

# Configure Schedule Based Report Collection In Unified Intelligence Center

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## Introduction

This document describes the configuration process on how to schedule a report in Unified Intelligence Center (CUIC).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Intelligent Contact Management (ICM) Configuration Manager
- Cisco Customer Voice Portal (CVP) dial plan configuration
- Cisco Unified Intelligence Center intergration with ICM DB(for reports.)

### Components Used

The information in this document is based on these software versions:

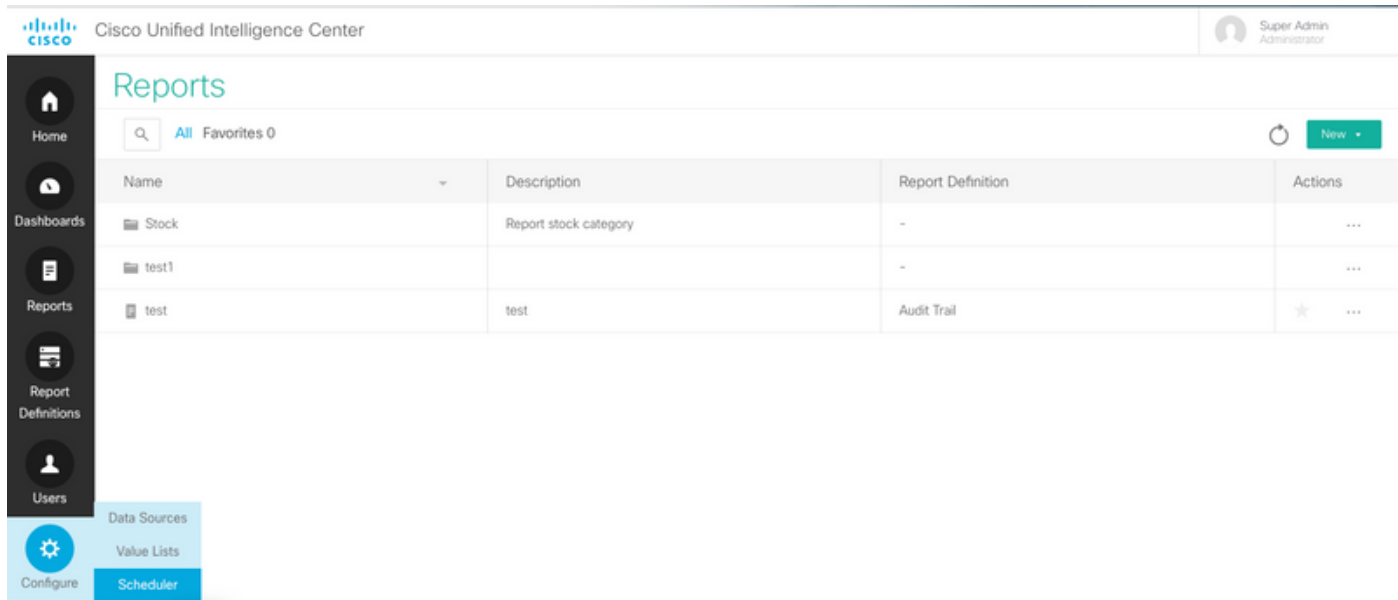
- ICM 11.6
- CUIC 11.6

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Configure

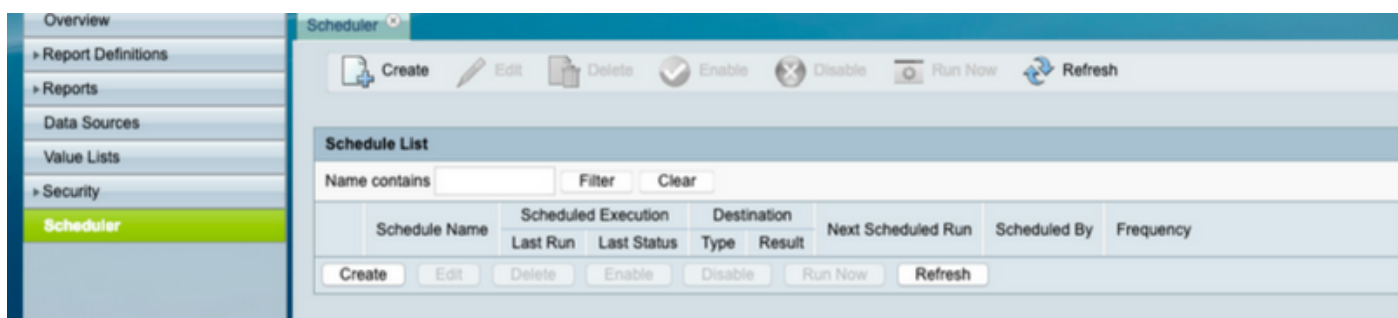
**Step 1.** Log in to **cuic admin page**; use url : **https://<IP Address OF CUIC>:8444/cuicui/Main.jsp** .

**Step 2.** Click **Configure** \ then click **Scheduler** .

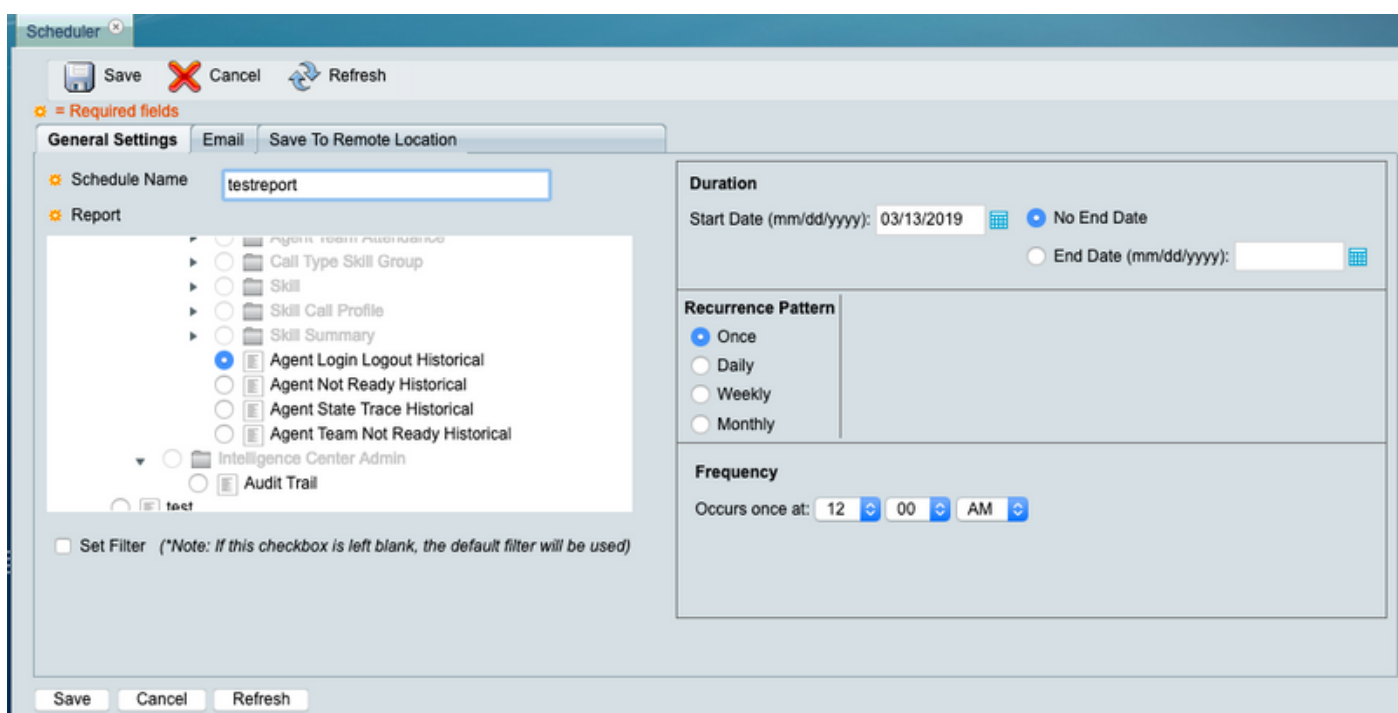


**Step 3.** This lands legacy view url; <https://<IP Address OF CUIC>:8444/cuic/Main.htmx?open=scheduler> .

**Step 4.** Click **Create**.

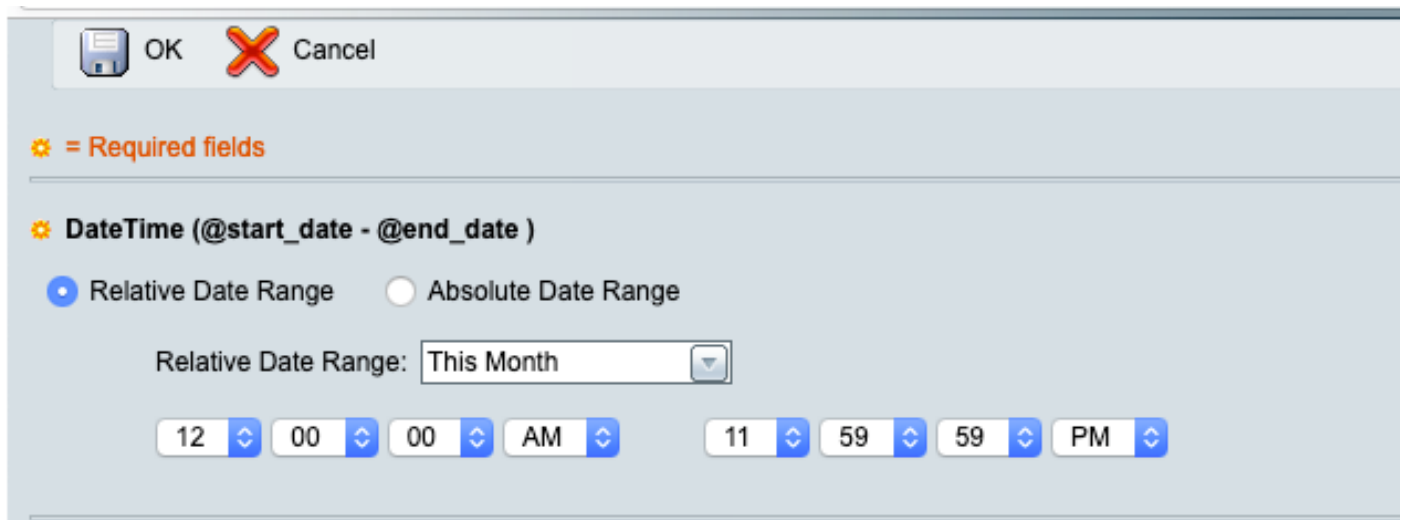


**Step 5.** Give a **Schedule Name** , Select **Report** you want to schedule for; select **Duration** and **Recurrence Pattern** and **Frequency**, i.e how often the report is expected to run.



**Step 6.** Click **Set Filter**:

a. Select DateTime range;



OK Cancel

= Required fields

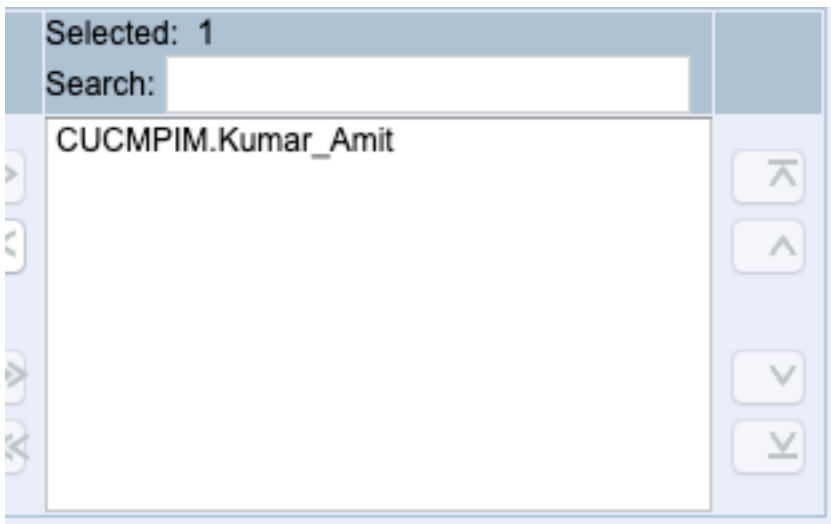
DateTime (@start\_date - @end\_date )

☒ Relative Date Range ☐ Absolute Date Range

Relative Date Range: This Month

12 00 00 AM 11 59 59 PM

b. Select **Agent** in **AgentList** .

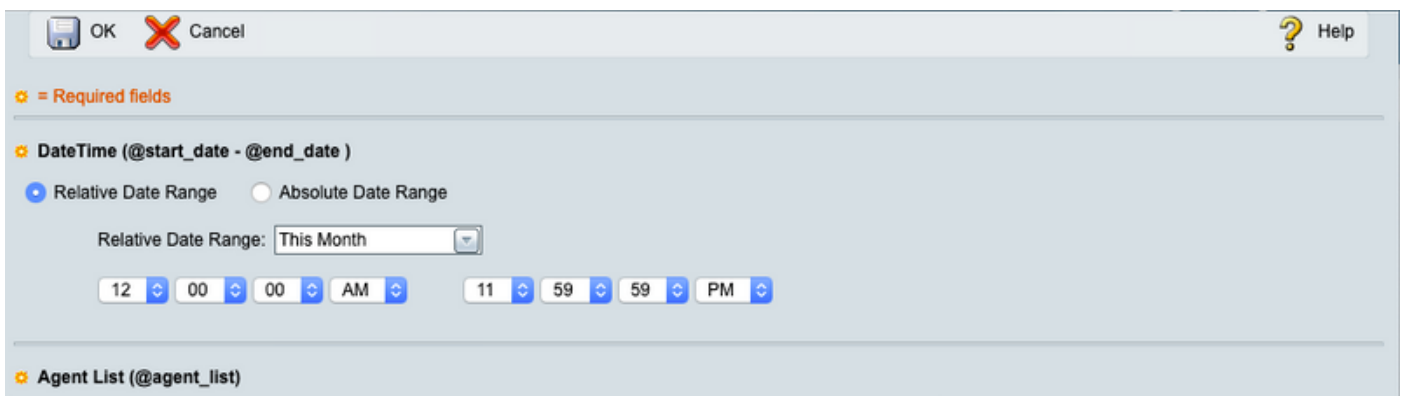


Selected: 1

Search:

CUCMPIM.Kumar\_Amit

c. Click **OK** there after.



OK Cancel ? Help

= Required fields

DateTime (@start\_date - @end\_date )

☒ Relative Date Range ☐ Absolute Date Range

Relative Date Range: This Month

12 00 00 AM 11 59 59 PM

Agent List (@agent\_list)

**Step 7.** There are 2 options to send the report (either as an email or to remote location(aka SFTP); example depicts option : **save to remote location**.

**Scheduler** [X]

Save Cancel Refresh

= Required fields

General Settings | Email | **Save To Remote Location**

*\*Note: Select protocol to enter other details. Scheduler will save CSV file to remote location.*

Protocol: **SFTP**

Report View: Agent Login Logout Historical

Host: 10

Port: 22

User name: admin

Password: .....

Directory Path: /

Test Connection Online

Ensure when **Test Connection** is clicked the result is green check with **Online** .

**Step 8.** Once done click **Save** .

Schedule List

Name contains

Filter

Clear

	Schedule Name	Scheduled Execution		Destination		Next Scheduled Run	Scheduled By	Frequency
		Last Run	Last Status	Type	Result			
<input type="radio"/>	testreport			Remote Location			CUIC\admin	Once
<div><div>Create</div><div>Edit</div><div>Delete</div><div>Enable</div><div>Disable</div><div>Run Now</div><div>Refresh</div></div>								

## Verify

Use this section in order to confirm that your configuration works properly.

For testing you click **Run Now** (refer **Step 8**) and review at the **SFTP location** to validate that the file is available **(in csv format)** .

