

Only three report templates are available for Cisco Unified CCX Standard

Problem Summary	When configuring Cisco Unified CCX Standard for historical reporting, only three report templates are available?IVR Application Performance Analysis, IVR Traffic Analysis, and Detailed Call by Call CDR.
Error Message	None.
Possible Cause	The historical reporting client might not have privileges assigned to view all the Cisco Unified CCX Standard reports.
Recommended Action	From the Cisco Unified CCX Administration menu, select Tools > Historical Reporting and check to be sure the license provides eight Cisco Unified CCX reports and two IVR reports.
Release	Release 7.0(1)
Associated CDETS #	None.