



## 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
<b>Initial Release of Document for Release 12.0</b>		January 2019
Changed topic Dashboard Actions under chapter Dashboards	Dashboard Actions	
Changed topics under chapter Schedule Report	Schedule Report	
Changed topics under chapter Reports	Reports	
Changed topic Get Help on Cisco Unified Intelligence Center under chapter View Help	Get Help on Cisco Unified Intelligence Center	
As part of the document restructure, the Common Terms section is moved from the chapter Getting Started to the chapter Manage and Run Reports.	Report Types	
As part of the document restructure, the chapter Visual Customizations is moved under the chapter Manage and Run Reports.	Report Views	
As part of the document restructure, the following sections are removed from the chapter Permalinks. <ul style="list-style-type: none"> <li>• Create Permalink for Finesse Gadget Equivalent Live Data Report</li> <li>• Permalinks for Supervisor Live Data Reports</li> </ul> <p>The relevant content is updated in the Permalink for a Report section under the chapter Permalinks.</p>	Permalink for a Report	

## 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.

# Conventions

This manual uses the following conventions.

Convention	Description
<b>boldface font</b>	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <ul style="list-style-type: none"> <li>• Choose <b>Edit &gt; Find</b></li> <li>• Click <b>Finish</b>.</li> </ul>
<i>italic font</i>	<p>Italic font is used to indicate the following:</p> <ul style="list-style-type: none"> <li>• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</li> <li>• For emphasis. Example: <i>Do not</i> use the numerical naming convention.</li> <li>• An argument for which you must supply values. Example: IF (<i>condition, true-value, false-value</i>)</li> <li>• A book title. Example: See the <i>Cisco Unified Contact Center Express Installation Guide</i>.</li> </ul>
window font	<p>Window font, such as Courier, is used for the following:</p> <ul style="list-style-type: none"> <li>• Text as it appears in code or information that the system displays. Example: <code>&lt;html&gt;&lt;title&gt; Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></li> <li>• File names. Example: <code>tserver.properties.</code></li> <li>• Directory paths. Example: <code>C:\Program Files\Adobe</code></li> </ul>
string	<p>Nonquoted sets of characters (strings) appear in regular font. Do not use quotation marks around a string or the string will include the quotation marks.</p>
[ ]	<p>Optional elements appear in square brackets.</p>

Convention	Description
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none"> <li>• For arguments where the context does not allow italic, such as ASCII output.</li> <li>• A character string that the user enters but that does not appear on the window such as a password.</li> </ul>
^	The key labeled Control is represented in screen displays by the symbol ^. For example, the screen instruction to hold down the Control key while you press the D key appears as ^D.

## Related Documents

Document or Resource	Link
Cisco Unified Contact Center Express Documentation Guide	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_documentation_roadmaps_list.html</a>
Cisco Unified CCX documentation	<a href="https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html</a>
Cisco Unified Intelligence Center documentation	<a href="https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html</a>
Cisco Finesse documentation	<a href="https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html">https://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html</a>
Cisco SocialMiner documentation <b>Note</b> From Unified CCX Release 12.5(1), CCP documents are available in the Cisco Unified CCX documentation folder.	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html">https://www.cisco.com/c/en/us/support/customer-collaboration/socialminer/tsd-products-support-series-home.html</a>
Cisco Unified CCX Virtualization Information	<a href="https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html">https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-contact-center-express.html</a>

Document or Resource	Link
Cisco Unified CCX Compatibility Information	<a href="https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html">https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html</a>

## Documentation and Support

To download documentation, submit a service request, and find additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

You can also subscribe to the *What's New in Cisco Product Documentation* RSS feed to deliver updates directly to an RSS reader on your desktop. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.

## Documentation Feedback

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

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

