



# Introduction

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## Overview

Cisco Unified Intelligence Center is a reporting platform for users of Cisco Contact Center products. It is a web-based application that provides Historical, Real-time, and Live Data reporting and dashboards.

Unified Intelligence Center serves the following primary purposes:

- Obtains data from the base solution's database. The base solution can be any of the Contact Center products.
- Allows you to create custom queries to obtain specific data.
- Customizes the visual presentation of the reports.
- Customizes the data presented in the reports.
- Allows different groups of people to view specific data based on their roles.

As a reporting user, you can use the new Unified Intelligence Center page to perform the following tasks:

- Create, edit, and manage Dashboards.
- Create, edit, run, and manage Reports.
- Filter data in a report.
- View permalink for Dashboards and Reports.
- Set sharing permissions for Dashboards and Reports.
- Select locale for the Unified Intelligence Center.
- Search for Dashboard and Report.
- Mark Dashboards and Reports as favorites.
- View the personal list of favorites for Dashboards and Reports.

To perform the following tasks, you are re-directed to the Cisco Unified Intelligence Center legacy interface.

- Schedule reports to run at selected intervals.
- Creating and viewing;
  - Report Definition
  - Data Source
  - Value List and Collections
  - Users and Permissions (Security)



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**Note** You can export reports or report folders only from the legacy interface. To access the legacy interface, click any of these drawers from the new interface.

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## Common Terms

### Data Source

Data source defines the sources that contain data for the report. Unified Intelligence Center supports two types of data sources: IBM Informix (Historical Reports) and Streaming (Live-Data Reports). Data sources are preconfigured for you.



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**Note** Additional data sources are not supported.

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### Report Definition

Each report has a report definition that represents how data is retrieved from the data source for that report template. In addition, a report definition contains the dataset that is obtained. This includes the fields, filters, formulas, refresh rate, and key criteria field for the report.

### Reports

Reports show data returned by Report Definitions. This data is extracted by database queries.

### Stock Report

Report that is pre-bundled in Unified Intelligence Center.

### Report Views

A report can be presented in multiple formats like a grid, chart, or a graph and gauge. Each view can have its own set of fields. A single report can have multiple views.

### Report Help

You can attach a help page specifically for your report.