Introducing the New CxEngage Reporting Experience

Frequently Asked Questions (FAQ)

As part of our continued investment in the CxEngage platform, Enghouse Interactive is introducing **CxEngage Reporting**, a modern reporting experience designed to provide improved performance, enhanced visualizations, and a foundation for future reporting innovations.

This FAQ answers common questions about the transition from Historical (Logi) Reporting to CxEngage Reporting.

What is changing?

CxEngage is transitioning from the legacy **Historical** (Logi**) Reporting** platform to **CxEngage Reporting**.

The new reporting experience provides a modern interface, improved usability, enhanced dashboards, and expanded export capabilities while continuing to provide access to the operational and historical reporting your organization relies on.

Why are we making this change?

CxEngage Reporting offers several advantages over the legacy reporting platform, including:

- Modern, intuitive user interface
- Improved report performance
- Interactive dashboards
- Enhanced filtering and navigation
- Expanded export options
- Improved report scheduling
- Standardized reporting experience
- Foundation for future analytics and reporting enhancements
- Three user experiences to support different reporting needs within your organization. Each role is intended for a different type of user, from business users who simply view reports to report authors who create and maintain reporting content. Access is controlled through CxEngage security roles and permissions.

What are the different CxEngage Reporting user roles?

CxEngage Reporting offers three levels of access based on your reporting needs.

Role	Description
Viewer	View and run reports and dashboards, apply filters, and export reports. This is the **default access level** assigned to all users.
Power Viewer	Includes all Viewer capabilities plus additional features such as personal report management and advanced reporting functions. **Completion of the CxEngage Reporting online training is required before a Power Viewer license is granted.**
Designer	Create, edit, and manage reports and dashboards, including custom report development. **Completion of the CxEngage Reporting online training is required before a Designer license is granted.**

Note: All users are initially assigned **Viewer** access. Requests for **Power Viewer** or **Designer** licenses require successful completion of the CxEngage Reporting online training and approval by your organization or Enghouse Support.

What happens to my custom reports?

Custom reports created in **Historical (Logi) Reporting are not automatically migrated** to CxEngage Reporting.

If you have custom reports that you wish to continue using, you have two options:

- Recreate the report yourself using the reporting capabilities available in CxEngage Reporting.
- Contact **Enghouse Support** to discuss custom report creation or migration assistance.

We recommend reviewing your existing custom reports before the transition and identifying those that are still required.

Note: Only customer-created custom reports require recreation. Standard CxEngage reports are already available in CxEngage Reporting.

Will my historical data still be available?

Yes.

CxEngage Reporting provides access to the same reporting data available through Historical (Logi) Reporting, subject to your organization's configured data retention policies.

Are report calculations changing?

The objective is to maintain consistent business metrics between Historical (Logi) Reporting and CxEngage Reporting.

Where improvements or standardization have been made, they have been designed to improve consistency and usability.

What improvements will I notice?

Customers can expect:

- Faster report execution
- Easier report filtering
- Improved navigation
- Better visualizations
- Enhanced report scheduling
- More export options
- Cleaner, modern user interface

Can I export reports?

Yes.

CxEngage Reporting offers a wide range of export options, allowing you to download reports in the format that best fits your needs.

Format	Typical Use
Adobe PDF (.pdf)	Printing, archiving, and sharing formatted reports
Microsoft PowerPoint (.ppt)	Executive presentations, QBRs, and customer meetings
HTML (.html)	Viewing reports in a web browser
Text (.txt)	Plain text output
Rich Text Format (.rtf)	Editing reports in compatible word processors
Microsoft Word (.docx)	Documentation and report editing
OpenDocument Writer (.odt)	LibreOffice/OpenOffice documents
Microsoft Excel (.xlsx)	Data analysis and spreadsheet reporting
OpenDocument Calc (.ods)	Spreadsheet analysis using OpenDocument applications
Data (.dat)	Raw data export for integrations or custom analysis
Image	Export charts and visualizations as images

These export options make it easy to:

- Share reports with colleagues and customers.
- Analyze report data in spreadsheet applications.
- Include charts in presentations and documentation.
- Archive reports.
- Export raw data for additional processing.

Note: Available export formats may vary depending on the report type and your organization's security permissions.

Do I need to recreate scheduled reports?

Yes.

Scheduled report deliveries created in Historical (Logi) Reporting are **not automatically migrated**.

After your organization transitions to CxEngage Reporting, scheduled reports will need to be recreated.

Will my report permissions change?

No.

Your organization's security model remains unchanged.

Access to reports continues to be managed through CxEngage security roles.

If you cannot access a report after migration, contact your CxEngage administrator.

Can I still share reports and dashboards?

Yes.

Reports and dashboards can continue to be shared with other users based on your organization's security permissions.

Will the reporting APIs change?

No.

This migration only affects the reporting user interface.

Existing CxEngage APIs are not impacted.

Is there any downtime during the migration?

No.

The migration to CxEngage Reporting does not impact CxEngage contact center operations, and no service interruption is expected during the reporting transition.

Will I receive training?

Yes.

Updated documentation, training materials, and online help are available to help users become familiar with CxEngage Reporting.

Most users will find the new interface intuitive and require minimal training.

What should I do before migration?

We recommend that administrators:

- Review any custom reports currently in use.
- Identify scheduled reports that need to be recreated.
- Document report recipients and distribution lists.
- Notify report users of the upcoming transition.

What should I do after migration?

After your organization has transitioned to CxEngage Reporting:

- Verify your access to reports and dashboards.
- Confirm that standard reports meet your reporting needs.
- Recreate any scheduled report deliveries.
- Recreate any required custom reports or contact Enghouse Support for assistance.
- Update any browser bookmarks that reference Historical (Logi) Reporting.

Frequently Used Tasks

I want to...	Where to go in CxEngage Reporting
Run a report	Reports
Open a dashboard	Dashboards
Export a report	Download
Schedule a report	Subscribe
Share a report	Share
Search for a report	Search
Change report filters	Parameters
View historical data	Reports

What benefits can I expect in the future?

CxEngage Reporting provides the foundation for ongoing enhancements, including:

- New dashboards
- Additional report templates
- Enhanced visual analytics
- Improved self-service reporting
- Standardized reporting across the Enghouse product portfolio
- Future reporting and analytics enhancements

Need Assistance?

If you have questions during your transition to CxEngage Reporting, cannot locate a report, or need assistance recreating a custom report, please contact **Enghouse Support** or your **CxEngage administrator**. We're here to help ensure a smooth transition to the new reporting experience.