Preface

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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 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
Cisco Unified Contact Center Express Documentation Guide	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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