



## Preface

---

- [About This Guide](#), page i
- [Audience](#), page i
- [Related Documents](#), page i
- [Obtaining Documentation and Submitting a Service Request](#), page ii
- [Documentation Feedback](#), page ii

## About This Guide

The *Cisco Unified Contact Center Express Report Developer Guide* describes how database records are written for various call, chat, and email scenarios in Cisco Unified Contact Center Express (Unified CCX). It describes how to create custom reports on a Standalone Cisco Unified Intelligence Center.

## Audience

This document is intended for Unified CCX users who use Standalone Unified Intelligence Center to create custom reports.

## Related Documents

Document or resource	Link
<i>Cisco Unified Contact Center Express Documentation Guide</i>	<a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>
Cisco.com site for Unified CCX documentation	<a href="http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>
Online help files for each report	Available when you generate the report

Document or resource	Link
Comparison of Cisco Agent Desktop or Cisco Supervisor Desktop with Finesse desktops	<a href="http://www.cisco.com/en/US/partner/products/ps11324/prod_white_papers_list.html">http://www.cisco.com/en/US/partner/products/ps11324/prod_white_papers_list.html</a>
Troubleshooting tips for Unified CCX	<a href="http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_10.0">http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_10.0</a>
Cisco.com site for Unified Intelligence Center documentation	<a href="http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>
Cisco.com site for Cisco Finesse documentation	<a href="http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see [What's New in Cisco Product Documentation](#).

To receive new and revised Cisco technical content directly to your desktop, you can subscribe to the [What's New in Cisco Product Documentation RSS feed](#). RSS feeds are a free service.

## Documentation Feedback

To provide your feedback for this document, send an email to:

[mailto:contactcenterproducts\\_docfeedback@cisco.com](mailto:contactcenterproducts_docfeedback@cisco.com)