

# Cisco Unified Intelligence Center 11.0

## Product Overview

Report on details of all contacts across all channels in your contact center from a single interface. Easily integrate data and share it throughout your organization. With Cisco® Unified Intelligence Center you can do this and much more.

This web-based reporting application provides real-time and historical reporting in an easy-to-use, wizard-based application for Cisco Contact Center products. It allows contact center supervisors and business users to report on the details of every contact across all channels in the contact center from a single interface (Figure 1).

**Figure 1.** Cisco Unified Intelligence Center Dashboard



## Features and Benefits

Cisco Unified Intelligence Center is a state-of-the-art, open platform offering a secure 360-degree view of the enterprise with the capability to link down, up, or across to other data from any report. You can group stock and custom reports with other web content to create dynamic dashboards. Permanent web links, or permalinks, also enable one-click access to reports and dashboards in Cisco Unified Intelligence Center, allowing you to embed reports in other dashboards and simplifying access.

Cisco Unified Intelligence Center report packages can be imported to provide support for multiple Cisco Contact Center products including Cisco Unified Contact Center Enterprise, Packaged Contact Center Enterprise, Unified Contact Center Express, Unified Customer Voice Portal, Unified E-Mail Interaction Manager, Unified Web Interaction Manager; and the Cisco SocialMiner® social media customer care solution. In addition, partner report packages can enhance and extend reporting to other products. Using a single reporting platform across contact center products reduces training costs for both end users and report developers.

Cisco Unified Intelligence Center is available in two versions, Standard and Premium. Cisco Unified Intelligence Center Standard is included as part of the Cisco Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Unified Contact Center Express software kits. Please note that platform software is required.

Cisco Unified Intelligence Center Premium, available for Cisco Unified Contact Center Enterprise and Packaged Contact Center Enterprise only, includes advanced features and the capability to create new reporting queries and access other external databases and data sources. Table 1 summarizes the features of Cisco Unified Intelligence Center Standard and Premium.

**Table 1.** Feature Comparison for Cisco Unified Intelligence Center

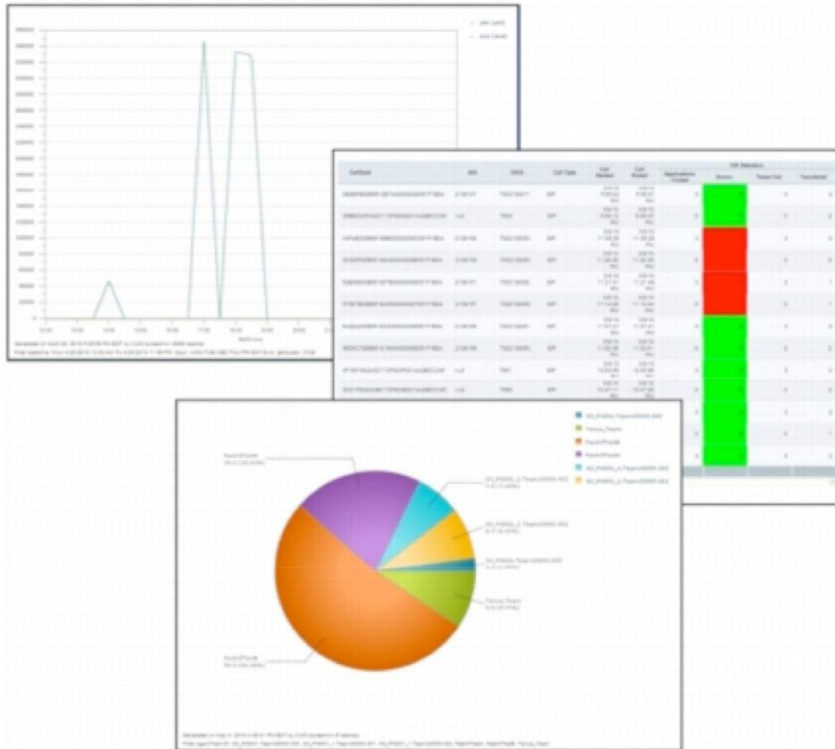
Feature	Cisco Unified Intelligence Center Standard	Cisco Unified Intelligence Center Premium
Historical reports for Cisco Unified Contact Center Express preinstalled	X	
Cisco Unified Intelligence Center administrative reports	X	X
Download and import Cisco Unified Contact Center Enterprise, Unified Customer Voice Portal, Unified Web and E-Mail Interaction Manager, and outbound reports from Cisco.com and developer.Cisco.com	X	X
Import reports developed by partners or on lab systems	X	X
Dashboards	X	X
Rename columns	X	X
Reorder, hide, and unhide report columns	X	X
Define thresholds (change color, text, and graphics)	X	X
Change report filtering for ad-hoc reporting	X	X
Perform partitioning through collections <sup>*</sup>	X	X
Permalinks	X	X
Create or modify queries to build new reports		X
Configure links between reports		X
Set report refresh rates		X
Add or change computed fields in reports		X
Access third-party data sources for reporting		X

<sup>\*</sup> Not applicable for Cisco Unified Contact Center Express

Cisco Unified Intelligence Center provides real-time and historical reporting in an easy-to-use, wizard-based application. To allow you to customize the way that information is presented, the application provides a dashboard (Figure 1), which is the canvas for grouping multiple objects together, such as charts, gauges, and grids, to provide a comprehensive view of contact center statistics at a glance.

You can develop multiple dashboards to provide a variety of views for any contact center information. End users of these reports (Figure 2) can modify the content through the wizard by choosing the columns to be displayed, specifying the order, applying filter criteria to identify exceptions, formatting values, and renaming columns to suit individual needs. This approach allows report designers to define a report and then allows end users to personalize it on their own, eliminating the need to go back to the designer for small changes.

**Figure 2.** Cisco Unified Intelligence Center Sample Reports



Another benefit for administrators is the capability to set individual default values for users or groups that define time zones, languages, and other interface preferences. No matter where users are located, when they log in, the defaults assigned to them provide reporting information that is customized for their particular needs.

Cisco Unified Intelligence Center also allows administrators to control access to features, reports, and data by granting privileges only to authorized individual users or groups of users. For example, you can assign each supervisor to a group of agents, skills, and call types that are the most relevant to that person so that each report provides focused, actionable insights into data that is germane to the person's role.

Several features in this product allow you to extend the Cisco Unified Intelligence Center platform beyond traditional contact center reporting to an enterprisewide information portal. You can use data from nontraditional sources to improve business efficiency and effectiveness. For example, you can include publishing data from anywhere in your network to provide real-time information about changing conditions in the contact center or add a countdown widget that marks the time until a new product launch. You also can use HTML posts to include live external webpage content or access internal information portals to include in the dashboard or add a message to your team dashboard with a sticky note.

Enhancements for Cisco Unified Intelligence Center 11.0 include:

- Live Data reporting now available for Cisco Unified Contact Center Enterprise
  - A new tool bar is available for Live Data gadgets on Cisco Finesse<sup>®</sup> Desktop
  - You can configure up to 5 reporting views into a single gadget
  - You can pause the Live Data feed and resume it at a later point

- You can filter out the rows that have threshold violations in the Live Data report
- Online help is available for the report template
- Enhanced features for historical, real-time, and Live Data reports
  - Both Live Data and historical reports have the same look and feel
  - Enhanced features include dynamic field selection, resizing columns, sorting, expanding, and collapsing grouped data
- Performance improvements
  - Cisco Unified Intelligence Center converts the report data to JSON object, compresses it, and sends it to the browser, thereby reducing the resources required by the dataset and its transfer
- Client-side IPv6 support
  - Reports can now be rendered on v6-enabled machines
- Virtual Operating System (VOS) 10.5 support
  - Cisco Unified Intelligence Center now runs on the VOS 10.5 platform

## System Requirements

For information about system requirements for Cisco Unified Contact Center Express, please refer to the Cisco Unified Contact Center Express documentation. For all other implementations of Cisco Unified Intelligence Center, please refer to the Cisco Packaged Contact Center Enterprise and Cisco Unified Contact Center Enterprise documentation.

## Ordering Information

To place an order, visit the Cisco Ordering homepage at: <http://www.cisco.com/en/US/partner/ordering/index.shtml>. You can order Cisco Unified Intelligence Center Standard and Premium licenses with the IPCE-SVR-ADDON part numbers CCEH-CUIC-PREM and CCEH-CUIC-STD.

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For more information about Cisco Unified Contact Center Services, please visit:

<http://www.cisco.com/go/uccservices>.

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## For More Information

For more information about the Cisco Unified Intelligence Center, visit <http://www.cisco.com/go/ccreports> or contact your local Cisco account representative.




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