Introduction to CUIC

Cisco Unified Intelligence Center (CUIC) is the application designed to assist in creating, managing, and generating reports for the Cisco's contact center suite of products.

Unified Intelligence Center serves the following primary purposes:

- Fetch data from base solution's database. The base solution can be any of the Contact Center products

- Allows you to create custom queries to fetch specific dat

- Customize the presentation of the reports

- Customize the data presented in the reports

- Allow different groups of people to view specific data based on their function