



Introduction to Cisco Unified Intelligence Center

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Overview

Cisco Unified Intelligence Center is a reporting platform for users of Cisco Contact Center products. It 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.

As a reporting user, you can use the new Unified Intelligence Center page to perform the following tasks:

- Create, edit, and manage Dashboards.
- Create, edit, run, and manage Reports.
- Filter data in a report.
- View permalink for Dashboards and Reports.
- Set sharing permissions for Dashboards and Reports.
- Select locale for the Unified Intelligence Center.
- Search for Dashboard and Report.
- Mark Dashboards and Reports as favorites.
- View the personal list of favorites for Dashboards and Reports.

To perform the following tasks, you are re-directed to the Cisco Unified Intelligence Center legacy interface.

- Schedule reports to run at selected intervals.

- Creating and viewing;
 - Report Definition
 - Data Source
 - Value List and Collections
 - Users and Permissions (Security)



Note You can export reports or report folders only from the legacy interface. To access the legacy interface, click any of these drawers from the new interface.
