

# Cisco Unified Intelligence Center Documentation Guide, Release 12.6(1)

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## Overview

This documentation guide provides details of all of the documents for this release of Cisco Unified Intelligence Center and contains links to the documents.

For the latest version of all of the Unified Intelligence Center documents, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/tsd-products-support-series-home.html>.

## Document Changes

### New Documents in This Release

There are no new documents in this release.

### New Solution Documents in This Release

This table lists the Solution documents that are new in this release.

Document	Notes
<i>Release Notes for Cisco Contact Center Enterprise Solutions</i>	<p>Describes new and updated features and other changes for the following contact center solutions and their components:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Contact Center Enterprise</li> <li>• Cisco Packaged Contact Center Enterprise</li> <li>• Cisco Hosted Collaboration Solution for Contact Center</li> </ul> <p>The Release Notes for each of these solutions are now consolidated into this one document.</p> <p>See: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html</a>.</p>

### Documents Retired in This Release

This table lists the documents that are retired in this release.

Document	Notes
<i>Release Notes for Unified Contact Center Enterprise</i>	Content moved to <i>Release Notes for Cisco Contact Center Enterprise Solutions</i> . See: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html</a> .
<i>Release Notes for Packaged Contact Center Enterprise Solution</i>	Content moved to <i>Release Notes for Cisco Contact Center Enterprise Solutions</i> . See: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html</a> .
<i>Release Notes for Cisco Hosted Collaboration Solution for Contact Center Solution</i>	Content moved to <i>Release Notes for Cisco Contact Center Enterprise Solutions</i> . See: <a href="http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html">http://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html</a> .

### Documents Updated in This Release

The following table lists the documents that are updated in this release.

**Table 1: Updated Cisco Unified Intelligence Center Documents**

Document	Change
<i>Installation and Upgrade Guide for Cisco Unified Intelligence Center</i>	This document contains updated content related to: <ul style="list-style-type: none"> <li>• Updated VMware ESXi version details.</li> <li>• Added Unified Intelligence Center and Live Data upgrade details.</li> <li>• Added L2 upgrade details.</li> </ul>
<i>Cisco Unified Intelligence Center Report Customization Guide</i>	This document contains updated content related to: <ul style="list-style-type: none"> <li>• Existing note is updated with the introduction of Edge Chromium (Microsoft Edge) browser.</li> </ul>
<i>Cisco Unified Intelligence Center User Guide</i>	This document contains updated content related to: <ul style="list-style-type: none"> <li>• Updated the custom logon messages for users during sign in.</li> </ul> Updated browser support for Edge Chromium (Microsoft Edge) and added the self-signed certificates for browsers.

Document	Change
<i>Administration Console User Guide for Cisco Unified Intelligence Center</i>	<p>This document contains updated content related to:</p> <ul style="list-style-type: none"> <li>• Added user session details.</li> <li>• Added Unified Intelligence Center logging details.</li> <li>• Added TLS details.</li> <li>• Added self-signed certificate upload details.</li> <li>• Added member/subscriber node details in OAMP.</li> <li>• Added dashboard permalinks details.</li> <li>• Updated reporting engine details.</li> <li>• Added custom logon message configuration details.</li> <li>• Added logging commands.</li> <li>• Added following show commands: <ul style="list-style-type: none"> <li>• show cuic properties allow-external-links</li> <li>• show cuic properties report-query-timeout</li> </ul> </li> <li>• Added following set commands: <ul style="list-style-type: none"> <li>• set cuic properties allow-external-links</li> <li>• set cuic properties report-query-timeout</li> </ul> </li> <li>• Added unrestricted resources access details.</li> </ul>

## Plan

### **Solution Design Guide for Cisco Unified Contact Center Enterprise**

This document presents a solution-level perspective on designing your contact center enterprise solution. With a main focus on the Contact Center Enterprise Reference Designs, this guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-implementation-design-guides-list.html>

### **Solution Design Guide for Cisco Unified Contact Center Express**

This document describes system-level best practices and design guidelines for Unified CCX Solution and the solution components, including Unified Intelligence Center.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-implementation-design-guides-list.html>

### **Solution Design Guide for Cisco Packaged Contact Center Enterprise**

This document presents a solution-level perspective on designing your contact center enterprise solution. With a main focus on the Contact Center Enterprise Reference Designs, this guide combines design information from Unified CCE, Unified CVP, Unified Intelligence Center, and several other products.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-technical-reference-list.html>.

### **Release Notes for Cisco Contact Center Enterprise Solutions**

This document describes the new features, updated features, and other changes in Unified CCE, Packaged CCE, and Cisco Hosted Collaboration Solution for Contact Center, and their components including Unified Intelligence Center.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-release-notes-list.html>.

### **Release Notes for Cisco Unified Contact Center Express Solution**

This document describes the new features, updated features, and other changes in Cisco Unified Contact Center Express Solution, and their components including Unified Intelligence Center.

This document is located at

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-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: [https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0\\_general-table0=%20intelligence%20center#~documentation](https://www.cisco.com/c/en/us/about/legal/open-source-documentation-responsive.html?flt0_general-table0=%20intelligence%20center#~documentation).

## **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:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-installation-guides-list.html>.

### **Virtualization for Unified Intelligence Center**

The virtualization page for Unified Intelligence Center provides virtualization requirements, guidelines and procedures.

To view the page, see:

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/virtualization-cisco-unified-intelligence-center.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-unified-intelligence-center.html).

### **Compatibility with Unified CCE**

The compatibility information for Unified Intelligence Center provides hardware specifications and compatible third-party software versions for Unified Intelligence Center with Unified CCE.

This page replaces the Compatibility Matrix Wiki.

To view the page for Unified CCE, see: <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-device-support-tables-list.html>

### **Compatibility with Unified CCX**

The compatibility information for Unified Intelligence Center provides hardware specifications and compatible third-party software versions for Unified Intelligence Center with Unified CCX.

This page replaces the Compatibility Matrix Wiki.

To view the page for Unified CCX, see:  
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-device-support-tables-list.html>.

## **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:  
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/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:  
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/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:  
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-intelligence-center/products-maintenance-guides-list.html>.

### **Cisco Unified Contact Center Enterprise Port Utilization**

This document provides information on the ports used by Cisco Unified Contact Center Enterprise Solution and related components, including Unified Intelligence Center.

To view the port utilization in Unified Intelligence Center, see:  
<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html>.

### **Cisco Unified Contact Center Express Port Utilization**

This document provides information on the ports used by Cisco Unified Contact Center Express Solution and related components, including Unified Intelligence Center.

To view the port utilization in Unified Intelligence Center, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/products-installation-and-configuration-guides-list.html>

## **Cisco Security Advisories**

Addressing security issues in Cisco products is the responsibility of the Cisco Product Security Incident Response Team (PSIRT). The Cisco PSIRT is a dedicated, global team that manages the receipt, investigation, and public reporting of security vulnerability information that relates to Cisco products and networks.

For information on existing security issues, see *Cisco Security Advisories, Responses, and Alerts* at

<https://tools.cisco.com/security/center/publicationListing.x>.

## **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:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-express/tsd-products-support-series-home.html>

### **Cisco Packaged Contact Center Enterprise**

For Cisco Packaged Contact Center Enterprise documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/tsd-products-support-series-home.html>

### **Cisco Finesse**

For Finesse documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/finesse/tsd-products-support-series-home.html>

### **Cisco Unified Contact Center Enterprise**

For Cisco Unified Contact Center Enterprise documentation, see:

<https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>

### **Cisco Hosted Collaboration Solution for Contact Center**

For Cisco Hosted Collaboration Solution for Contact Center documentation, see:

<https://www.cisco.com/c/en/us/support/unified-communications/hosted-collaboration-solution-contact-center/tsd-products-support-series-home.html>