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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 12.6(1) | | 14-May-2021 |
| Removed Customer Journey Analyser section from Reporting in Unified CCE | | 15 Dec 2022 |

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.

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Documentation Feedback

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