



Introduction to Cisco Unified Intelligence Center

- [Introduction to Unified Intelligence Center, on page 1](#)

Introduction to Unified Intelligence Center

Unified Intelligence Center is a web-based application that provides Historical, Real-time and Live Data reporting and dashboards.

Unified Intelligence Center serves the following primary purposes:

- Obtains data from the base solution's database. The base solution can be any of the Contact Center products.
- Allows you to create custom queries to obtain specific data.
- Customizes the visual presentation of the reports.
- Customizes the data presented in the reports.
- Allows different groups of people to view specific data based on their roles.

