

# Cisco IP Contact Center Reporting Guide

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## Introduction

Refer to the links in the Related Information section for information on Cisco IP Contact Center (IPCC) reporting.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## IPCC Reporting

Refer to these documents for information on Cisco IP Contact Center (IPCC) reporting:

- Cisco ICM Software IPCC Reporting for ICM version 4.6.2.
- Cisco IP Contact Center Enterprise Edition for ICM versions 5.0 and later.

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## Related Information

- **Cisco ICM Software WebView Reporting Online Help**
  - **Cisco ICM Software: IP Contact Center Administration Guide**
  - **Technical Support & Documentation – Cisco Systems**
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