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Change History

This table lists changes made to this guide. The most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 12.6(1)		July 2020
New chapters/topics have been added	Contact Center AI Configuration Contact Center AI Services Bulk Contact Center AI Services Content File	
Updated topic	Manage Bulk Jobs	

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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