

Only\_three\_report\_templates\_are\_available\_for\_Cisco\_Unified\_CCX\_Standard

## Only three report templates are available for Cisco Unified CCX Standard

<b>Problem Summary</b>	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.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The historical reporting client might not have privileges assigned to view all the Cisco Unified CCX Standard reports.
<b>Recommended Action</b>	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.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.