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Change History

Change	See	Date
Removal of Cisco Agent Desktop	<p>The following Cisco Agent Desktop related sections have been updated for this version:</p> <ul style="list-style-type: none">• Available Reports• Related Documents, on page ii• Historical Reports• General• Availability of Reporting Data• Data Reconciliation Among Reports• Glossary	Initial release of document for 11.0(1)
Removal of Java Message Service	<ul style="list-style-type: none">• Updated Live Data Reports streaming data source and removed Java Message Service (JMS)• Updated Live Data Reports streaming data source and removed Java Message Service (JMS)	Initial release of document for 11.0(1)

About This Guide

The *Cisco Unified Contact Center Express Report User Guide* describes how to generate Cisco Unified Intelligence Center reports for Cisco Unified Contact Center Express (Unified CCX). This guide also describes how to schedule and visually customize existing stock reports, and create dashboards. In addition, this guide provides answers to a variety of frequently asked questions.

Audience

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

Related Documents

Document or resource	Link
<i>Cisco Unified Contact Center Express Documentation Guide</i>	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html
Cisco.com site for Unified CCX documentation	http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html
Online help files for each report	Available when you generate the report
Troubleshooting tips for Unified CCX	http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Contact_Center_Express
Cisco.com site for Unified Intelligence Center documentation	http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html
Cisco.com site for Cisco Finesse documentation	http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact 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 Marketplace](#).
- 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.

Documentation Feedback

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