

Cisco Unified Intelligence Center 11.6

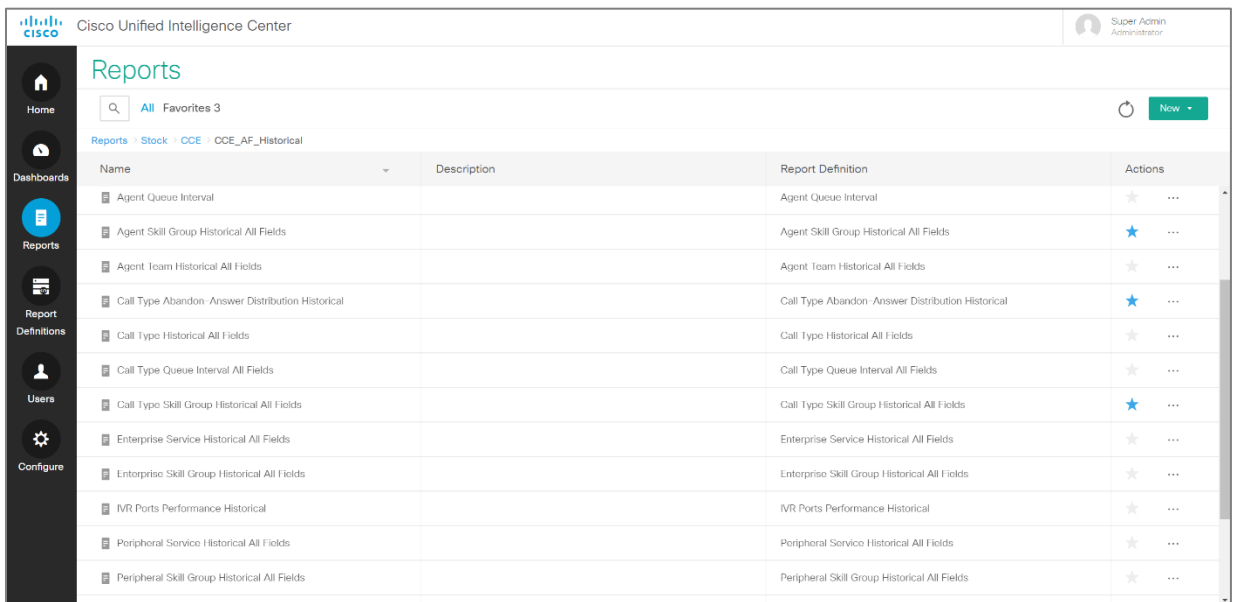
Product Overview

Cisco® Unified Intelligence Center, part of the contact center solution suite, helps businesses and organizations deliver a connected digital experience, enabling you to provide contextual, continuous, and capability-rich journeys for your customers, across time and channels.

Cisco Unified Intelligence Center is a web-based reporting application that provides real-time and historical reporting in an easy-to-use, wizard-based application for Cisco Customer Care 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).

Cisco Unified Intelligence Center allows customers to extend the boundaries of traditional contact center reporting to an information portal where data can be easily integrated and shared throughout the organization.

Figure 1. Cisco Unified Intelligence Center



Name	Description	Report Definition	Actions
Agent Queue Interval		Agent Queue Interval	★ ...
Agent Skill Group Historical All Fields		Agent Skill Group Historical All Fields	★ ...
Agent Team Historical All Fields		Agent Team Historical All Fields	★ ...
Call Type Abandon - Answer Distribution Historical		Call Type Abandon - Answer Distribution Historical	★ ...
Call Type Historical All Fields		Call Type Historical All Fields	★ ...
Call Type Queue Interval All Fields		Call Type Queue Interval All Fields	★ ...
Call Type Skill Group Historical All Fields		Call Type Skill Group Historical All Fields	★ ...
Enterprise Service Historical All Fields		Enterprise Service Historical All Fields	★ ...
Enterprise Skill Group Historical All Fields		Enterprise Skill Group Historical All Fields	★ ...
IVR Ports Performance Historical		IVR Ports Performance Historical	★ ...
Peripheral Service Historical All Fields		Peripheral Service Historical All Fields	★ ...
Peripheral Skill Group Historical All Fields		Peripheral Skill Group Historical All Fields	★ ...

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. Stock and custom reports can be grouped 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 reports to be embedded 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 (UCCE), Packaged Contact Center Enterprise (PCCE), Unified Contact Center Express (UCCX), Unified Customer Voice Portal (CVP), Enterprise Chat and Email, and Cisco SocialMiner[®]. 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.

End users of the reports 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.

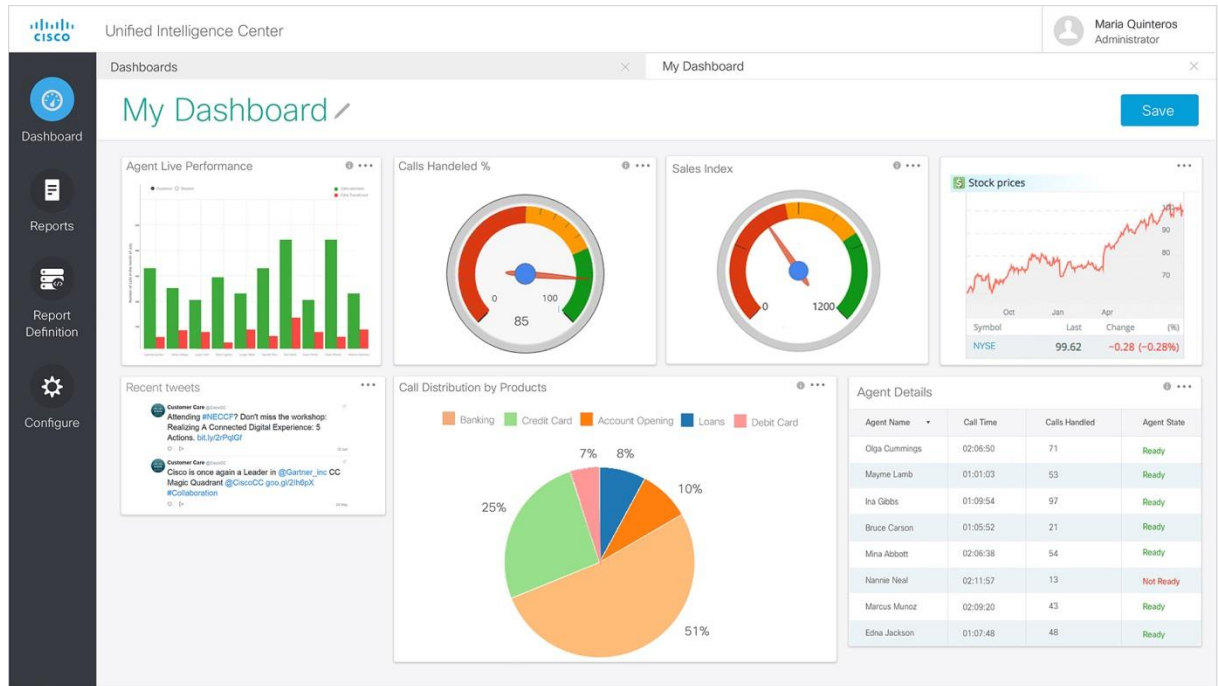
The dashboard provides a canvas for grouping multiple objects together, such as charts, gauges, and grids, to provide a comprehensive view of contact center statistics at a glance.

New features for Cisco Unified Intelligence Center 11.6 include:

- Simplified chart creation: Three-step wizard to create charts
- New chart types: Donut, Numeric Gauge
- Simplified user experience for dashboard creation
- New stock reports for UCCE
 - Agent Call History Live Data for both agents and supervisors
 - Agent State History Live Data for both agents and supervisors
 - Agent Queue Interval Historical gadget for supervisors
 - License Usage Report: Agents, CVP, and Dialer ports
- New stock reports for UCCX
 - Supervisor-level reporting
 - Reason code labels
 - Multichannel report
 - Wrap-up reports
- Transport Layer Security (TLS) 1.2 support
- Support for Chrome v48 and later, Firefox ESR 45 and later, and Internet Explorer 11

You can develop multiple dashboards to provide a variety of views for any contact center information (Figure 2).

Figure 2. Cisco Unified Intelligence Center Dashboard



Another benefit for administrators is the ability 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 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.

Cisco Unified Intelligence Center is available as embedded software in Cisco Unified Contact Center Express. Cisco Unified Intelligence Center Standalone is available for Cisco Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Cisco Unified Contact Center Express at no additional cost. It 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.

Table 1. Feature comparison for Cisco Unified Intelligence Center

Feature	Cisco Unified Intelligence Center Embedded	Cisco Unified Intelligence Center Standalone
Historical and Live Data reports for Cisco Unified Contact Center Express preinstalled	X	
Cisco Unified Intelligence Center administrative reports	X	X
Download and import reports for Cisco Unified Contact Center Enterprise, Unified Customer Voice Portal, Unified Web Interaction Manager and Email Interaction Manager, and outbound reports from Cisco.com and developer.Cisco.com		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*	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

* Not applicable for Cisco Unified Contact Center Express.

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 Unified Contact Center Enterprise Solution Design Guide 11.6 at:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>.

Ordering Information

To place an order, visit the Cisco Ordering homepage at:

<https://www.cisco.com/en/US/partner/ordering/index.shtml>. There is no need to order the Cisco Unified Intelligence Center Standard and Premium licenses, since they are part of Cisco Unified Contact Center Enterprise, Packaged Contact Center Enterprise, and Cisco Unified Contact Center Express at no additional cost. The Standalone license can now be downloaded [here](#).

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For more information about Cisco Unified Contact Center Services, please visit <https://www.cisco.com/go/uccservices>.

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For More Information

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




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