



How to activate

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## Consolidated Reporting for MiContact Center Business

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### Title

How to activate Consolidated Reporting for MiContact Center Business

### Objective

How to activate Consolidated Reporting for MiContact Center Business

**NOTE: The first phase of this new capability is currently available for MiVoice Business and MiCloud Flex platform customers due to the areas it is designed to address are not applicable to MiContact Center Business for SIP platform customers on MiVoice 400, MiVoice 5000, MiVoice Connect, and MiVoice MX-ONE. Similar enhancements to deliver a data dictionary for custom reporting on the SIP-based platforms is planned for a future release of MiContact Center Business.**

### Environment

MiContact Center Business 9.3.0.0 or newer

### Procedure

**1. Consolidated Reporting does not replace existing canned reports.**

This is for custom reporting only.

**2. This functionality requires:**

1. Customer implements full SQL; SQL Express is not supported
2. Customer is responsible for DB archiving and purging
3. Customer will be required to query SQL and pull data for their own custom reporting and third-party BI type integrations.

1. As such, they are responsible for having the skills/resources to work with SQL data directly. There's no UI for this new capability; it's entirely meant for custom reporting

So long as you're aligned to the above, you can enable consolidated reporting in Release 9.3+ by doing the following:

1. Go To [InstallDir]\Services\ConfigService\GlobalAppSettingsEditor.exe
2. Application: *Leave blank*
3. SectionGroup: **prairieFyre.BAL.DataAnalysis.Properties.Settings**
4. Name: **EnableDataAnalytics**
5. Value: **true**

## Additional Notes

### Additional Notes

Three documents are attached:

**ConsolidatedReporting\_081820.ppt** is a presentation on the capabilities and limitations of Consolidated Reporting.

**Consolidated Reporting Data Dictionary.pdf** is a reference for the data available

**.Adding Additional SQL Tasks To Nightly Maintenance.pdf** is a recommended process for Maintenance to aid in your SQL performance,

## Attachments

### Attachment

ConsolidatedReporting\_081820.pptx

## Attachments

### Attachment

Consolidated Reporting Data Dictionary.pdf

## Attachments

### Attachment

Adding Additional SQL Tasks To Nightly Maintenance.pdf

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