



Cisco Unified Intelligence Center

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New Features

Edge Chromium Browser Support

This release supports Edge Chromium (Microsoft Edge). For information about supported versions, see the *Contact Center Enterprise Solution Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>.

Updated Features

Reports

The report creation now uses tab based wizard. The **Manage Filters** tab is now termed as **Set Default Filter** and is accessible from the ellipsis action menu for each report.

Value List and Collections Config Limits

In this release, the maximum number of Values and Collections per Value List has been increased:

- Maximum number of Values Per Value List = 72000
- Maximum number of Collections Per Value List = 7200

Improved Terminologies

In this release, the following terms are updated:

Previous Terminology	Usage	Updated Terminology
Execute	Permissions	View
Write	Permissions	Edit
Security	Navigation	Configure
Don't show filter while executing a report	Reports-Choose Filters	Skip filter during the report execution
Manage Filters	Filter Dialog box	Set Default Filter
Share	Entity ellipsis Actions	Permissions

Entity Ellipsis Actions - Permissions

In this release, the Share action has been replaced with the Permissions action in the ellipsis actions menu for each of the entity.

Using the Permissions feature:

- Security Administrators can now grant **View** and **Edit** permissions for the entity to various groups.
- Security Administrators can now grant **View** and **Edit** permissions for the entity to various users.
- Entity owners can grant **View** and **Edit** permissions for the entity to groups that they are directly associated with.

Synchronize Cluster

In this release, the Synchronize Cluster link is available below the username on the top-right corner of your user interface screen.

For more information, see *Unified Intelligence Center Cache* section in the *Cisco Unified Intelligence Center Administration Guide* at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

Recent Call History Gadget Icons

In this release, the **Call** and the **Edit** icons (**Actions** column) are not disabled for an unknown number on the Recent Call History gadget in Cisco Finesse.

Deprecated Features

Internet Explorer 11

In this release, Internet Explorer version 11 is deprecated. Edge Chromium (Microsoft Edge v79 and later) is the replacement.

Removed and Unsupported Features

Entity Ellipsis Actions - Share

In this release, the **Share** action that helped you in granting **View** and **Edit** permissions for the entities within their group (default group) has been removed.

Permissions, Default Group, and My Group

In this release, the following default group-related features have been removed.

- The **Default Group** selection in the **Groups** tab during the User Group creation process.
- The **Permissions** selection for the **My Group (AllUsers)** and **All Users** in the **General Information** tab during the User creation process.
- The **My Group** selection in the **Groups** tab during the User creation process.

Report Filter Fields in a Grid or a Chart View

This release does not support the display of filter fields in a grid or a chart view. **Report Definition > Fields > Filter Fields** are used exclusively for setting filter criteria when running reports. Any report view that is created in the previous releases with Filter Fields may fetch wrong results upon upgrading to 12.0 (when the reports are run). Hence, remove the Filter Fields from those views before you run the report.

User Roles - Login User

The **Login User** check box has been removed from the **User Roles** page. The Login User role that is used to sign in to Unified Intelligence Center is now integrated within the system.

To activate or inactivate a Login User, the administrator can now use the toggle button on the **Configure > Users > Edit User > User Information** tab.

Import and Export Report Definition

This release does not support importing and exporting Report Definition as a separate entity. The corresponding Report Definitions are imported or exported while importing or exporting the reports respectively.

Third Party Software Impacts

None

