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Change History

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About this Guide

The *Reporting Guide for Cisco Unified Customer Voice Portal* provides the following information:

- Reporting service and reporting architecture.

- Cisco Unified Intelligence Center Reporting application and its various functions.

- Unified CVP templates for reporting.

- Database schema and database management.

- Guidelines for reporting.

Audience

This guide is intended for managers, Unified CVP system managers, Cisco Unified Intelligent Contact Management Enterprise (Unified ICME)/ Cisco Unified Intelligent Management Hosted (Unified ICMH) system managers, VoIP technical experts, and IVR application developers.

Related Documents

Unified CVP provides the following reporting related documentation:

- *Administration Guide for Cisco Unified Customer Voice Portal*

- *Solution Design Guide for Cisco Unified Contact Center Enterprise*

- *Feature Guide - Writing Scripts for Unified Customer Voice Portal*

- *Operations Guide for Cisco Unified Customer Voice Portal*

Communications, Services, and Additional Information

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Documentation Feedback

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