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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

| Change | See | Date |
|---|---|--------------|
| Initial Release of Document for Release 12.0(1) | | January 2019 |
| Changed topics under Chapter, Cisco Unified Intelligence Center Reporting Application | Generate and Manage Reports Import Reports | |

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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Cisco Bug Search Tool

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Documentation Feedback

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