



Preface

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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(2)		April 2023
For License Reservation, added new topics.	<ul style="list-style-type: none"> • Specific License Reservation • Permanent License Reservation • Task Flow for SLR • Enable Reservation • Request Reservation Licenses • Update Reservation Licenses • Return Reservation Licenses 	
Added new topics for Digital Channels integration using Webex Connect.	<ul style="list-style-type: none"> • Manage digital channels • Set up media channels • Configure queue settings • Configure User Sync • Define ECC variables • Integrate Cloud Connect with Webex Connect • Manage connection between Cloud Connect and MR PG 	
Modified topics.	<ul style="list-style-type: none"> • Task Flow for License Reservation • Before you Begin section in the topic: Request Reservation Licenses • Name of the topic: Enable Reservation Type to Enable Reservation and modified the introductory overview 	
Updated topic with a note.	Configure the Identity Service	

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

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Cisco Bug Search Tool

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Documentation Feedback

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