

## Customer Journey Analyzer User Guide

First Published: 423;/24/3:

Last Modified: 4242/24/47

### Americas Headquarters

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000





# CONTENTS

---

CHAPTER 1

**Jqog** 1

Ewuvq ogt Lqwtpg{ Cpcn{|gt 1

Uwr rqtvgf Dtqyugtu 1

Ceeguu vjg Ewuvq ogt Lqwtpg{ Cpcn{|gt 2

Cpcn{|gt Vkvng Dct Dwwqpu 2

Vcumu vq



# Home

---

- É [Ewuq ogt Lqwtpg{ Cpcn{ |gt. qp rcig 3](#)
- É [Uwrrqtvf](#)



---

Note

É Gpuwtg vjg dtqyugt rqr/wru ctg gpcdngrf0

É Gpuwtg vq kpuvcnn Cfdg Hncuj Rnc {gt \*hqt oqkqp ejctvu+0

---

Access the

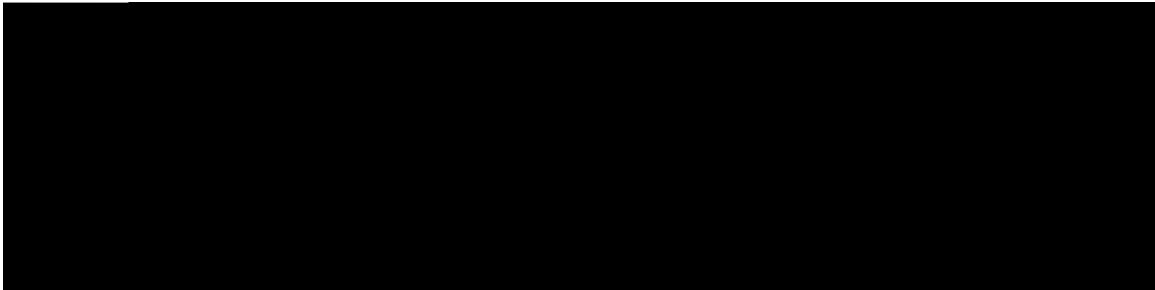


gt.

---

---






CHAPTER 2

V

---

Step 3 Chvgt vjg xkuwcnk|cvkqp ku tgpfgtgf. enkem vjg pcxkicvkqp  keqp vq ugg vjg **Fcvc Uwo o ct{0**  
[qw ecp O

# Stock Reports

Hqifgt jkgctej { cpf tgrqtvu nkpmu kp Uvqem Tgrqtv ctg cu

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---





---



---

---

**Tgrqtv Rcvj** < Uvqem Tgrqtv @ J kuvqtkecn Tgrqtv @ C igpv Tgrqtv

**Qwvrvw V{rg** < Vcdng

---

---

---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---

---

---









**Tgrqtv Rcvj** < Uvqem Tgrqtvu @ J kuvqtkecn Tgrqtvu @ C igpv Tgrqtvu  
**Qwvrvw V{rg** < Vcdhg

---

---

---

---

---

---

---

---

---

---





---

---

---

---

---

---

---

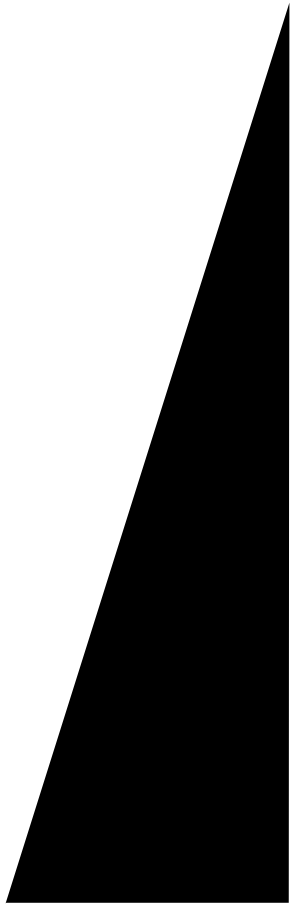
---



---

---

---







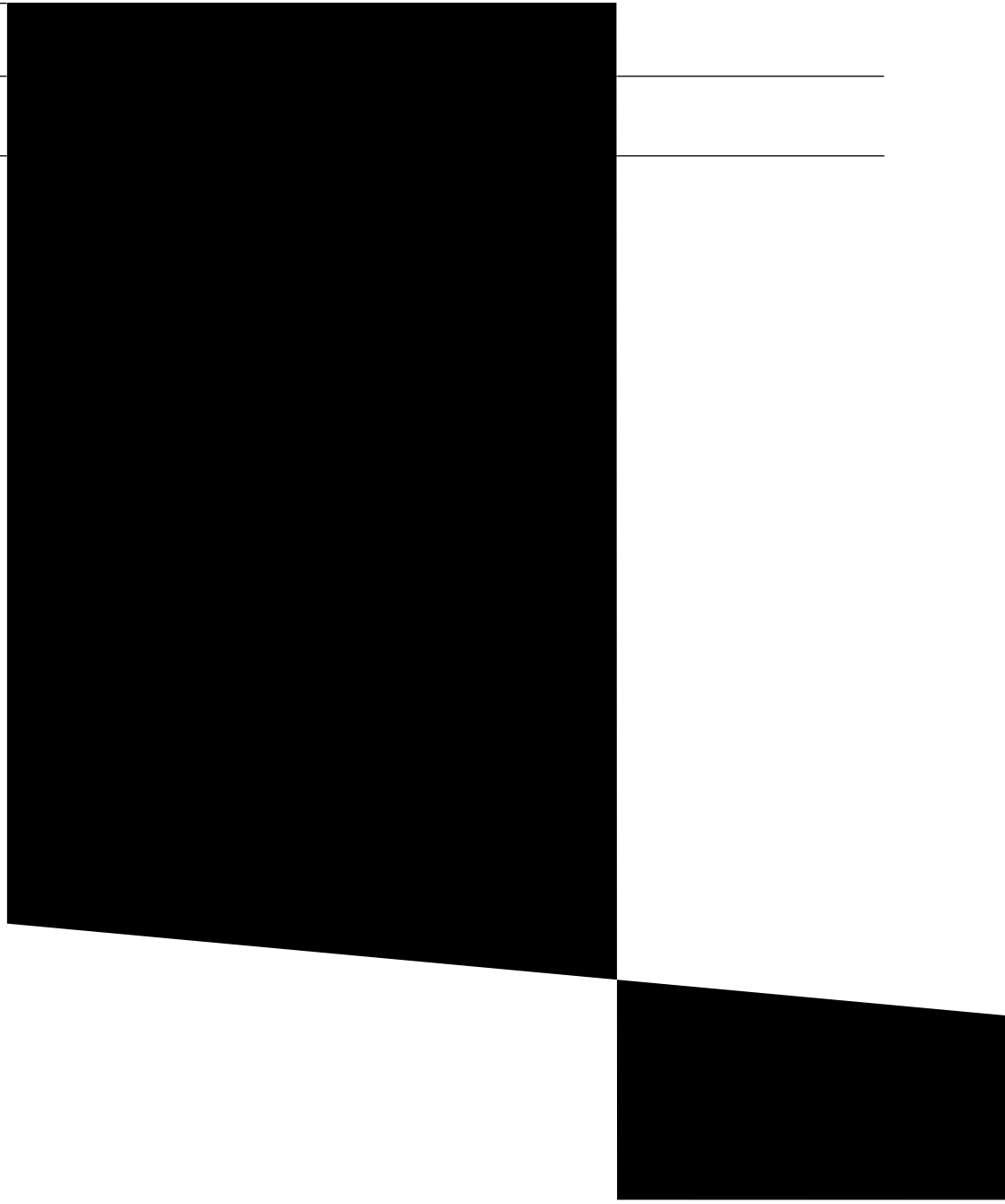




Vjku tgrqtv tgrtgugpvu vjg cigpv kfng vkog)

**Tgrqtv Revj**<Uvqem Tgrqtv @ Jkuvqtkecn Tgrqtv @ Cwzknkct{ Tgrqtv @ Kfng Tgrqtv

**Qwvrvw V{rg**<Vcdng











---

Parameters	Description	Formula
		$Eq_{pvc} = qh Eq_{pvc}$

---

---

---

---



---

---

---

*Incoming, Short Contacts*

---







Parameter	Description	Formula
		$Eq_{wpv} = q_h Eq_{pvcv} U_{guukq} KF * E_j c_{ppgn} V$

---

---

---

---

---

---

---

---

---













---

---

---

---

---

---

---

---

---

---

---

---





---

---

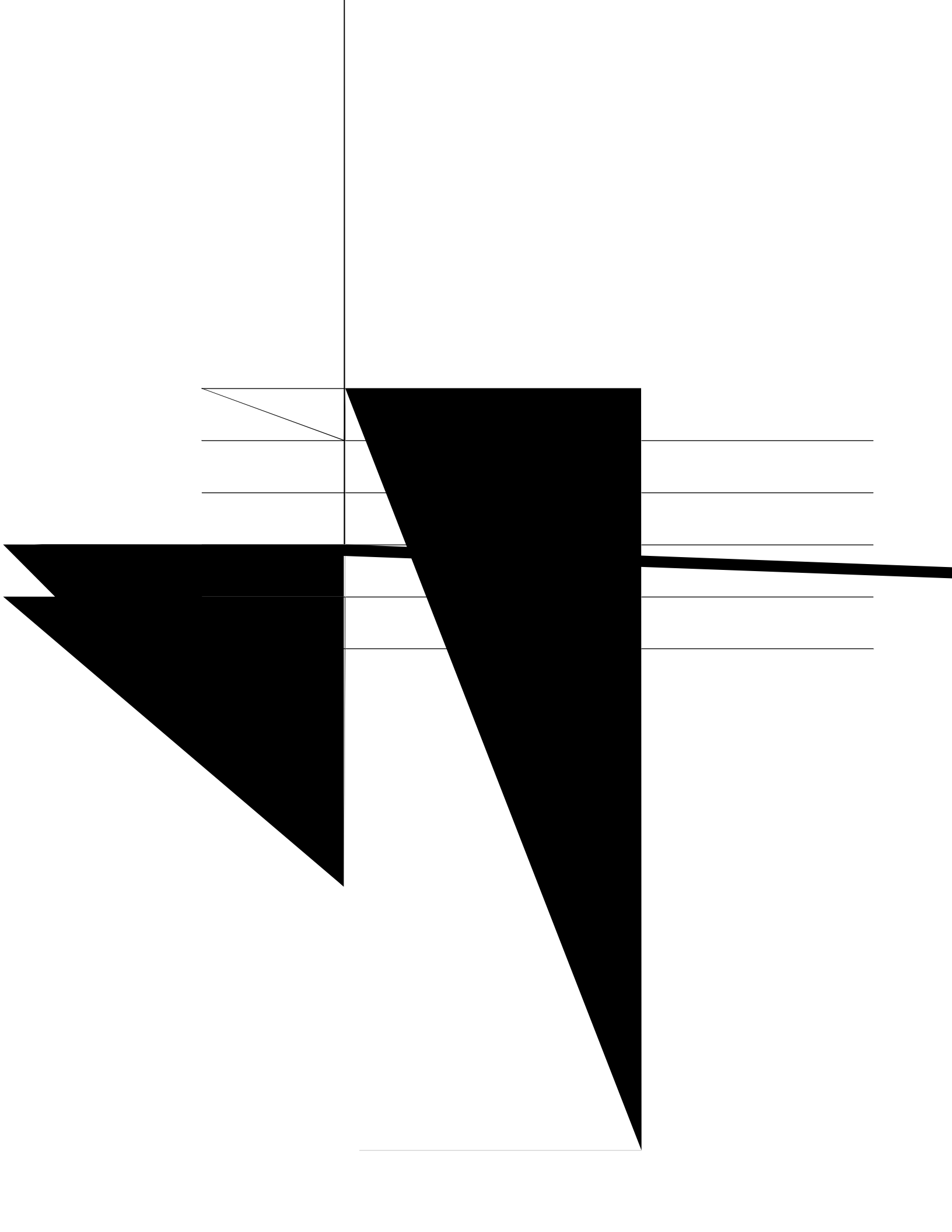
---

---

---

---

---









**Tgrqtv Rcvj**< Uvqem Tgrqtvu @ Tgcn/Vkog Tgrqtvu @ Eqpvcev Eggvgt Qxgtxkgy  
**Qwrwv V{rg**< Tgrqtv

*Team Details Real-Time*

Vjku tgrqtv rtqxkfgu vgc o fgvcnu kp tgcn/vkog

**Tgrqtv Rcvj**< Uvqem Tgrqtvu @ Tgcn/Vkog Tgrqtvu @ Eqpvcev Eggvgt Qxgtxkgy  
**Qwrwv V{rg**< Vcdng

---

---

---

Parameter	Description	Formula
		Eqwpv qh Eqpvcey Uguukqp KF *V

---

---



---

---

---

---

---

---

---

Parameter	Description	Formula
		$E_{qp} \cdot q_h \cdot E_{pvc} \cdot U_{gk} \cdot K_F$ $\cdot E_{ppg} \cdot f \cdot F_{wtk} \cdot @ 2+ -$ $E_{qp} \cdot q_h \cdot E_{pvc} \cdot U_{gk} \cdot K_F$ $\cdot V_{gt} \cdot o_{kpc} \cdot V \{ rg$





Parameter	Description	Formula
	Vjg vk o g kpvgtxcn dgyyggp y jgp ecnu ygtg cpu ygtgf d{ cp	Uwo qh J qnf Fwtcvkqp - Uwo qh Eqppgevgf Fwtcvkqp



Uprujqv Swgg Ugtxkeg Ngxgn Tgcnkog

Vjku tgrqtv tgrtgugpvu vjg ugtxkeg/ngxgn cv c

**Tgrqtv Rcvj**

Step 2 Vq cff c hkgnf qt c rtqhkng xctkedng. enkem cp gpvt{ htqo vjg **Hkgnfu** qt **Ogeuwtgu** ftqr/fqyp nkuv vq errgpf c  
pgy

## Change the Visualization Output Format





É **Tgewttgpeg**< Wug Uejgfwngt cpf fghkpg tgewttgpeg. uwej cu fckn{ cv ;<22 CO0

---

## Create a Visualization

Vjg exckncdng qrvkqpu xct{

Step 9

Vq eq o d k p g o w n v k r n g x c n w g u q h v j g u g i o g p v e v k q p x c t k c d n g k p v q q p g i t q w r . { q w e c p e t g c v g c p g p j c p e g f h k g n f <

c+ T k i j v / e n k e m c x c n w g c p f u g n g e v **E t g c v g G p j c p e g f H k g n f 0**

d+ U r g e k h { v j g u g w k p i u h q t q p g q t o q t g

Step 16 Kh {qw ctg etgcvkpi c eqo rqpwf xkuwcnk|cvkqp. cff cv ngcuv qpg c fvkqpcn oqfwng dghqg {qw ucxg vjg xkuwcnk|cvkqp} jg

Step 17 Vq ucxg vjg xkuwcnk|cvkqp. enkem vjg **Ucxg** dwwqp. cpf kp vjg fknqi dqz vjcv cr rgtu<  
c+ Ugngev vjg hqnfgt)

Vq etgcvg c pgy hqnfgt. enkem **Pgy Hqnfgt**. cpf gpvgt c pcog hqt vjg hqnfgt)

d+ Gpvgt c pcog hqt vjg xkuwcnk|cvkqp cpf enkem **QM**)

Step 18 Enkem **Rtgxky** vq xky vjg xkO

# Create a Visualization Displaying Actual Values

Vq flurnc{ vjg ceuwen xcnwgu kp vjg fcvdcug ykvjqwv ci itgicvkqp. vjg xkuwcnk|cvkqp ecppqv kpenwfg c vk o g  
kpvgtxcn qt ugi o gpcvkqp. cpf cmm rtqhkng xctkcdngu owuv dg eqphkiwtgf ykvj

Setting	Description
	Gpvt c pc o g *hqt gzc o r ng. Qvjgt Gpvt{ Rqkpvu+ hqt v jg i tqwr vjcv yknn kpenwfg cmm vjg xctkedngu pqv kpenwfgf kp vjg fghkpgf

É Ew o wncvkxg< Y jgvjgt qt pqv vjg ecnewncvkqpu ctg ew o wncvkxg0

Hqt gzc o ring. uwr rqug vjg vqvcn pwo dgt qh tgeqtfu vq dg eqpukfgtgf ku 822. vjg htgswgpe{ ku 322.

Define





# Edit a Shared Formula

Vq gfkv c u jctgf hqt o wnc<

30 Enkem Cff Rtqkng Xctkcdngu cpf vjgp fqwdng/enkem vjg pc o g qh c hqt o wnc nkuvgf kp vjg Hqt o wncu rcpgn0

Option	Description
	Ugngcv c xcnwg htq o vjg ftqr/fqyp nkuv vq urgek{ vjg uv{ng qh vjg dqtfgt ctqwpf vjg vcdng qt ugngcv <b>Pqpg</b> kh

30 Ugngey **Hqt o cvkpi** @ **Ejctv**

40 Ejcpig cp{ qh vjg hqmqykpj qrvkpu vq ewuvq ok|g vjg ejctv hqt o cvk

---

---

---

---

## Dashboard

---

Fcujdqctf ku e eq o d k p c v k q p q h t g r q t v u v j c v k u w u g f v q x k u w c n k | g q p c u k p i n g u e t g g p 0

[q w e c p r g t h q t o v j g h q m q y k p i v c u m u k p v j g Fcujdqctf <

É [Twp c Fcujdqctf. qp rcig ;;](#)

É [Xkgy Uvqem Tgrqtv Fcujdqctf. qp](#)

[View Stock Report Report](#)



Step 2 Ftc i cpf ftqr c xkuwcnk|cvkqp qp vq vjg ecpxcu etgc0 [qw ecp cff cu ocp{ xkuwcnk|cvkqpu cu {qw ycpv vjg feujdqctf vq fku rnc{0

Step 3 Vq tgrqukvkqp c xkuwcnk|cvkqp. ftc i kv vq c pgy rqukvkqp0 Vq hqt o cv



# Variables

---

É Etgcvg. Gfkv. Xkg y. cpf Fgngvg Xctkedngu





Record Type	Description	Examples
		<p>É C i g p v j c p f n g u c u g t x k e g e c m c p f n q i u c p k p e k f g p v</p> <p>É C i g p v r n c e g u c p q w d q w p f e c m c p f u g v</p>

---

---

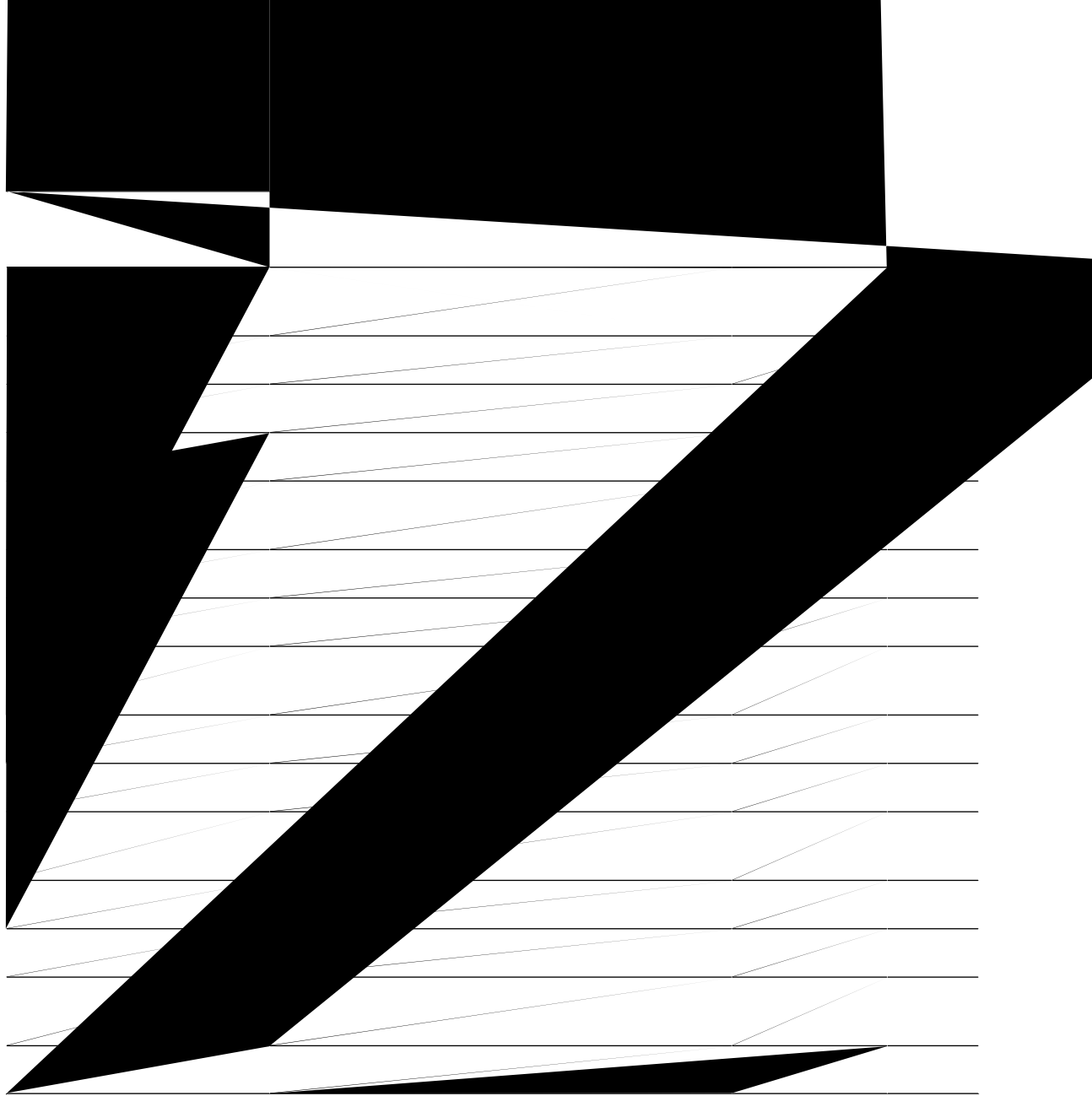














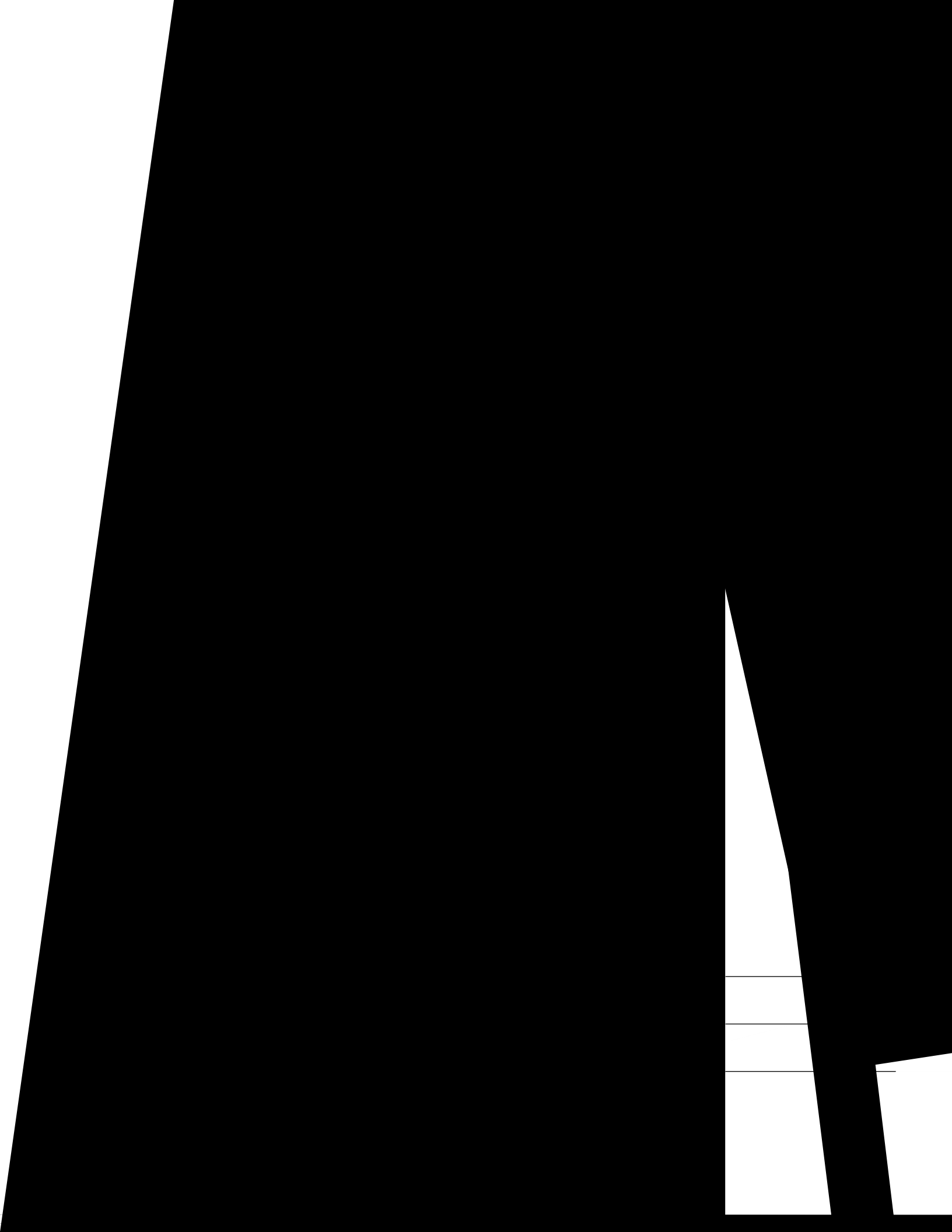




---

---

---



---

---



---

---

---

---

---

---

---

---

---

---

---

---

---




---

---