GLOSSARY

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A

Active Directory

The administration application in Unified IC has an interface for configuring Active Directory. Once an LDAP server is configured in that interface, users in that AD domain can sign in to Unified IC. Setting up Active Directory is necessary for authenticating report supervisors who are integrated from Unified CCE. See user integration.

administration application

The Administration application is one of two web interfaces used in Unified IC. It is enabled for login at the completion of the installation and is the primary interface for administering, configuring, and maintaining Cisco Unified Intelligence Center.

This application runs on the controller node only and provides OAMP functions such as configuring, starting and stopping devices, managing licenses, and setting trace levels. The Administration interface is used by super users.

B

backup

You can perform a manual or a scheduled backup on a configured backup device using the Backup menu in the DRS application. You can back up all or some nodes in the cluster. All nodes that are to be backed up must be running for the backup to take place.

C

categories

Categories allow you to organize dashboards, reports, and report definitions in Unified IC. There are certain default, root categories under which you can create and name sub-categories. Categories and sub-categories appear as folder icons on the user interface.

Categories are also used in RTMT to organize performance objects and performance counters.

chart

Charts are one of three types of report views in Unified IC. Unified IC offers pie, line, and column charts. You create charts using a wizard.

Cisco Unified Communications Manager

The Cisco Unified Communications Manager (Unified CM) software extends enterprise telephony features and capabilities to packet telephony network devices such as IP phones, media processing devices, VoIP gateways, and multimedia applications. Three Unified CM tools are available from the Navigation dropdown in the administration application. They are Cisco Unified OS Administration, Cisco Unified Serviceability, and Disaster Recovery System.

Cisco Unified Contact Center Enterprise

Cisco Unified Contact Center Enterprise (Unified CCE) is an integral component of the Cisco Unified Communications system. It delivers a comprehensive solution that provides intelligent routing and call treatment with blending of communications channels. Capabilities of Unified CCE include intelligent multichannel contact routing, ACD functionality, network-to-desktop CTI, IVR integration, call queuing, and consolidated reporting.

Cisco Unified Intelligence Center

Cisco Unified Intelligence Center (Unified IC) offers both a web-based Reporting application and an Administration interface. It can be installed as a standalone server or as a cluster of a maximum of eight server nodes. There is one mandatory publisher node (called the Controller) and a maximum of seven subscriber nodes (called Members).

The Controller node includes a Member; thus a deployment can consist of a Controller only.Unified Intelligence Center can be installed as a standalone server or as a cluster of a maximum of eight servernodes. There is one mandatory publisher node (called the Controller) and a maximum of seven subscriber nodes (called Members). The Controller node includes a Member; thus a deployment can consist of a Controller only.

See Unified IC

Cisco Unified OS Administration

Cisco Unified OS Administration is a Cisco Unified Communications Manager tool that opens from the Navigation dropdown in the administration application interface. Use it to perform software upgrades, to manage certificates, and to view information on Cluster Nodes, Hardware Status, Network Configuration, Installed Software, System Status, and IP Preferences. Log in to this tool using the credentials of the system administrator user.

Cisco Unified Serviceability

Cisco Unified Serviceability is a Cisco Unified Communications Manager tool that opens from the Navigation dropdown in the administration application interface. It has four menus (Alarms, Trace, Tools, and SNMP). Log in to this tool using the credentials of the system administrator user.

Cisco Unified Voice Operating System

This is the operating system for Cisco Unified Intelligence Center. It is an appliance model or "closed box" and does not support navigation into, or manipulation of, the file system. See also VOS.

CLI

Command Line Interface. The platform CLI provides a limited set of commands accessible from any of the server nodes. These commands allow basic maintenance and failure recovery and also enable some system administration when the Cisco Unified Expert Advisor administration application online interface is unavailable.

cluster

A Cisco Unified Expert Advisor cluster deployment consists of one required server - the controller, and up to seven additional member nodes. The first server you install is always the controller, or publisher, and all additional servers in the same cluster are considered member nodes (subscriber nodes).

collections

Collections are subsets of value lists that can be used to control the amount of data that users can select to populate a report.

controller

The controller node is the mandatory publisher node for a Unified IC deployment and includes both the reporting application and the administration application. A Unified IC cluster can consist of a controller node only.

CUIC database

The CUIC database on each node holds tables for objects such as reports, dashboards, value lists, and users that are

D

dashboards

Dashboards are web pages that can display reports, scheduled reports, sticky notes, and web-based elements - such as URLs and widgets.

database access security password

This password is configured during installation and is used among servers in the cluster to communicate with each other. It is also used the Disaster Recovery System (DRS) for encryption of the backup file.

data sources

A data source represents a database from which reports are populated. Each data source has a configuration page with the IP Address, username, password, and database type for a database used by Unified IC.

Disaster Recovery System

The Disaster Recovery System (DRS) is a Cisco Unified Communications Manager tool that opens from the administration application. It allows you to perform regularly scheduled, automatic or user-invoked data backups for all servers in the cluster. Log in to this tool using the credentials of the system administrator user.

The DRS performs a cluster-level backup, which means that it collects backups for all servers in a Cisco Unified Expert Advisor cluster to a central location and archives the backup data to physical storage device. See DRS.

DNS

Domain Name System (DNS) is an internet directory service which translates domain names into IP addresses. The DNS service is defined during the Cisco Unified Intelligence Center installation.

drawer

The left panel of both Cisco Unified Expert Advisor applications use the visual concept of a drawer as a container for related system functions. Similar to a menu, a drawer allows access to one or more utilities that have similar purposes or similar user permissions.

drilldowns

Drilldowns allow you to create links from one report to another so that you can launch a second report from a field in the current report window.

DRS

See Disaster Recovery System.

F

firewall

A firewall is a set of related programs that protect the resources of a network by examining (screening) each network packet to determine whether to forward it toward its destination. Only ports and protocols that are specifically named will be allowed by the firewall.

G

gauge

A gauge is a report view that displays the status of a single report metric (number).

grid

A grid is a report view that presents information organized in rows and columns.

I

Informix

Informix is a relational database management system that can be accessd by a Unified IC data source.

L

LDAP

Lightweight Directory Access Protocol. An application protocol for querying and modifying directory services running over TCP/IP.

For integrated UCCE report users to be authenticated at login, to the reporting application, you must configure Active Directory for their domain.

license

The super user must upload a license file from the Cluster Configuration drawer in the administration application before other users can log in to access the reporting application. The license file is saved on the controller and is replicated to all member nodes.

locale

The Unified IC reporting application has been localized in many locales. Select a locale from the list to refresh the interface for that language. The administration application is not localized. The online help is not localized in Release 8.0(1).

localization

Localization is the process of adapting a product or service to a particular language and culture. This includes idiomatic language translation and details as time zones and currency. Cisco Unified Intelligence Center has been localized for more than a dozen languages.

M

MAC address

You must supply the MAC address of the controller node when you apply for a license to operate Unified IC. The MAC address appears online at the end of the installation, and you can also find it using the CLI command *show status*.

member nodes

A Unified IC cluster can contain a maximum of eight member nodes: the member node that is included with the cluster and seven additional member nodes. Member nodes run the reporting application only and operate as subscriber nodes in that data is replicated among them from the controller node.

MIB

Management Information Base (MIB). Database of network management information that is used and maintained by a network management protocol, such as SNMP.

MTU
Maximum Transmission Unit (MTU). All Ethernet settings apply only to Eth0. You cannot configure any settings for Eth1. The MTU on Eth0 defaults to 1500.

N

NIC

Network Interface Card (NIC). The NIC is configured during installation for two connection settings: speed and duplex.

node

The term node and server are used interchangeably in this document and refer to a computer that provides services or resources to other computers (called clients) connected to it through a network.

NTP

Network Time Protocol (NTP). You can only configure the NTP server settings on the first Cisco Unified Expert Advisor publisher. After deleting, modifying, or adding a NTP server, you must restart all the other nodes in the cluster for the changes to take affect.

O

OAMP

Operations, Administration, Maintenance, and Provisioning. The administration application provides OAMP functions for Unified IC.

objects

Unified IC is installed with stock objects, including data sources, categories, report definition, reports, value lists and collections.

object permissions

Users need object permissions to perform operations on Unified objects. There are three levels of permissions: READ, EXECUTE and WRITE. Users may have permissions associated with the groups in which they are members.

P

partition

Cisco Unified Intelligence Center software creates partitions during each installation: an active bootable partition and an inactive bootable partition, and a common partition. A fresh (first-time) installation places the new software and operating system on the active partition. The system boots up and operates on the active partition.

performance objects and performance counters

Unified IC performance objects are named for system components that generate data. Each performance object provides performance counters that represent data for specific to that object.

ports

In a communications network, a logical channel is identified by its unique port number.

publisher

The controller is also referred to as a publisher as it publishes (replicates) the license and other configuration data among all member nodes in the cluster.

purge

Data is purged automatically once a day on all nodes in the cluster. The purge runs at midnight 12.00 AM and uses the timezone setting of controller as configured during insallation. You can also run a purge manually using the utils purge command in .

R

Real-Time Monitoring Tool

See RTMT.

replication

Replication is the maintenance and synchronization of multiple copies of data across and among the servers in a cluster. Replication of the license and of the CUIC database is essential for the Unified IC cluster.

Unified IC uses the update-anywhere enterprise replication model based on a topology of FullyConnected Database servers. Each database server has connection to all other database servers.Data can be transferred from any machine to all others.

report definition

A report definition defines the interface for a report. Each report definition contains the dataset that is obtained for a report. This includes the SQL query, the fields, the filters, the formulas, the refresh rate, and the key criteria field for the report. Unified IC separates reports from report definitions. Users can view, create, or edit report definitions only if their Unified IC deployment has a Premium license.

report schedules

System Configuration Designers and Report Designers can create schedules such that a report is generated at a designated time or on a regular basis and is send to email recipients. Report schedules can be added to dashboards.

report templates

Report templates are well-formed XML files based on report definitions. Unified IC is installed with stock report templates. Users with the appropriate user roles can create new report templates and can import report templates.

report views

A report view is a layout presentation for the data that is retrieved for the report. Unified IC supports threetypes of views:

- grid views
- chart views
- gauge views

All stock reports have a grid view. Some stock reports have a chart view.

reports

Reports are based on report templates and show data returned according to the query in the report definition. Reports can be displayed in various "views"- as grids, as charts, and as gauges. Reports can be scheduled and can be added to dashboards.

reporting application

The Unified IC reporting application is installed on all nodes in the Unified IC cluster and is designed for use with report templates that are populated by the report databases of Cisco Unified Contact Center Enterprise, Release 8.0(1) and Cisco Unified Customer Voice Portal, Release 8.0(1).

reporting user

Cisco Unified Expert Advisor reporting users are UCCE supervisors who have been imported with user integration or other users who have been authenticated to log in to Unified IC and who have the Report Designer user role.

restore

You perform a restore using the Restore menu in the DRS application. Select the backup device from which you need to restore, and from that device select the timestamped backup you want.

When you restore, the node must be shut down. After the successful restore, reboot the node or cluster. The database will be online once the restore completes and the node is started; replication begins automatically.

RTMT

The Real-Time Monitoring Tool (RTMT) for Cisco Unified Intelligence Center, which runs as a client-side application that you can download from the administration application.

S

schedule backups

A Cisco Unified Expert Advisor system administrator user can schedule backups at predesignated times. DRS includes a comprehensive scheduling system which provides the ability to backup one time, daily, weekly, or monthly.

server

A computer that belongs to a cluster. A server is also referred to as a node. The term node and server are used interchangeably in the Cisco Unified Expert Advisor documentation set.

serviceability

Generally, *serviceability* refers to the collection tools and mechanisms by which a customer, partner, or technical assistance engineer can service the product. In a Cisco Unified Expert Advisor system, some of those tools are contained in administration application, and some are in the Cisco Unified Serviceability application.

slideshow

A slideshow is a progressive display of information. You can use slideshow mode in dashboards to cycle though the dashboard content.

SMTP

SimpleMail Transfer Protocol (SMTP). When you install Cisco Unified Expert Advisor, you have an option to configure an SMTP host so that you can receive platform-level emails.

If you want report schedules to be emailed, you must additionally configure an SMTP server in the administration application (Cluster Configuration > Reporting Configuration). .

SNMP

Simple Network Management Protocol (SNMP). The standard protocol for network management software. Using SNMP, programs called SNMP agents monitor devices on the network. The database created by the monitoring operations is called a MIB.

SNMP agent

Hardware or software that monitors devices on a network. Data from an SNMP agent, which is contained in a MIB, helps in network management and troubleshooting.

sticky notes

Sticky notes are graphical images that contain text. Sticky notes can be added to dashboards.

subscriber

Member nodes in the Cisco Unified Expert Advisor cluster are referred to as subscribers.

In Cisco Unified Expert Advisor, the terms publisher and subscriber are used in the context of database replication. The Cisco Unified Expert Advisor publisher (Controller node) publishes OAMP configuration data. The Cisco Unified Expert Advisor subscribers (Member nodes) subscribe to the data.

super user

The system application user defined in the installation becomes the initial super user recognized by the administration application.

This intial super user must immediately upload the license and can add member nodes, create additional super users, and log in to the reporting application with full access to all functions.

system application user

During the installation, an application user is created on the Application User Configuration screen. The installation passes the user name and password for this application user to the Cisco Unified Expert Advisor administration application. This user becomes the default Cisco Unified Expert Advisor super user.

system administrator user

The System Administrator account User ID and password are configured at installation for each node. It is a best practice to enter the same user name and password for all nodes.

The System Administrator for the controller can access:

- The for the Controller.
- The Cisco Systems tools on the Navigation dropdown in the Administration console: Disaster Recovery System, Cisco Unified Serviceability, and Cisco Unified OS Administration.

The System Administrator has no access to functions in the Unified IC reporting application.

T

thresholds

You can set a threshold for a field in a report grid to configure that field to display in a distinctive format.

trace route

A TCP/IP utility that allows you to determine the route packets are taking to a particular host. Trace route works by increasing the “time to live” value of packets and seeing how far they get, until they reach the given destination.

Trace & Log Central

Trace and Log Central part of the RTMT for the Cisco Unified Intelligence Center. It is used to manage and collect trace and log files from the Cisco Unified Expert Advisor servers.

trap (also SNMP trap)

A program interrupt, usually caused by some exceptional situation in an application. In most cases, after such an interrupt, the operating system performs some action, then returns control to the application.

U

Unified CCE

The acronym for Cisco Unified Contact Center Enterprise.

Unified IC

The abbreviation for Cisco Unified Intelligence Center.

URLs

Uniform Resource Locators (URLs) define the location of a web page. You can add URLs to dashboards.

user groups

User Groups are constructs that allow security administrators to partition Unified IC functionality. Creating User Groups expedites the provisioning process when multiple users need the same access to dashboards and reports, or when users require distinct permissions and features based on regional or organizational requirements.

user integration

Users who are configured as agent supervisors in Unified CCE Configuration Manager and are saved in the Unified CCE database can be integrated into Unified IC. If you enable UCCE User Integration in the Administration interface, you can schedule and run a synchronize process that imports these supervisors and creates them as Report Designer and Dashboard users for Unified IC

user role

User Roles confer the actions and capabilities that a user has in Unified IC. There are seven User Roles, and an individual can have multiple roles.

V

value lists

Value lists contain all reportable items of the same type, for example, all agents or all skill groups. Value lists can be compartmentalized into collections to control the amount of data shown to specific users and user groups.

views

See report views.

VOS

VOS is the acronym for the - the operating system on which Unified IC runs.

W

widgets

Web widgets are Javascript applications such as videos or calculators. You can add widgets dashboards.

wizard

A wizard is a computer utility designed to lead you through the execution of tasks. Cisco Unified Intelligence Center uses wizards for creating charts.

X

XML

Extensible Markup Language. A programming language developed by the World Wide Web Consortium (W3C) that allows Web developers to create customized tags that will organize and deliver efficiently. XML is a metalanguage, containing a set of rules for constructing other markup languages.

Cisco Unified Intelligence Center report templates are XML files.