



Preface

- [Change History](#), on page i
- [About This Guide](#), on page i
- [Audience](#), on page i
- [Communications, Services, and Additional Information](#), on page ii
- [Field Notice](#), on page ii
- [Documentation Feedback](#), on page ii

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 12.0(1)		January, 2019

About This Guide

This guide explains how to interpret reporting data that is stored in, and retrieved from, the Cisco Unified Contact Center Enterprise (Unified CCE) Unified Contact Center Enterprise database. This guide also helps you understand the importance of planning, configuration, and scripting for accurate reporting data.

Audience

This guide is written for anyone who uses Cisco Unified Intelligence Center (Unified Intelligence Center) to generate reports using the stock Cisco reporting templates. Stock templates are Cisco templates that are installed with the reporting application, that are populated from the Unified CCE database, and that are qualified by Cisco Systems, Inc.

Contact center supervisors and administrators who are responsible for configuring and scripting Unified CCE will also find this guide useful.

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.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End of Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com.

We appreciate your comments.