Value Lists and Collections

Overview

Unified Intelligence Center uses Value Lists and Collections as filtering tools to collect and control the data that is available for display in reports.

- *Value lists* are based on database queries and contain reportable items of the same type. For example, all agents or all skill groups.

- *Collections* are subsets of Value Lists, created to control the amount of data that is displayed to specific users and user groups. For example, you can create a collection of skill groups that displays only the skill groups in a region or line of business. No *stock* collections are installed with Unified Intelligence Center. Users with permissions to do so can create *custom* collections.

Note Value Lists and Collections using collection queries are refreshed every midnight (using the server time zone). The refresh operation is performed on the primary node in a cluster and propagated to other nodes.

Agent and Agent Team collections are created automatically when you implement the Unified Contact Center Enterprise User Integration feature. These imported collections are identified as *system* collections after they are imported from Unified Intelligent Contact Management or Unified Contact Center Enterprise.

When you run reports, Value Lists and Collections are displayed to filter reports. The ability to filter by Value Lists or by Collections is determined by Group or User permissions.

Value List Actions

Action	Description
Toolbar Actions	
Search	Searches for a Value List.
All	Lists all the Value Lists (Stock and Custom).
Stock	Lists all stock Value Lists.
Custom	Lists all the custom Value Lists.
Refresh	Refreshes the **Value Lists** page.
New	Creates a new Value List. For more information, see *Create Value Lists*.
Ellipsis (…) Actions	
Edit	Edits a Value List. You can also click on the Value List Name to edit the Value List details. In the edit mode, click the icon next to the Value List name to edit the Value List properties; Name and Description.
Values	Displays the list of values generated from the Value List Query.
Collections	Displays the list of values within the collection, if collections are defined.
Permissions	Assigns appropriate permissions to access and manage the Value List. **Groups**—Grants **View** and **Edit** permissions for the Value List. • Security Administrators can grant these permissions to various groups. • Entity owners can grant these permissions to groups that they are directly associated with. **Users**—Grants **View** and **Edit** permissions for the Value List to various users. Applicable only to Security Administrators. **Note** • Higher permissions (View and Edit) from either an individual user or the user group takes precedence. • Only the first 200 records (alphabetical order) are displayed in the **Members** or **Groups** panel. To view more records, see **Configure** > **Groups**. • When you modify a permission and want to switch between **Groups** and **Users** tabs, you will be prompted to either save or discard the changes.

Action	Description
Delete	Deletes a Value List. Only users with a Value List Collection Designer role can delete a Value List. You cannot delete a Value List that is associated with any entities.

Related Topics

Create Value List

Value Lists are used to fetch data in addition to the data that is received from the Report Definition query.

To create a Value List, perform the following steps:

Procedure

Step 1	In the left navigation pane, choose **Value Lists**.
Step 2	In the **Value Lists** window, click **New**.
Step 3	In the **Create New Value List** dialog box, enter the **Value List Name** and the **Description**.
Step 4	Click **Next**.
Step 5	In the Value List details page, enter the following:

Field	Description
Version	Enter a version number for the value list.
Data Source	Select the data source from the list.
Value List Query	Enter the database query to fetch the values for the value list. Click **Validate** to validate the query. Maximum query length: 15000. **Note** Order by clause is not supported in a Value List SQL query. Value ID cannot be an empty string or a null value.
Collection Query	Enter a query to fetch the data from the list of values generated by the value list query. This query is required only if you are creating a collection of type Identifier. Maximum query length: 15000. For more information about Collections, see *Create Collections*.

Step 6	Click **Save**.

Related Topics

Collection Actions

Action	Description
Toolbar Actions	
Search	Searches for a Collection.
All	Lists all the Collections (System and Manual).
System	Lists all the system Collections.
Manual	Lists all the manual Collections.
Refresh	Refreshes the **Collections** page.
New	Creates a new Collection. For more information, see *Create Collection*.
Ellipsis (…) Actions	
Edit	Edits a Collection. In the edit mode, click the icon next to the Collection name to edit the Collection properties; Name and Description.
Values	Displays the list of values associated to this Collection.
Permissions	Assigns appropriate permissions to access and manage the Collection. **Groups**—Grants **View** and **Edit** permissions for the Collection. • Security Administrators can grant these permissions to various groups. • Entity owners can grant these permissions to groups that they are directly associated with. **Users**—Grants **View** and **Edit** permissions for the Collection to various users. Applicable only to Security Administrators. **Note** • Higher permissions (View and Edit) from either an individual user or the user group takes precedence. • Only the first 200 records (alphabetical order) are displayed in the **Members** or **Groups** panel. To view more records, see **Configure** > **Groups**. • When you modify a permission and want to switch between **Groups** and **Users** tabs, you will be prompted to either save or discard the changes.
Delete	Deletes a Collection. Only users with a Value List Collection Designer role can delete a Collection. You cannot delete a Collection that is associated with any entities.

Related Topics

Create Collections

A collection is a subset of the data fetched by a value list. You can create a collection for any existing value list and each value list can have multiple collections. This allows you to customize the value list entries into groups which are more meaningful for your deployment.

Note Modifications to Collections are not automatically updated in schedules, reports, report drilldowns, and dashboards. Hence, if a collection is modified, you must reselect the collection for all the configured schedules, reports, report drilldowns, and dashboards.

To create a Collection, perform the following steps:

Procedure

Step 1 In the left navigation pane, choose **Value Lists**.

Step 2 In the **Value Lists** window, for the Value List to which you want to create Collections, click the corresponding ellipsis action button and select **Collections**.
The Collections list displays the available collections.

Step 3 Click **New** to add a collection.

Step 4 In the **Create New Collection** dialog box, enter the **Name** and the **Description**.

This name appears in the report filter for the reporting user to select the collections.

Step 5 Click **Next**.

Step 6 From the **Collection Type** list, select from the following collection types:

- **Identifier**—Select this Collection Type and enter the identifier to be used in the collection query that was defined in the associated Value List.

  Note When you edit the Value List, the Collection Query field is made editable and hence, you can determine what values are appropriate to enter in the **Identifier** field.

  You can customize the Collection Query with any valid SQL Select statement that returns appropriate IDs.

- **Regular Expression**—Select this Collection Type and enter a Java regular expression to search for data among the values generated by the Value List.

- **Values**—Select this Collection Type and select a subset from the list of values generated by the Value List.

Step 7 Click **Save**.

Note	The Value List is updated based on the synch schedule set up in Cisco Unified Intelligence Center Administration - OAMP console (Operation Administration Maintenance and Provisioning).
	This setting must be configured prior to using the Identifier type Collection.
	System collections are automatic and there is no ability to modify or delete them. System collections exist for Agent and Agent Team.

Config Limits for Value Lists and Collections

Cisco Unified Intelligence Center supports the following Config limits for Value Lists and Collections.

- Maximum number of Value Lists = 50

- Maximum number of Values Per Value List = 144000

- Maximum number of Collections Per Value List = 14400

- Maximum number of Values Per Collection = 5000