

Configure CUIC to Assign Permissions for Reporting Users

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem](#)

[Solution](#)

Introduction

This document describes the process to provide CUIC user permissions for a particular report.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Intelligence Center (CUIC)
- Cisco Unified Contact Center Enterprise (UCCE)

Components Used

This document is not restricted to specific software and hardware versions.

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.

Problem

How to assign user permissions to a particular report?

Solution

Step 1. Configure a new user in Active Directory (AD) to be used in CUIC.

Step 2. Assign Report Designer role to the AD user by the CUIC Administrator user. If you log in without Report Designer role, Reports option stays unavailable.

User Name TAC\antman

Alias

User is active

First Name

Last Name

Organization

Email

Phone

Description (At most 255 characters)

Time Zone CST

Start Day Of The Week Locale Based (Sunday) Custom Setting Sunday

SSO Enabled

Roles

Login User System Configuration Administrator Security Administrator Dashboard Designer

Report Designer Report Definition Designer Value List Collection Designer

Permissions

My Group (AllUsers)	All Users
<input type="checkbox"/> Execute <input type="checkbox"/> Write	<input type="checkbox"/> Execute <input type="checkbox"/> Write

Step 3. At this time, AD user can run any report which has permissions to "All Users"

Assigned Group Permissions | Assigned User Permissions

Permissions For: Reports

- Reports
 - Stock
 - TestReport

Set Permissions

Group permissions for selected item		
Group Name	Exec	Write
* Administrators	✓	
AllUsers	✓	

* indicates the default group.

All Groups

Name contains Filter Clear

Administrators
AllUsers

All Users for the selected group

CUIC\agentproxy
CUIC\cisco
TAC\antman

If you have UCCE stock reports, you cannot see any of those reports at this time.

Step 4. Log in with CUIC administrator and assign permissions to the AD user.

Security | User Groups | Reports | **User Permissions**

Permissions For: Reports

- Reports
 - Stock
 - Intelligence Center Admin
 - Stock
 - CCE
 - CCE_AF_Historical**
 - CCE_AF_Realtime
 - CCE_TR_Historical
 - CCE_TR_Realtime
 - LiveData

Set Permissions

User permissions for selected item

User name	Exec	Write
* CUIC\cisco	✓	✓
TAC\antman		

* indicates the owner of the selected item.

User List

Name contains Filter Clear

- User N
- CUIC\c
- CUIC\c
- TAC\antman

Show Groups

Step 5. At this point, AD user can run the reports that you assigned the permissions for.

Cisco Unified Intelligence Center | TAC\antman

Reports

All Favorites 0

Reports > Stock > Stock > CCE > CCE_AF_Historical

Name	Description	Report Definition	Actions
Agent Historical All Fields	Agent Historical All Fields	Agent Historical All Fields	★ ...
Agent Not Ready Detail	Agent Not Ready Detail	Agent Not Ready Detail	★ ...
Agent Precision Queue Historical All Fields	Agent Precision Queue Historical All Fields	Agent Precision Queue Historical All Fields	★ ...
Agent Queue Hourly	Agent Queue Hourly	Agent Queue Hourly	★ ...