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Change History

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About This Guide

This guide explains how to interpret reporting data that is stored in, and retrieved from, the Cisco Webex Contact Center Enterprise (Webex CCE) database. This guide also helps you understand the importance of planning, configuration, and scripting for accurate reporting data.

Audience

This guide is written for anyone who uses Cisco Unified Intelligence Center (Unified Intelligence Center) to generate reports using the stock Cisco reporting templates. Stock templates are Cisco templates that are installed with the reporting application, that are populated from the Webex CCE database, and that are qualified by Cisco Systems, Inc.

Contact center supervisors and administrators who are responsible for configuring and scripting Webex CCE will also find this guide useful.

Communications, Services, and Additional Information

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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>.

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Documentation Feedback

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