Introduction

Overview

Cisco Unified Intelligence Center is a reporting platform for users of Cisco Contact Center products. It is a web-based application that provides Historical, Real-time, and Live Data reporting and dashboards.

Unified Intelligence Center serves the following primary purposes:

- Obtains data from the base solution's database. The base solution can be any of the Contact Center products.

- Allows you to create custom queries to obtain specific data.

- Customizes the visual presentation of the reports.

- Customizes the data presented in the reports.

- Allows different groups of people to view specific data based on their roles.

As a reporting user, you can use the new Unified Intelligence Center page to perform the following tasks:

- Create, edit, and manage Dashboards.

- Create, edit, run, and manage Reports.

- Filter data in a report.

- View permalink for Dashboards and Reports.

- Set sharing permissions for Dashboards and Reports.

- Select locale for the Unified Intelligence Center.

- Search for Dashboard and Report.

- Mark Dashboards and Reports as favorites.

- View the personal list of favorites for Dashboards and Reports.

To perform the following tasks, you are re-directed to the Cisco Unified Intelligence Center legacy interface.

- Schedule reports to run at selected intervals.

- Creating and viewing;

  - Report Definition

  - Data Source

  - Value List and Collections

  - Users and Permissions (Security)

> **Note** You can export reports or report folders only from the legacy interface. To access the legacy interface, click any of these drawers from the new interface.

Common Terms

Data Source

Data source defines the sources that contain data for the report. Unified Intelligence Center supports two types of data sources: IBM Informix (Historical Reports) and Streaming (Live-Data Reports). Data sources are preconfigured for you.

> **Note** Additional data sources are not supported.

Report Definition

Each report has a report definition that represents how data is retrieved from the data source for that report template. In addition, a report definition contains the dataset that is obtained. This includes the fields, filters, formulas, refresh rate, and key criteria field for the report.

Reports

Reports show data returned by Report Definitions. This data is extracted by database queries.

Stock Report

Report that is pre-bundled in Unified Intelligence Center.

Report Views

A report can be presented in multiple formats like a grid, chart, or a graph and gauge. Each view can have its own set of fields. A single report can have multiple views.

Report Help

You can attach a help page specifically for your report.