Getting Started

Overview

Unified CCX users can access reports using Cisco Unified Intelligence Center and Cisco Finesse. Unified Intelligence Center is a comprehensive, end-to-end reporting solution for Unified CCX. You can access Historical and Live Data reports.

With Unified Intelligence Center, you can complete the following tasks:

- Generate and view reports.

- Filter data in the reports by setting parameters.

- View help for a report.

- Create and view dashboards.

- View permalinks for reports and dashboards.

- Configure thresholds for grid data cells.

- Schedule reports to run at selected intervals.

- Import reports.

- Export reports and report folders.

Customer Journey Analyzer (Trials)

Unified Intelligence Center users can use the reporting platform to launch Customer Journey Analyzer using **Analyzer** icon from the left navigation pane.

Customer Journey Analyzer mines historical data from multiple data sources and systems to generate specific business views of data. The Analyzer visually displays trends to help you identify patterns and gain insight for continuous improvement.

You can customize the default Analyzer URL using the CLI **set cuic analyzer url <urlname>**.

For more information on the CLI, see *Cisco Unified Contact Center Express Administration and Operations Guide* at
https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-maintenance-guides-list.html.

Authorized Users

The following user groups can access the reports:

- Agents—User can access the Live Data agent reports.

- Supervisors—User can access the Live Data agent and supervisor reports.

Note   To access Unified Intelligence Center Live Data reports, the supervisor should be assigned an agent extension.

- Reporting users—User can access Historical reports and Live Data reports.

Note
- Live Data reports can only be run by agents, supervisors, and reporting users.

- For more information on the maximum number of reporting users supported to run Live-Data Reports concurrently on Cisco Unified Intelligence Center, see the *Reporting Scaling Considerations* section in *Solution Design Guide for Cisco Unified Contact Center Express*.

Start Unified Intelligence Center

Access Unified Intelligence Center only after the administrator completes the post installation tasks for Unified CCX.

Procedure

Step 1   Open a web browser.

Step 2   Use one of the following methods to access Unified Intelligence Center:

- Enter the URL `https://<host address>` and click **Cisco Unified Contact Center Express Reporting**.

- Enter the URL `https://<host address>:8444/cuicui/Main.jsp`.

Note   Host address is the DNS name or IP address of the Unified CCX node.

Unified Intelligence Center does not support HTTP.

Step 3   Enter your username and password.

Step 4   Click **Sign In**.

Trust Self-Signed Certificate

When you access a server for the first time, the procedure to trust a self-signed certificate is as follows:

Note   The following steps are for an Windows operating system.

Procedure

Step 1   Start Unified Intelligence Center.

Step 2   Perform the following steps to trust the self-signed certificate:

Option	Description
If you use Internet Explorer or Microsoft Edge:	**a.** A page appears that states there is a problem with the website's security certificate. Click **Continue to this website (not recommended)**.
	The Sign In page opens and a certificate error appears in the address bar of your browser.
	b. Click **Certificate Error**, and then click **View Certificates**.
	The **Certificate** dialog box appears.
	c. On the **Certificate** dialog box, click **Install Certificate**.
	The **Certificate Import Wizard** appears.
	d. Click **Next**.
	e. Select **Place all certificates in the following store**, and then click **Browse**.
	f. Select **Trusted Root Certification Authorities**, and click **OK**.
	g. Click **Next**.
	h. Click **Finish**.
	A **Security Warning** dialog box appears that asks if you want to install the certificate.
	i. Click **Yes**.
	A **Certificate Import** dialog box that states the import was successful appears.
	j. Click **OK**.
	k. Enter your credentials and click **Sign In**.

Option	Description
If you use Firefox:	**a.** A page appears that states this connection is untrusted. **b.** Click **I Understand the Risks**, and then click **Add Exception**. **c.** On the **Add Security Exception** dialog box, ensure the **Permanently store this exception** check box is checked. **d.** Click **Confirm Security Exception**. The page that states this connection is untrusted automatically closes. **e.** Enter your credentials and click **Sign In**.
If you use Chrome:	**a.** A page appears that states there is a problem with the website's security certificate. Click, **Advanced** > **Proceed to <Hostname> (Unsafe)**. The Sign In page opens and a certificate error appears in the address bar of your browser. **b.** Click on the **Certificate Error**, and then click, **Certificate (Invalid)**. The **Certificate** dialog box appears. **c.** In the **Details** tab, click **Copy to File**. The **Certificate Export Wizard** appears. **d.** Click **Next**. **e.** Keep the default selection **DER encoded binary X.509 (.CER)** and click **Next**. **f.** Click **Browse** and select the folder in which you want to save the certificate. **g.** Enter a recognizable **File name** and click **Save**. **h.** Click **Next**. **i.** Click **Finish**. A successful export message appears. **j.** Click **OK** and close the **Certificate Export Wizard**. **k.** Browse to the folder where you have saved the certificate (.cer file), right click on the file, and click **Install Certificate**. The **Certificate Import Wizard** appears. **l.** Keep the default selection **Current User** and click **Next**. **m.** Select **Place all certificates in the following store** and click **Browse**. The **Select Certificate Store** dialog box appears. **n.** Select **Trusted Root Certification Authorities** and click **OK**. **o.** Click **Next**. **p.** Click **Finish**. A **Security Warning** dialog box appears that asks if you want to install the certificate.

Option	Description
	q. Click **Yes**. A **Certificate Import** dialog box that states the import was successful appears. **r.** Click **OK**. **s.** Enter your credentials and click **Sign In**.

View Cisco Unified Intelligence Center Help

In Cisco Unified Intelligence Center, two types of help are available:

- **Application-specific help**: This help content explains how to use Unified Intelligence Center in general.

- **Report-specific help/Template help**: This help content explains how to use the report. The help can describe the fields or provide details of the relationship between the fields, or it can explain how to interpret the data in the report. This help is available only if it has been created for the report.

  For more information on how to add the template help to report, see *Add Template Help* section.

Get Help on Cisco Unified Intelligence Center

- Click the **Help** icon on the top right corner of each of the entity listing page to view help contents specific to that entity.

- Click the **Online Help** button on the home page to access the help window for Cisco Unified Intelligence Center.

Note Ensure to accept the certificate to view the help content.

Get Help on a Report

To get help on a report, perform the following steps

Procedure

Step 1 From the **Reports** page, click the required report to open the report in the run mode.

Step 2 Click the **Template Help** icon in the report toolbar.
The report template help appears in a new browser window.

You can configure template help for the report from the **Reports** page > **Add Help**. For more information, see *Add Template Help* section.