01:39
CiscoCollab	11/14/10	375	7	35	319	354	00:25:43	01:41:05	10:40:23
	11/21/10	23	0	0	0	0	00:00:00	00:00:00	00:00:00
CiscoCollab		398	7	35	319	354	00:12:51	00:50:32	05:20:11
CiscoCollab Facebook	11/7/10	8	9	3	20	23	92:18:48	187:56:06	158:32:26
	11/14/10	28	1	1	0	1	00:54:27	00:54:51	00:00:00
	11/21/10	1	0	0	0	0	00:00:00	00:00:00	00:00:00
CiscoCollab Facebook		37	10	4	20	24	31:04:25	62:56:59	52:50:48
	11/7/10	195	3	6	88	94	01:34:49	01:32:08	03:43:46
Csummit Campaign	11/14/10	2559	19	311	2108	2419	02:42:56	02:24:17	07:05:39
	11/21/10	212	0	0	0	0	00:00:00	00:00:00	00:00:00
Csummit Campaign		2966	22	317	2196	2513	01:25:55	01:18:48	03:36:28
FedEx	11/7/10	1970	6	12	24	36	01:06:55	01:10:57	00:14:34
FedEx		1970	6	12	24	36	01:06:55	01:10:57	00:14:34
Fedex Facebook	11/7/10	9	2	5	1	6	03:11:27	02:43:49	02:56:30
Fedex Facebook		9	2	5	1	6	03:11:27	02:43:49	02:56:30
New Campaign	11/7/10	1123	2	4	17	21	00:03:38	00:03:45	00:07:44
New Campaign		1123	2	4	17	21	00:03:38	00:03:45	00:07:44
New Cisco Campaign	11/7/10	3846	2	3	19	22	13:22:37	08:57:41	04:05:45
	11/14/10	0	0	0	9	9	00:00:00	00:00:00	106:02:40
New Cisco Campaign		3846	2	3	28	31	06:41:18	04:28:50	55:04:13
Test	11/7/10	13	9	3	19	22	92:18:48	187:56:06	165:31:49
Test		13	9	3	19	22	92:18:48	187:56:06	165:31:49
iPhone Brand Monitoring	11/7/10	150	1	1	2	3	00:01:17	00:01:58	00:22:39
iPhone Brand Monitoring		150	1	1	2	3	00:01:17	00:01:58	00:22:39
		0	0	0	0	0	11:13:44	24:35:48	27:13:35

Generated on November 23, 2010 6:51:13 PM EST by CUIC\admin (28 records).

Unified Intelligence Center