



Preface

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

Change History

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

Change	See	Date
Initial Release of Document for Release 11.5(1)		August 2016

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>	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
Comparison of Cisco Agent Desktop or Cisco Supervisor Desktop with Finesse desktops	http://www.cisco.com/en/US/partner/products/ps11324/prod_white_papers_list.html
Troubleshooting tips for Unified CCX	http://docwiki.cisco.com/wiki/Troubleshooting_Tips_for_Unified_CCX_10.0
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

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