Preface

- Change History, on page i
- About This Guide, on page ii
- Audience, on page iii
- Related Documents, on page iii
- Communications, Services, and Additional Information, on page iii
- Field Notice, on page iv
- Documentation Feedback, on page iv
- Conventions, on page iv

Change History

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

Change	See	Date
Accessibility Enhancements	Cisco Unified Intelligence Center > Accessibility	April 2025
Features removed and unsupported in the CCE 15.0(1) release have been removed from this guide.	See the *Release notes for Cisco Contact Center Enterprise Solutions, Release 15.0(1)* for the list of removed/unsupported features at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html	

Change	See	Date
Fields and columns added as part of defect fixes	• Flex License Consumption View • Agent State Trace Historical • Agent Historical All Fields • Agent Queue Hourly • Agent Team Historical All Fields • Call Type Skill Group Historical All Fields • Agent Team Real Time • Attempts Per Campaign Daily • Campaign Consolidated Daily • Dialer Capacity Half Hour • Query Rule Within Campaign Daily • Call Type Real Time	May 2023
Updated the custom logon messages for users during sign in.	Access Unified Intelligence Center	June 2021
Updated browser support for Edge Chromium (Microsoft Edge).	Browser Support	
New reports have been added	• Agent Summary Report • CVA Historical Report	May 2020
Edge Chromium updates	Browser Support and Self-Signed Certificates	
Initial Release of this Document		January 2020

About This Guide

The Webex Contact Center Enterprise Reporting User Guide describes how to generate and interpret Cisco Unified Intelligence Center reports, Live Data reports, and Contact Sharing reports for Webex Contact Center Enterprise (Webex CCE) deployments. This guide also provides detailed information about each of the report templates available for use in Webex CCE deployments.

Audience

This guide is intended for users who use Cisco Unified Intelligence Center to run reports. The user can generate reports, filter data in a report, and schedule a report.

This guide is written with the understanding that your system has been deployed by a partner or service provider who has validated the deployment type, virtual machines, and database and has verified that your contact center can receive and send calls.

Related Documents

Document or Resource	Link
Cisco.com site for Webex CCE documentation	https://www.cisco.com/c/en/us/support/contact-center/webex-contact-center-enterprise/series.html
Cisco.com site for Cisco Unified Intelligence Center	https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html
Developers' Forum for the Cisco Unified Intelligence Center	https://developer.cisco.com/site/devnet/home/index.gsp

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.

- To get the business results you're looking for with the technologies that matter, visit Cisco Services.

- To submit a service request, visit Cisco Support.

- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco DevNet.

- To obtain general networking, training, and certification titles, visit Cisco Press.

- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories

- Field Notices

- End-of-Sale or Support Announcements

- Software Updates

- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at https://cway.cisco.com/mynotifications.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Table 1: Conventions

Convention	Description
boldface font	Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names. For example: • Choose **Edit** > **Find**. • Click **Finish**.

Convention	Description
italic font	Italic font is used to indicate the following: • To introduce a new term. Example: A *skill group* is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (*condition, true-value, false-value*) • A book title. Example: See the *Webex Contact Center Enterprise Features Guide*.
`window font`	Window font, such as Courier, is used for the following: • Text as it appears in code or that the window displays. Example: `<html><title>Cisco Systems, Inc. </title></html>`
`< >`	Angle brackets are used to indicate the following: • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password.