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
Added support to scale to 36000 Agents from 24000 Agents Reference Design	Change Limits for Calls Per Second to Support 36000 Agents	February, 2021
Initial Release of Document for Release 12.5(1)		February, 2020
Added support for Cloud Connect	About Cloud Connect	
Added support for Smart Licensing	Smart Licensing	

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.
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- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

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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.

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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.

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- Software Updates
- Updates to Known Bugs

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

Documentation Feedback

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