



Cisco Unified Intelligence Center Documentation Guide, Release 10.0(1)

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Purpose

This document provides details on all the guides released for Unified Intelligence Center.

Related documentation

- [Guides for the Cisco Unified Intelligence Center](#)
- [Troubleshooting tips for the Cisco Unified Intelligence Center](#)
- [Bill of Materials Guide](#)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation*, at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

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CHAPTER

1

Documentation guide

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Overview

This documentation guide provides details on all documents released for Unified Intelligence Center, release 10.0(1). It contains URLs to the documents.

For the latest version of Unified Intelligence Center documents, see: http://www.cisco.com/en/US/products/ps9755/tsd_products_support_series_home.html.

For more information on the latest Cisco product documentation, see: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

Documentation changes

The following table lists the documents that have new documents, transformed documents, and removed documents for this release.

Document	Status	Change
Cisco Unified Intelligence Center User Guide	New/transformed	This document provides details on various features in Unified Intelligence Center.

Document	Status	Change
Cisco Unified Intelligence Center Report Customization Guide	New/transformed	This document describes how to use the Unified Intelligence Center and configure reports.
Documentation Guide	New	This documentation guide provides details on all documents released for the current release of Unified Intelligence Center.
Release Notes for Cisco Unified Intelligence Center	Transformed	Transformed the document based on the new content model.
Report Template Reference Guide	Removed	This document is removed from Unified Intelligence Center and included in the Unified Contact Center Enterprise documentation suite.

Plan

Cisco Unified Intelligence Center Solution Reference Network Design (SRND) Guide

This document provides the design considerations and guidelines for deploying the Unified Intelligence Center, including its various components and subsystems.

To view the latest Unified Intelligence Center Solution Reference Network Design (SRND) Guide, see: http://www.cisco.com/en/US/products/ps9755/products_implementation_design_guides_list.html.

Release Notes for Cisco Unified Intelligence Center

This document describes the system requirements, new features, changed information, documentation updates, and open caveats for Unified Intelligence Center. Users should read the latest release notes before initially installing or upgrading their Unified Intelligence Center system.

To view the latest Unified Intelligence Center release notes, see: http://www.cisco.com/en/US/products/ps9755/prod_release_notes_list.html.

Open Source Used In Cisco Unified Intelligence Center

This document lists the licenses and notices for open source software used in this product.

To see the latest Unified Intelligence Center Open Source Guide, see: http://www.cisco.com/en/US/products/ps9755/products_licensing_information_listing.html.

Install and upgrade

Installation and Upgrade Guide for Cisco Unified Intelligence Center

This document explains how to install and upgrade Unified Intelligence Center. This guide is prepared for partners, specialists, and system administrators who are responsible for the installation of Unified Intelligence Center.

To view the latest Installation and Upgrade Guide for Unified Intelligence Center, see: http://www.cisco.com/en/US/products/ps9755/prod_installation_guides_list.html.

Hardware and System Software Specification (Bill of Materials) for Cisco Unified Intelligence Center

This document specifies the hardware and software that have been qualified by Cisco Quality Assurance for use with Cisco Unified Intelligence Center.

To view the latest Hardware and System Software Specification (Bill of Materials) for Unified Intelligence Center, see: http://www.cisco.com/en/US/products/ps9755/products_implementation_design_guides_list.html.

Virtualization for Unified Intelligence Center

The virtualization wiki is the location for Unified Intelligence Center virtualization requirements, guidelines and procedures.

To view the latest virtualization wiki, see: http://docwiki.cisco.com/wiki/Virtualization_for_Unified_Intelligence_Center.

Configure

Cisco Unified Intelligence Center Report Customization Guide

This document describes the different aspects of customizing a report in Unified Intelligence Center.

To see the latest Unified Intelligence Center Report Customization Guide, see: http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html.

Cisco Unified Intelligence Center User Guide

This document describes how to generate, view, filter, schedule and view permalinks and dashboards for various reports.

To see the latest Unified Intelligence Center User Guide, see: http://www.cisco.com/en/US/products/ps9755/products_user_guide_list.html.

Maintain and operate

Administration Console User Guide for Cisco Unified Intelligence Center

This document describes the Operations Console, which is a web-based console that enables users to centrally operate, administer, maintain, and provision the Unified Intelligence Center.

To view the latest Administration Console User Guide for Cisco Unified Intelligence Center, see: http://www.cisco.com/en/US/products/ps9755/prod_maintenance_guides_list.html.

Troubleshoot

The troubleshooting wiki is the location for all common Unified Intelligence Center troubleshooting tips and techniques. The wiki describes how to isolate and solve problems in the Unified Intelligence Center solution.

To view the latest troubleshooting tips, see: http://docwiki.cisco.com/wiki/Troubleshooting_Unified_Intelligence_Center.

Related documentation

This section presents information about product components that are deployed with Unified Intelligence Center.

Cisco Unified Contact Center Express

For Unified CCX documentation, see: http://www.cisco.com/en/US/products/sw/custcosw/ps1846/tsd_products_support_series_home.html.

Cisco Unified Intelligent Contact Management Enterprise

For Cisco Unified Intelligent Contact Management Enterprise documentation, see: http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html.

Cisco Packaged Contact Center Enterprise

For Cisco Packaged Contact Center Enterprise documentation, see: http://www.cisco.com/en/US/partner/products/ps12586/tsd_products_support_series_home.html.

Cisco Finesse

For Finesse documentation, see: http://www.cisco.com/en/US/products/ps11324/tsd_products_support_series_home.html.